


Your IMPACT



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GRATITUDE REPORT

Pūrongo mihi

2021 - 2022



Thank you

We want to start our report with two words. Thank you.

Thank you to the funders and supporters who stepped in and helped us rise to the challenge. Thank you to the campaigners who spoke out for hospice care when a powerful voice was essential. Thank you to the dedicated and hard-working Waipuna Hospice family – our staff, our volunteers, our donors, our shoppers, and our local and national partners who gave their all this year.

And thank you to the thousands of people who trusted us with your care this year. We are continuously humbled to be able to go on your end-of-life journey with you, be it as a patient or as whanau. You all inspire us to keep doing what we do and do it better. You've made us laugh, you've made us cry, you've kept us going. Being there for those facing end-of-life and bereavement has driven every aspect of our work – day and night.

2021/22 has been a year like no other. Not just in terms of the ongoing consequences of the pandemic for our community, but the experiences that our patients, families, staff and volunteers have all lived through. Continuous changes in rules, regulations, and lockdowns weren't easy for anyone, but we are proud of what we have achieved with your help, and how our community has pulled together.

It's been a year that has been dominated by the coronavirus pandemic and changing traffic light levels. In the headlines we've read and listened to, but also in every aspect of our daily lives. It's affected the way we live, the way we learn, the way we connect with one another, the way we look after each other, the way we work, the way we shop, the way we travel, and sadly the way we die and say goodbye. It's been a year that was impossible to imagine beforehand.

At the start of this year, we knew Waipuna Hospice had an incredibly important job to do and that we could not let our community down. We knew we had to rise to the challenge to support the dying and bereaved who needed us the most. You helped us to do that.

Thanks to you, we'll continue to be there and rise to the challenges thrown our way.

Thank you for your continued support

Your Waipuna Hospice



SERVICES

Waipuna Hospice provides specialist palliative care for patients living with a life-limiting illness, and support services for them and their families and whānau. Our geographical area covers Waihi Beach to Paengaroa. Waipuna Hospice care is effective, equitable, valued, and accessible to all people in Tauranga and the Western Bay of Plenty regardless of age, gender, diagnosis, or ethnicity.

PEOPLE

Waipuna Hospice attracts, develops, and retains a high performing and engaged interdisciplinary team of staff and volunteers.

PARTNERS

Waipuna Hospice has sustainable relationships with key stakeholders across our region, including the Bay of Plenty District Health Board, local businesses, health providers, iwi, and our communities. We deliver care in partnership with a patient's primary healthcare team and alongside any other specialist teams involved.

DIVERSE COMMUNITY

Waipuna Hospice reflects the diversity of our communities in every aspect of our business.

FINANCES

Waipuna Hospice demonstrates strong financial stewardship while providing for the future needs of our community.

Vision

High quality
end of life care
for all

Mission

To provide the best
possible specialist
hospice palliative
care, enhancing the
quality of life for
those facing end of
life and bereavement

Values

Community
Advocacy
Respect
Empathy
Quality



I think the work Waipuna Hospice does and its ability to make death less painful for both the patient and the family is amazing. There is nothing easy about dying and the loss of a loved one, but I do believe Waipuna Hospice can make it easier.

GAYE BARKLA

Wife of Waipuna Hospice patient

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A YEAR AT A GLANCE

The difference you helped make in 2021 - 2022.

834

TOTAL PATIENTS

6,006

NURSE VISITS

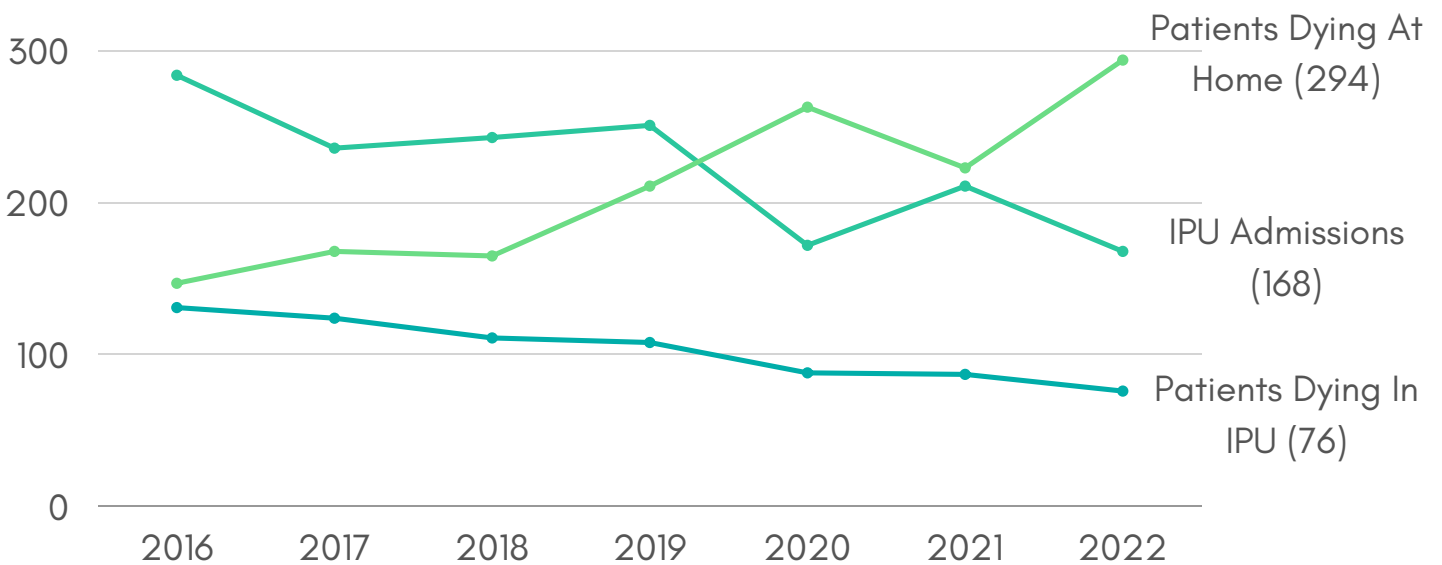
13,571

PHONE CALLS

4,035

FAMILY SUPPORT CONTACTS

Patient Trends



4,991

people, their family and whānau were supported by Waipuna Hospice last year.



KM TRAVELLED BY OUR TEAM



INPATIENT ADMISSIONS



CURRENT VOLUNTEERS

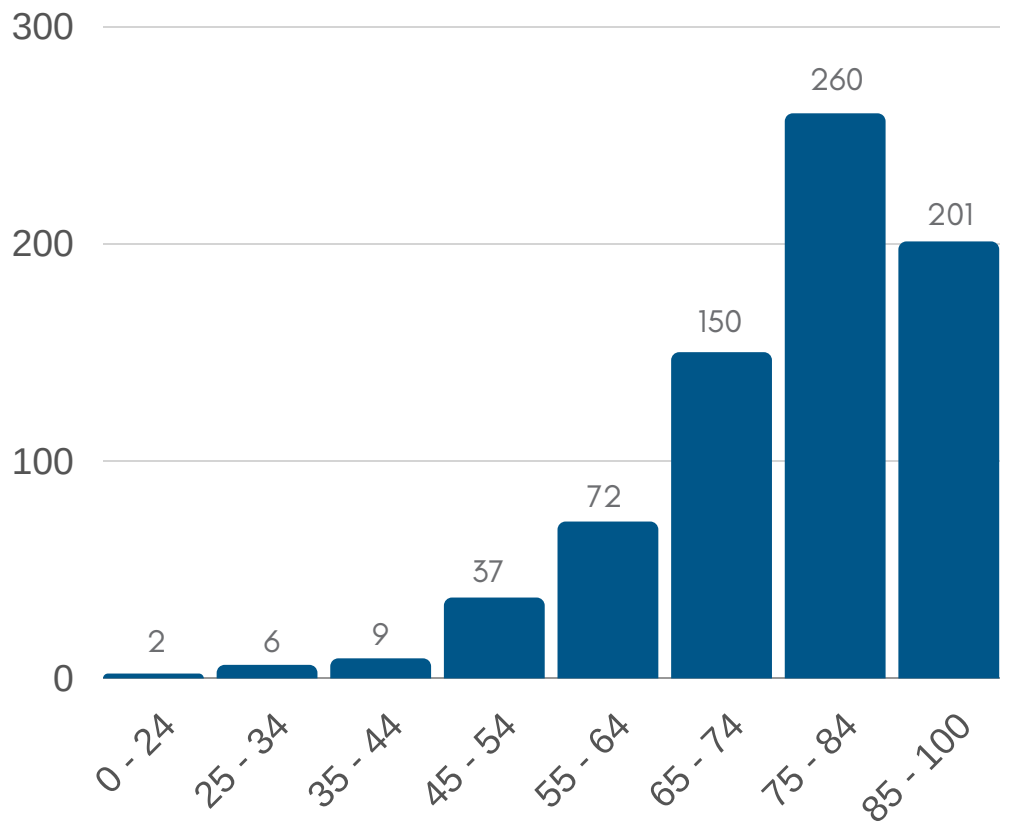


AVERAGE DAYS IN IPU

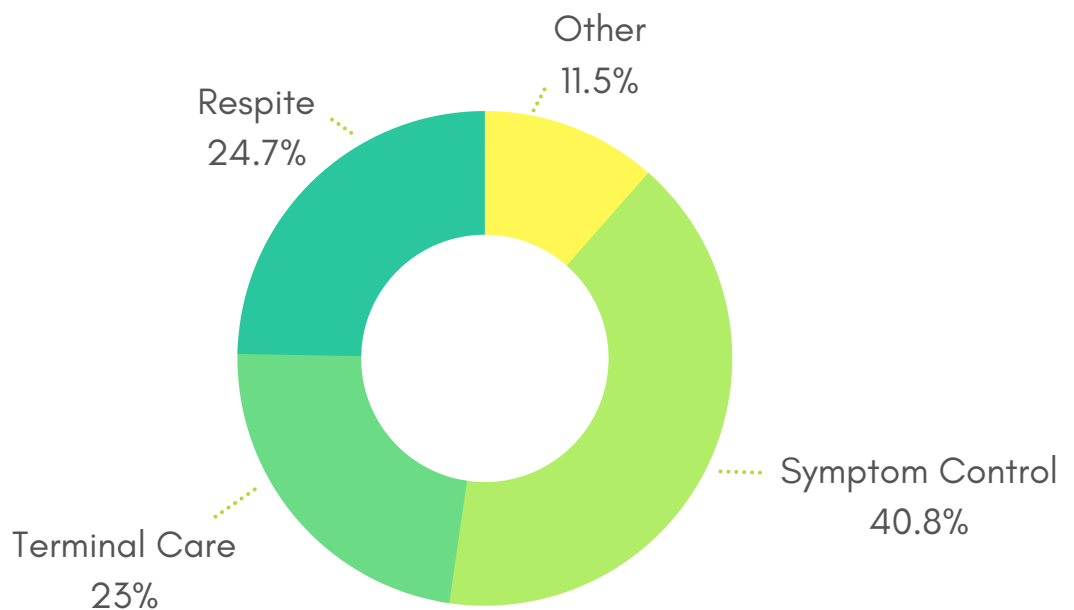


REFERRALS

New Patient Referrals By Age



Reasons For Admission To IPU





A YEAR OF CHALLENGE AND CHANGE

Chairperson Report - Vanessa Hamm

Waipuna Hospice has continued to navigate the challenges that Covid-19 presents, with a need to be agile in a constantly evolving environment. COVID-19 has impacted all aspects of our operations but importantly we have been able to continue to meet the needs of our patients.

More broadly, the economic climate has been more challenging in the past year, as restrictions have meant that we have not been able to host as many fundraising events. One of the initiatives that we have not been able to deliver is our Gala event which was set to celebrate our 30th birthday, although we are hopeful for 2023.

Waipuna Hospice is fortunate to enjoy strong support from the people who work within the organisation, and its strong volunteer base. Our people are the face of the organisation and we consistently receive excellent and grateful feedback about the services delivered by our people. This would not be possible, however, without the generous, and very humbling support of our incredible community. **We can't thank you enough for caring.**

At a board level we say farewell, and thank you, to some long-standing directors:

- Shirley Baker who has served on the Board for 8 years with a strong health and safety perspective.
- Monique-Balvert-O'Connor who has also served on the Board for 8 years with strong communication, marketing and fundraising skills.
- Ben Van Den Borst, a pharmacist who has served on the Board for three years, and is understandably experiencing heavy workload demands in the present environment.

We are pleased to welcome Kipouaka Pukekura-Marsden JP and Deborah Cameron to the Board. Kipouaka has a strong background in health and Deborah in health and safety.

Thank you to all our supporters – it's hard to put into words how much we truly appreciate you.

VANESSA HAMM
Chairperson





FACING END OF LIFE TOGETHER

CEO Report - Richard Thurlow

Waipuna Hospice continues to meet a delicate balance between providing the best possible service to our community whilst trying to maintain the fiscal position of the organisation. This last year has been one of the hardest years in which to achieve this balance. There are many individual reasons for this, but the main one is inadequate and inequitable funding of Hospice services nationally. This taken together with equity and parity pay awards for hospital nurses and the wage and cost pressure being placed on Waipuna to meet these pay expectations for staff retention has compounded this funding issue.

The environment in which we work is also more complex as we progress through the third year of a pandemic that has been intensified by a particularly difficult influenza season. Like us, our healthcare colleagues are stretched across all areas – General Practice, hospital, aged care, home help services – and this has knock-on effects, adding extra pressure on our team to meet the highly complex needs of our patient group.

I am pleased to say that we have succeeded in terms of service provision and have achieved good results from our interim certification and accreditation audits and our contract audit and cultural audit (following the He Ritenga Framework). These audits are essential as it allows the Waipuna Hospice team to really understand how well we provide care to our community. I congratulate the whole team for these excellent results in the most difficult of times.

Whilst the clinical services we provide are the primary focus of the organisation, I must not forget two other important areas of our work: our shops and our fundraising activities.

Both of these areas have been very tough this year – retail has been affected throughout the fiscal year by the pandemic and interestingly by the opening of our borders – our volunteers have been able to travel after two and a half years of being contained in New Zealand and could now take a well-earned break away, sometimes for several weeks.

The availability of volunteers severely affects the retail environment as we need to be able to staff our shops safely. I thank the managers of the shops for working with their volunteers to maintain cover at these stretching times. I also thank our volunteers – we could not raise the important funds from our shops that make it possible to provide the services to our community without you.

Fundraising has also been difficult. Whilst donations and appeals have successfully met their targets, our ability to hold events has been severely curtailed by the gathering limits imposed throughout the year. Our fundraising team have not been idle though and has managed to organise virtual events and collections to meet part of the budgeted income from our events.

Like many organisations, Waipuna Hospice has felt the impact of the “Great Resignation” in the last 12 months, and we do still find recruitment to modest wage rate positions much harder. Inflation pressure is now hitting, and our budgets will not allow us to meet the salary expectation of some staff. So, we expect the next 12 months to be a difficult period too.

Our hopes are that the health reforms currently underway will recognise the important work that hospices do for their community. We need the government of the day to always remember that a dollar spent on palliative care saves many more in the long run. We also want the government to add to their plan by-line of “live well, stay well, get well” the two small words that would capture all healthcare – “die well”.

Lastly, I want to thank the whole team for their hard work this year – staff, volunteers, board members and you, our community, for your ongoing support. Without which, Waipuna Hospice could not provide such a wonderful service.

Thank you.



RICHARD THURLOW
CEO





DEATH DOESN'T ALWAYS GO TO PLAN

Impact Story - Emma Frame

Emma Frame's mother Robina Simpson – known as 'Rona' - was diagnosed with cancer and given 12 months to live. However, life, or death, had other plans.

Rona was diagnosed with liver cancer in June 2013 after experiencing swelling. "Mum's cancer started from cirrhosis of the liver, which had resulted from Hepatitis C. Mum had been a nurse all her life, so it's hard to determine exactly where she'd picked up Hep C," says Emma.

"She hid it so well. When I look back I think she was trying to protect us but I

think she must have been feeling like absolute rubbish for some time before she received her diagnosis."

Rona was given 12 months to live. However, she passed away only three months later at only 58.

"Mum and I spent a lot of time together during her last few months," says Emma. "During that time, she'd also go out and visit Waipuna Hospice. It was about once a week at least."

"Mum was an aged care facility nurse, so in a way, she knew what was happening to her. When she would visit

Waipuna Hospice, she would pop in and have a chat to them, discuss what was happening, have a cup of tea and get the support she needed. It was amazing for her to be able to do that.”

Meanwhile, Emma and her husband Tim had booked a European OE “and mum was adamant that we still go”.

“Of course, we thought she had longer than she did. A few days prior to us leaving, mum was discharged from the hospital and she looked amazing. She was glowing and looked the best I had seen her for months.

“She dropped us off at the Airport and said ‘goodbye’, then 24 hours later she died. We weren’t there,” reflects Emma, who was 25 at the time.

It wasn’t until a year later that Emma discovered her mum didn’t die alone. A Waipuna Hospice nurse was with her when she died. “I felt so at peace knowing that she wasn’t alone when she died and that Waipuna Hospice was there. If I couldn’t be, then I couldn’t think of anyone better to have been there in her last moments than a hospice nurse.”

Emma says what stood out to her the most about Waipuna Hospice’s care was the support they offered her when she returned home.

“When mum died we continued on our trip – which was really hard but was the right thing to do and what she’d have wanted. When we got back the continued support from Waipuna Hospice was amazing.

“You know, when someone close to you dies, like your mum, everyone around you has a short grieving period with you; and then they move on. But I can’t; I will be grieving for mum for the rest of my life. Knowing that Waipuna Hospice doesn’t move on, that they are always there if we need them is just incredible.”

“It’s really nice to know that you’re not on your own,” says Emma, who believes people who haven’t been connected to a hospice possibly don’t realise the ongoing support they offer to families, well after their loved one has gone. “Anything I can do to help hospice, and raise the profile of the incredible work that they do, I will because the service they provide is invaluable – I can’t even put it into words.”





QUALITY CARE, NO MATTER WHAT.

Clinical Services Report - Selina Robinson

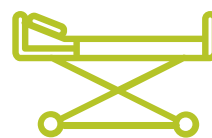
It can be said that the only constant in life is change, and over the last year this has held true.

The 2021/22 financial year saw the clinical team go into a phase of rebuilding while adapting to a hybrid model of remote working due to varying degrees of Covid lockdowns and traffic light settings. Our team, made up of doctors, nurses, nurse practitioners, social workers, counsellors, occupational therapists, physiotherapists, and education and admin support, displayed incredible agility and adapted to the changing environment very well. Our core focus was working cohesively and compassionately during a time of heightened stress in our community.

Many changes were made, both small and large, of which the clinical team continually adapted to provide an excellent level of care to our patients and whānau. A great example of this adaptability was displayed in the community when our team was required to wear personal protective garments when entering the home of someone Covid positive.

We'd also like to acknowledge and thank our incredible patients and their families for being so patient and understanding of these added precautions - we know it wasn't always easy at times.

The second lockdown saw us able to keep our IPU open with a few additional measures in place to keep the unit Covid free and our patients safe. This proved a relief for many patients and their whānau who were still able to access inpatient care and support for the management of symptoms or end of life care. Feedback indicated this offered great comfort and relief for whānau, at a time of added uncertainty.



168

patients were admitted into our IPU last year.

The elevated standard of care is frequently acknowledged by patients, families, and friends in person via thank you cards, chocolates, hand cream and generous donations. We would like to return that thanks tenfold – we are humbled by the trust you put in us and are honoured to be able to care for you and your families.

For our clinical team, relieving pain is a daily if not hourly consideration. However, pain can be reduced with creative interventions such as the installation of a Dynaform Air Mattress, or a syringe driver. Both of which we were lucky enough to receive last year thanks to our community grants.

A syringe driver is a specialised piece of medical equipment that delivers regular medication over 24 hours. During lockdown, one of our Nurse Practitioners was able to visit and set up a syringe driver infusion to manage symptoms for a younger person, making them comfortable and enabling the family their first night's sleep in a long time. For the patient, they woke the next morning feeling more rested and able to take on the day's activities with their pain under control, in their own home, without a hospital admission. As the Nurse Practitioner said, "having a syringe driver is just part of the journey for some and not necessarily the end of the journey. It can greatly improve their quality of life."



305

syringe drivers were supplied to patients in our community.

The Dynaform system replaces a traditional mattress, alleviating pressure and pain for our patients, and helping reduce the risk of bed sores. Our Occupational Therapists said this was a game changer for our care, enabling patients to begin to take on activities that had previously not been obtainable.

Such specialised equipment is often out of reach for many due to cost and accessibility. Now, thanks to community grants, this equipment, and in turn an advanced level of care, is now possible for our patients, helping them live their best lives.

Thank you to all of the community grants who supported Waipuna Hospice in the last year – you truly are improving the lives of our patients every day.

On any given day in the community, you will see our delivery vans delivering specialised equipment into patient homes. It takes on average 20 minutes to install an electric high-low bed and on a busy day they can install seven of these beds.



We are particularly pleased with our ability to respond quickly to the needs of patients and take pride in the fact that we can receive a request for a specialised bed in the morning and have it delivered by the afternoon. This means we can ease our patient's discomfort quickly, helping them remain within the comforts of their own home.

One of the biggest challenges can be getting lazy boy chairs through tight corridors and corners coupled with wearing full Covid-19 gear (masks, gloves gowns etc). Our Admin/Equipment Officer, logs, services, repairs, orders and generally keeps a watchful eye on what is needed. This is no small feat as we have hundreds of pieces of equipment on-site and in patients' homes from Waihi Beach to Pukehina.

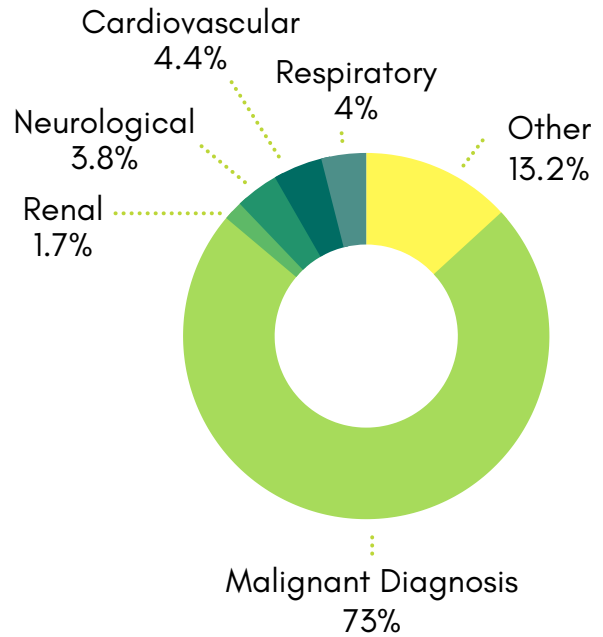


855

visits to patient homes were made by our equipment delivery team.



Primary Diagnosis



Almost

30%

of our patients have a primary diagnosis that isn't cancer.

I am very pleased to be leading and supporting a vibrant mixture of new and established staff who are driven to do whatever it takes to deliver a gold-standard service from boxes of fresh vegetables, hand knitted-blankets, syringe drivers and specialised mattresses into our patients' homes. This has been possible due to the kindness and generosity of community grants and our fantastic donors – we are so very grateful. I would also like to acknowledge the entire clinical team for their tireless efforts, cheerful spirits, and determination to provide that gold standard of care to each and every patient and their loved ones.

Lastly, THANK YOU to our patients and their whānau for putting your trust in us, and allowing us to go on your end-of-life journey with you. We are truly humbled.

Thank you.

SELINA ROBINSON
Director of Clinical Services



4,035

FAMILY SUPPORT CONTACTS



1652

FAMILY SUPPORT VISITS



2383

FAMILY SUPPORT PHONE CALLS



326

child therapy sessions were held last year. That's an increase of 82% when compared to the 20/21 financial year.





A LIFE NO ONE IMAGINES

Impact Story - Written by Jenny Noble

When you find out you're pregnant, you often envision what your child's life will be like. You picture their first step, their first Christmas, their wedding, having children, or becoming a sporting athlete. You imagine them experiencing all of life's joys.

What you do not imagine is a life spent in and out of the hospital, fighting to get care, searching the world for answers to your child's rare condition. You do not imagine being told your child has a terminal illness at six.

However, life isn't fair and is often brutal.

My son Hayden was diagnosed with an

extremely rare genetic condition called Mucopolysaccharidosis III Alpha/Beta, which is a lysosomal storage disease. This condition means that Hayden has endured countless surgeries to manage his complex symptoms.

When Hayden was diagnosed there was just a six-line description in a library book that did not really give us any information. We were told, *"Go home and get on with your lives as there is nothing we can do. You as parents will suffer more than your child will"*. We thought, "What does that mean? What are our lives going to be like? Is our child going to die?" We did not know what to do, and no one could help us.

We spent years fighting to get Hayden the care he needed. Then Hayden's doctors told us there was no more medication available to treat his pain and nothing more they could do. Hayden was discharged from their care with no answers and no hope. I ended up going to my GP as I was beside myself, I didn't know what to do as Hayden was in so much pain and nobody was helping us on the next stage of his journey.

It was then that we were referred to Waipuna Hospice for palliative care. The referral didn't come as a shock, but as a relief, as almost immediately we started getting the help we needed.

Initially, I did not know what form of palliative care Hayden would receive, but knowing Waipuna Hospice was there was such a relief because I knew I had somewhere to call. I now know I can turn to Waipuna Hospice for help when we need it.

At Waipuna Hospice, Hayden is not just a number in the system, and we don't have to fight for the care he needs and deserves anymore.

Hayden is well-supported thanks to the kindness of Waipuna Hospice. They make him as comfortable as possible.



As soon as we started receiving their care, I felt like I could breathe again.

Thanks to Waipuna Hospice we now have access to occupational therapy, nurses and doctors who come to our home, a chaplain who comes to talk with Hayden and our family, and they even organised a special bed and supported our application for a bidet and toilet for Hayden. We would not be getting any of that support if we were not under Waipuna Hospice's care. It means the world to our family.

The best way to explain what palliative care is for Hayden is by saying that it feels like Waipuna Hospice's main purpose in this world is to take care of my son and make him as comfortable as possible. Nothing is too hard when it comes to Hayden's care, and we are no longer on this journey alone.

I always thought I knew what Waipuna Hospice was, but it is so much more than what I could have imagined. Everyone we meet puts in 100 percent all the time – you would think they were making a million dollars a year with the support they provide you. I don't know how they do it. Everyone always goes out of their way to ensure Hayden is comfortable and able to enjoy the moment. They are always just a phone call away, day and night.

Waipuna Hospice has not only helped us care for Hayden, but they have also ensured our whole family is taken care of.

We would like to thank Jenny for sharing her story with us. Unfortunately, Hayden died in February 2022. We were honoured to care for him.



THE PEOPLE WHO MAKE IT POSSIBLE.

Volunteer Report - Shelley Atkinson

Our volunteer support to patients and their families remains strong and committed, despite the challenges the Covid pandemic has created. The necessity for all volunteers with patient-facing roles to comply with Ministry of Health regulations including being vaccinated, completing RAT tests and PPE precautions only highlights the value and importance of our volunteers.

Our volunteers provide impactful support ranging from a friendly face over a cuppa and conversations of life's achievements, flowers that brighten a patient's room, a clean nurses car, gardens to walk in, massages to ease a grieving loved one, a driver to a chemo appointment, support groups, to a simple 'hello how can I help' as the first voice on a call to our office. All powerful roles that play a vital part of the Waipuna Hospice service.

While the regulations have forced some departures from our team, we continue to recruit, educate, and retain positive, dedicated, and reliable volunteers.



861

VOLUNTEERS



61,284

VOLUNTEER HOURS

Over 800 volunteers are at the heart of our organisation, and we couldn't do what we do without them.

Our volunteer retail team, remain solid and positive providing staffing to our shops and depot. While the pandemic has created hurdles for our customers, staff and volunteers, the overall undefeatable attitudes and willingness to do what is required is abundant. Their hard work and generosity sustain our financial arm of the organisation.

Overall, this year has highlighted, how much we appreciate and rely not only on the amazing devotion and generosity of our volunteers, who so willingly give up their time to help us but also on the resilience and compelling positivity our volunteers continue to spread throughout our community. We are continuously humbled by the support we receive from our volunteers every day. There isn't one part of Waipuna Hospice that isn't touched by the efforts of our incredible volunteers.

We are forever thankful for every single volunteer, and we can't say THANK YOU enough for all of the support they offer.

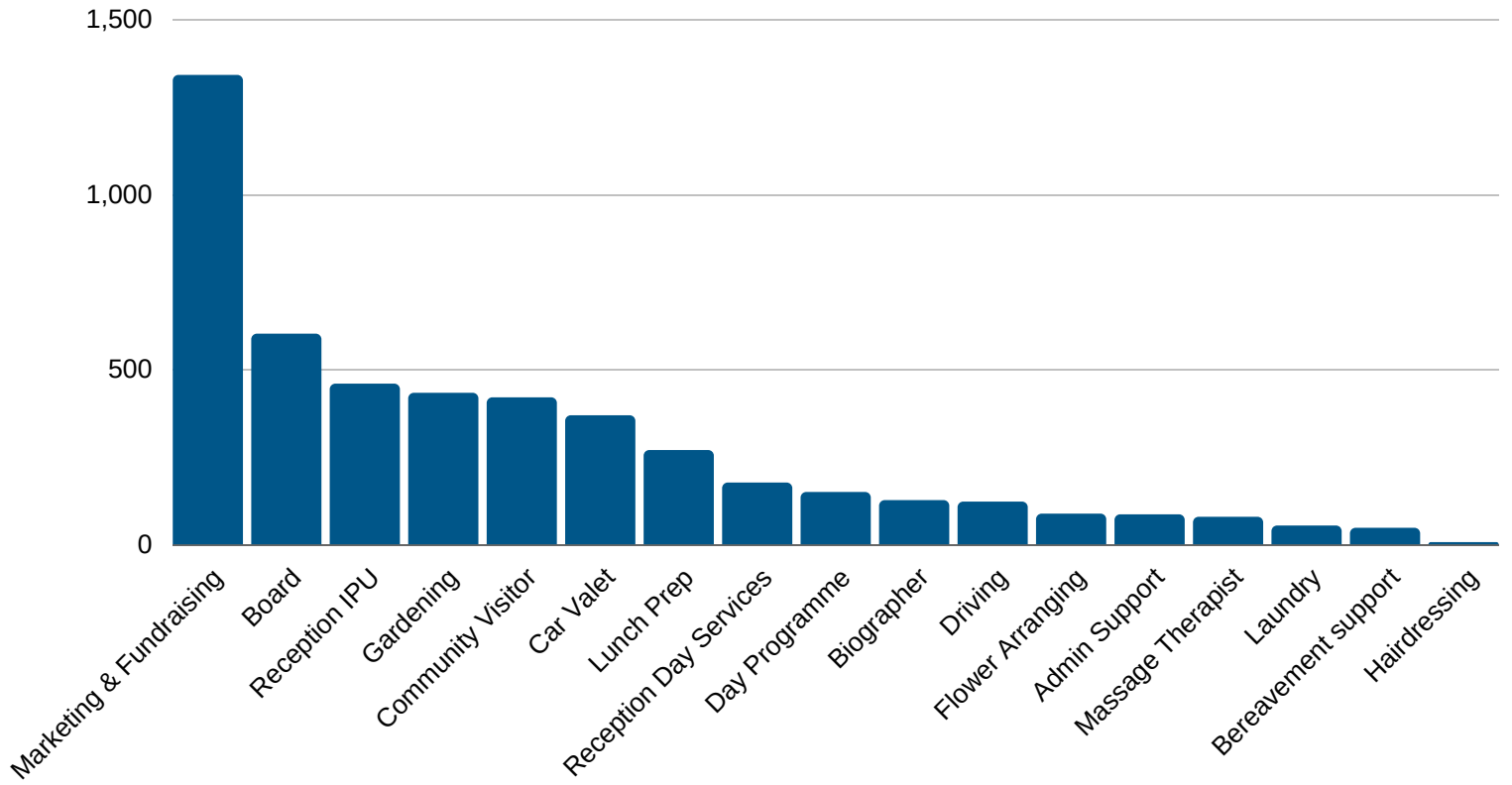


SHELLEY ATKINSON
Volunteer Services Manager



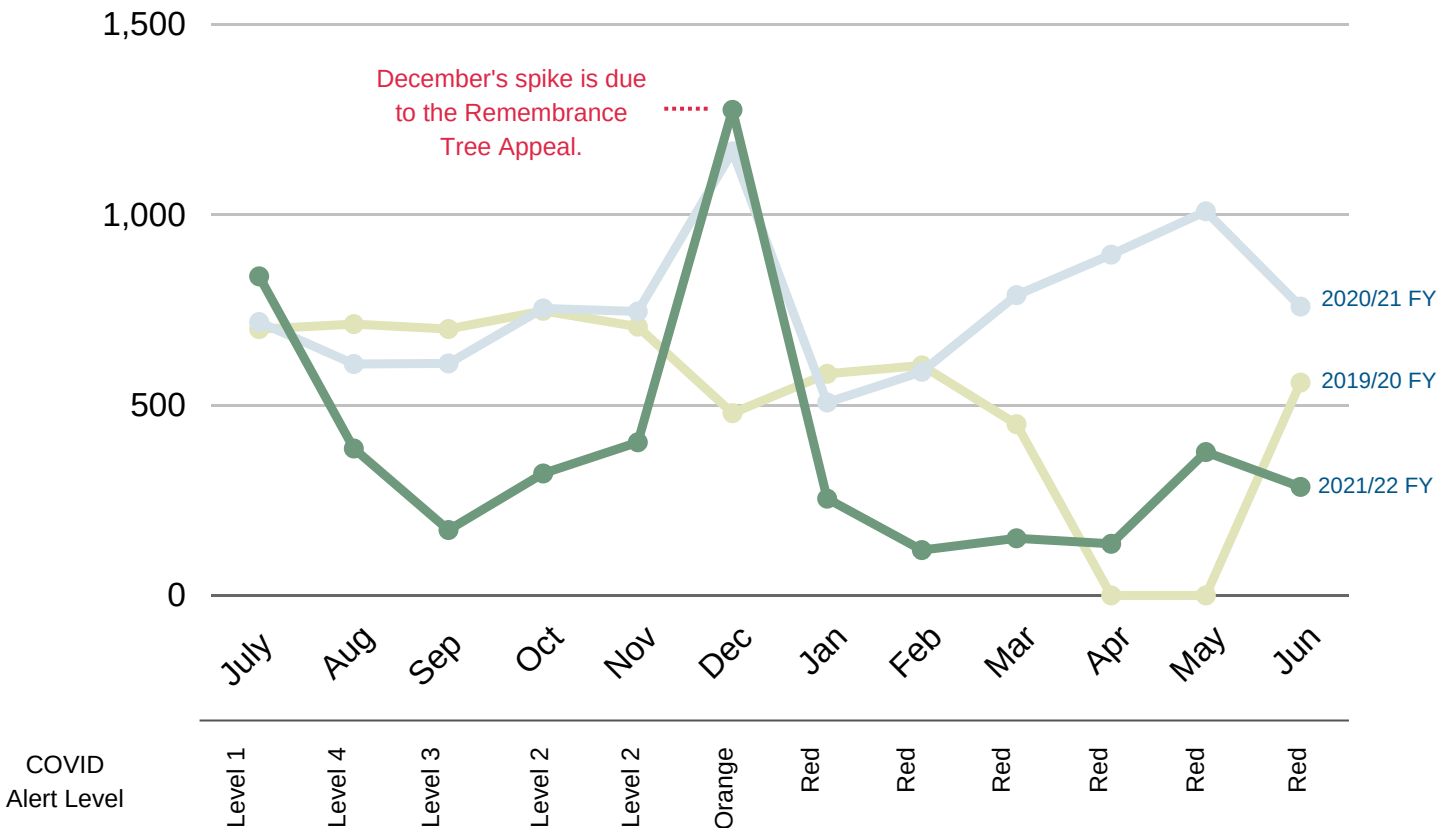
Palliative Care, Operations, & Admin Volunteer Hours

Excludes Retail data.



Palliative Care, Operations, and Admin Volunteer Hours By Month

Excludes Retail data.





DOING IT FOR DAD

Impact Story - Sophie Adams

Sophie's dad, Richard (Rich) Adams was diagnosed with an aggressive form of esophageal cancer in October 2019. After originally being admitted to the hospital for a suspected heart attack, the diagnosis was a shock for the family.

"When dad was first diagnosed, we all went into a bit of a shock period. None of us saw it coming. It's one of those things you watch other people go through on TV, but you never think it will be you. You never think it will be your dad who gets cancer until it is."

With no treatment available, Rich was referred to Waipuna Hospice

immediately, and by December, his health was declining rapidly.

"When dad started to get really sick Waipuna Hospice nurses were at our house every day, supporting not only dad, but our whole family. The nurses would come and help us change him and care for him. They taught us how to care for him if they weren't there, and they would answer our phone calls no matter the time of day, patiently answering our questions. So even when they weren't there, we knew they were only a phone call away".

After three months of in-home care, Rich passed away surrounded by his

loving family. But the care didn't stop there.

"After dad died Waipuna Hospice continued to care for us. Mum was getting massages and we were all going to counselling out in Te Puna. It was such a beautiful experience; Waipuna Hospice is such a calming place. I was coming in for one on one counselling sessions, as well as group counselling with mum and my brother. Their care even carried on through lockdown with phone calls. I still have my counsellor's number so when the grief wave comes through again I know I can always reach out to Waipuna Hospice and they will be there".

After experiencing Waipuna Hospice's care first-hand, Sophie decided to give back by turning her first-ever half

marathon into a fundraiser where she raised money for Waipuna Hospice. In total, she raised almost \$5,000.

After going on this journey, Sophie understands the importance of living life to the fullest.

"If I have learnt anything from this experience, it's that you can't take life for granted. Nobody knows what the next day holds and what life will throw at you, so make the most of it while you can. It's also really important to support organisations like Waipuna Hospice, because although you might be like me and think it will never happen to you, death is a huge part of life, and one day your situation may change and you may need them. Support them now so that if the tables do turn they will still be there to help you and your family get through".





PARTNERING FOR CHANGE

Marketing & Fundraising Report - Sasima Pearce

As I reflect on the last two years, I am overwhelmingly grateful to the people I work with - the team and volunteers at Waipuna Hospice, and most importantly all of our supporters. Your support has had an extraordinary impact. Your funding has helped provide so many things, from nursing salaries and petrol costs for our community teams to on-call nurses, and so much more. Your generosity in 2021-2022 has made a difference in the lives of terminally ill patients and their families across our region.

Here is a short story about Jan Garrett, one of our patients who benefited from your support. Because of YOU, Jan's care was possible.

"Growing up an orphan, and being a widow means I don't have family around me. I am completely on my own. It's just me and my dog, and that was really scary until Waipuna Hospice started caring for me and calling to check on me. It made me feel safe. I know death is coming, and I am frightened to die, but I feel better knowing Waipuna Hospice is there to help when I need it."

"Waipuna Hospice looked after me and did an amazing job of making me feel cared for, both medically and emotionally."

Facing death alone is scary, but with the help of our community, Waipuna Hospice can make sure people with life-limiting illnesses are supported and cared for in their final days. People like Jan Garrett, who passed away not long after sharing her story with us. It was an honour to care for and support Jan. All thanks to you! Your support enables us to achieve our mission of providing the best possible palliative care, enhancing the quality of life for those facing end-of-life and bereavement.

As we are about to begin our Marketing and Fundraising Five-Year Strategic Plan (2022- 2027), I look back at what the team has achieved in the past five years and look forward to our future plans. Despite the huge implications of Covid-19 on our fundraising capability, we quickly adapted our ways of working, and as a result, have gone from strength to strength.

Community and event fundraising had to stop abruptly and move to a virtual

environment, but I am pleased to say that the new initiatives we tried proved to be extremely successful. For example, our 'Give up to Give Back' Campaign raised over \$20,000 within one month, and the 'Superhero Walk (virtual challenge)' increased income by 146% from the previous year. The 'Dare to Bear - Shorts for Hospice' campaign also made an increase of 95% from the previous year. In addition, we had another sold-out year of the HAWK Symposium. Despite the virtual environment, we worked hard to ensure we delivered high-standard events that raised Waipuna Hospice's profile to our supporters and our stakeholders across the region.

We continued to develop our digital platforms and offers, developing new and more effective ways of communicating. We provided downloadable information, included advice videos and social media messages, and further raised our profile through media opportunities and campaigns.

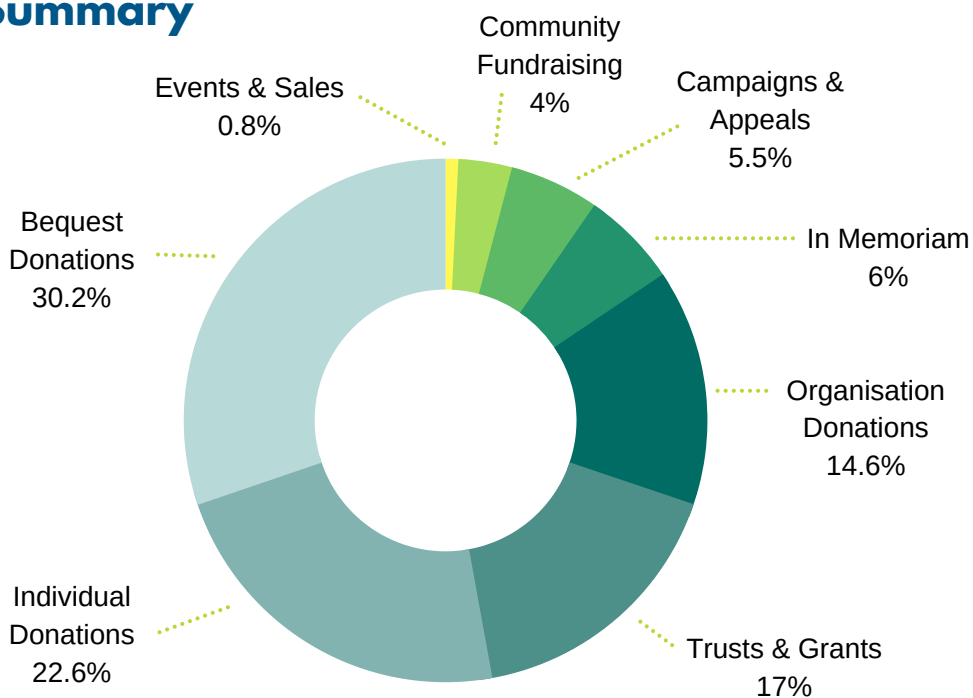
The changes brought an unexpected benefit in helping us fulfil our strategy of growing digital fundraising. The challenges opened new opportunities and drove us to be innovative. We were constantly inspired and motivated by our community of passionate supporters, fundraisers, funders, and corporate partners, to continue being innovative throughout challenging times. You are the reason why we believe we can make the end-of-life journey better for people in our community.

Thank you so very much for your continued support – together with our community, we can continue to provide support and care to patients and their families when they need it most.

SASIMA PEARCE

Director of Marketing & Fundraising

Income Summary





NO ONE SHOULD FACE DEATH ALONE.

Impact Story - Mandy Lowe

Mandy Lowe was first diagnosed with breast cancer in 2011 in Australia where she underwent five surgeries and endless treatment plans. Eventually, Mandy couldn't work and was running out of money, so she made the tough decision to relocate back home to New Zealand. Then, after a clean bill of health for over eight years, Mandy decided to move on with her life. To her, cancer was a thing of her past.

It wasn't until a persistent pain in her back developed that she started to think that maybe her fight wasn't over and she went for further tests with her doctor.

Mandy recalls the trepidation of awaiting those results but says she just knew that her cancer had returned. She could feel it. When her doctor confirmed her suspicions, Mandy was in denial.

She wasn't ready for cancer to return to her life. However, the scans were conclusive, showing multiple tumours down her back and spine.

Since then, Mandy has been in hospital more than she has been at home. It has been a long and painful journey.

Mandy's cancer has also progressed since. What started in her back and spine, then spread to her lungs, liver, brain, bones, pelvis, and lymphatic

system. Such a complex diagnosis brought with it an unbelievable amount of pain for Mandy. But when a COVID-19 lockdown was announced, she faced a pain even worse.

“I have two beautiful children in Australia who I had to leave behind when I got really sick and couldn't work. When a country-wide lockdown and travel ban was announced last year, and again this year, my thoughts went straight to them. Lockdown means I can't see my children while I go through this ordeal. Not seeing them is harder than going through cancer. I can handle plenty of physical pain, I do that every day, but being apart from my children is an emotional pain I don't know how to handle. It is unbelievably hard to go through this without them by my side”.

While Mandy is separated from those she loves most in this world, she isn't alone.

According to Mandy, she is forever grateful for the love and support she received not only from her parents and family scattered throughout the country but also from Waipuna Hospice who have been caring for her since 2019.

From pain medication and nurse visits to physiotherapy, massage therapy, phone calls, loaned wheelchairs and walkers, and companion visits from a volunteer who takes Mandy walking, Waipuna Hospice has been there every step of the way, and it's only possible because of the generosity of our community.

Although for Mandy, the idea of hospice wasn't a comforting thought at the start. “Originally I thought hospice was where you go to die, so when my doctor referred me I freaked out and thought, ‘Oh my goodness, I am not ready to die yet’. Then I realised there is so much more to hospice than death.”

“Yes, they care for the end of life, but a lot of what they do is getting people on track with symptom control. They've been fantastic all the way through. I know for a fact that I wouldn't be here without Waipuna Hospice”.

During lockdowns that care didn't stop, and for Mandy, that meant the world.

“It has been so important to have Waipuna Hospice by my side. They've been so supportive and I am so thankful to know they're always looking out for me, and checking in to make sure I am okay”.

We would like to thank Mandy for sharing her story. Unfortunately, Mandy died in 2022.





A BIG IMPACT BUSINESS

Retail Report - James Turner

This past year has been one of adaptation, challenge, and significant teamwork in the retail sector with the effects of the global pandemic lasting as it has. I would like to acknowledge and recognise our retail Managers and their teams for all their hard work, helping us achieve such positive outcomes in our retail sector. I'd also like to thank all of our donors and shoppers for continuing to support us through such uncertain times. We know at times it was difficult to navigate the endless stream of changes, but we are truly humbled by the support of our community.

The support we have received from the greater Waipuna Hospice Team including our board, our community and our customers has enabled us to continue to “Turn second-hand goods into first class care”. The tremendous support we received during the year through the donation of second-hand goods has highlighted that the supply of donations directly aligns with the increase of sales in our shops. Going forward, this will present some challenges, especially for our

Operations and Logistics Team but these will be addressed through planned streamlining.



259,000

TOTAL TRANSACTIONS



\$16.61

AVERAGE TRANSACTION VALUE

The amazing support of our volunteers as we all navigated our way through mask-wearing, social distancing, vaccinations and contact tracing guidance was a testament to their commitment to our charity – so THANK YOU. We couldn't have survived without your support. While there was initial apprehension on returning, this was quickly resolved by the incredible work completed by the Waipuna Hospice Pandemic Planning Team. The practices and protocols, all be it

often tiresome, were soon appreciated as keeping us as safe as we possibly could be. This enabled the shops to get back to full operation sooner than expected resulting in increased turnover beyond what we predicted and directly impacting Waipuna Hospice's revenue positively so that our patient and whanau support wasn't compromised.

The Waipuna Hospice retail sector already has a leading operations and logistics system in place, however not one to sit on our laurels, the next financial year will see this being adapted to centralisation of inwards goods, collections, processing, and pricing. This will enable us to maximise our donations, ensuring even coverage, fairness of higher-end goods and stock rotation amongst our shops, allowing us to raise the most from the donations we receive. We are excited to develop these changes and contribute even more to the high level of care delivered by Waipuna Hospice. Care that is possible thanks to our donors.

Recently, especially since the lockdown of 2020, there has been an increase in awareness in our community regarding recycling, re-purposing, and re-loving of goods.



Ethical trading is also high on the list, especially with our younger generations. Embracing diversity in our communities has also become a focus. We see these as being an important part of aligning with our values and a big part of our future.



56,631

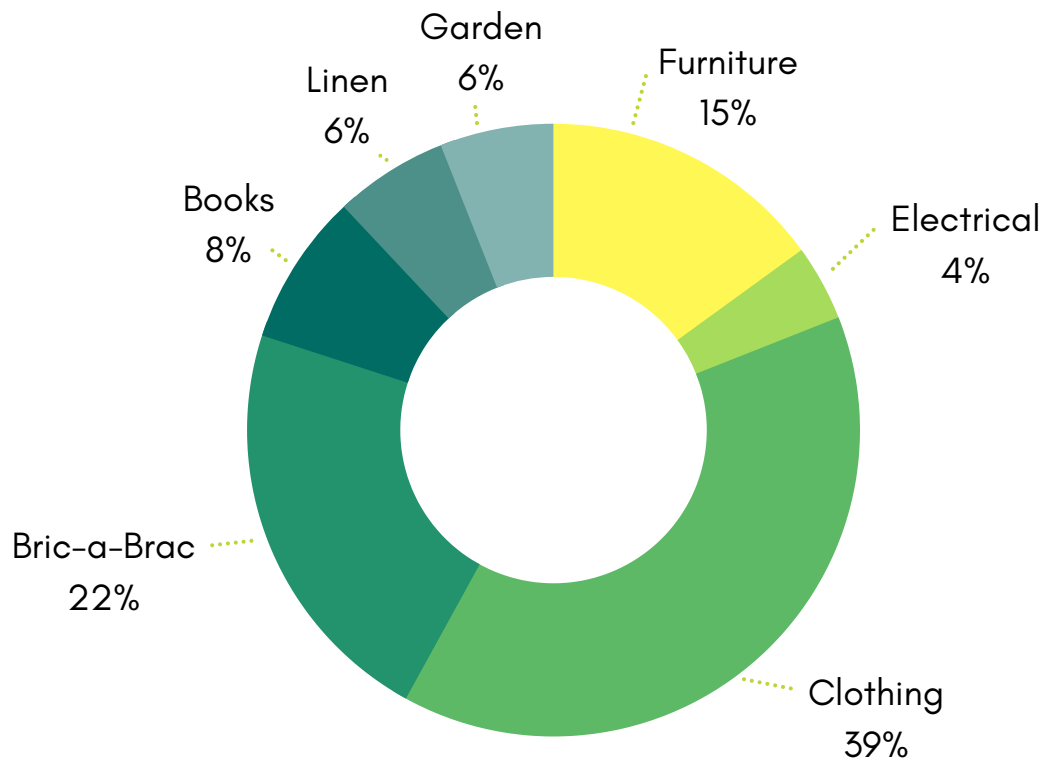
TOTAL RETAIL VOLUNTEER HOURS

Overall, the retail sector of Waipuna Hospice has a lot to be proud of. The hard work and effort over this difficult time of Covid, a tighter economy and of personal sacrifice show in the sales and our stable workforce. We see this continuing and are very thankful for our wonderful community, our team at Te Puna and the Operations and Logistics' team at our depot for their continued support. We are proud to be part of our local community, and are continuously humbled by the amount of generosity and support we receive. To anyone who has donated or shopped, whether it's a little or a lot, it all helps and we thank you from the bottom of our hearts.

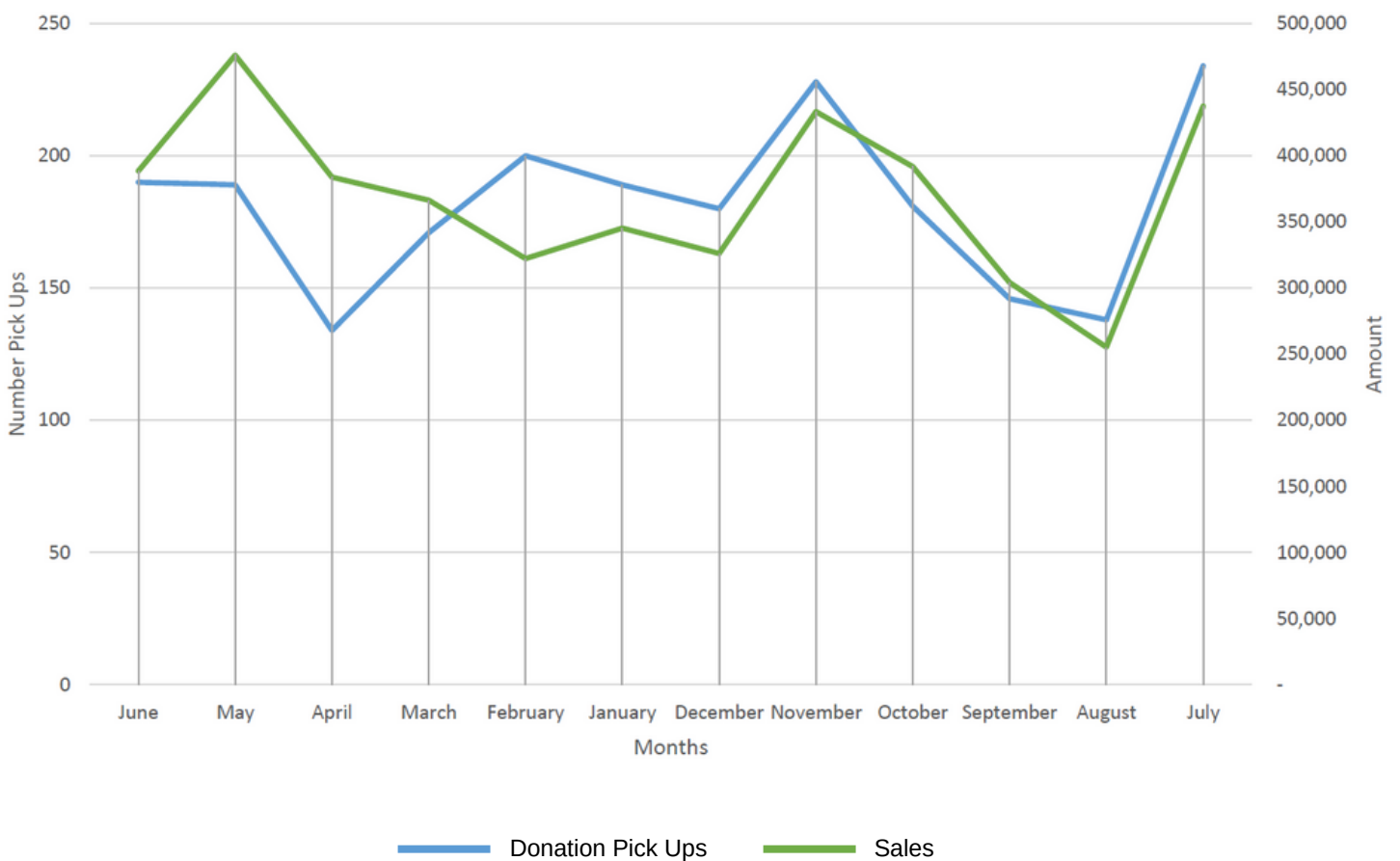
James

JAMES TURNER
Retail Business Manager

Retail Sales By Category



Sales Vs Donation Pick Ups





FOREVER GRATEFUL, FOREVER IN MY HEART

Impact Story - Nicki Everitt

Waipuna Hospice was there for my family when we needed them the most. They took care of my mum, Stella, when she was battling pancreatic cancer, and later my family when we were dealing with the grief of losing someone so special.

Mum's journey began with a few tummy issues, which she did not think too much of. Eventually, they got worse and her pain came to a head on my wedding day in 2018. After several months of tests, mum was diagnosed with pancreatic cancer and we received the heartbreaking news that she only had 3-6 months left to live.

Mum being mum took it all in stride; however, we were devastated. It took us longer to process and accept her condition as reality.

The first three months of mum's journey were traumatic in terms of pain. She was in and out of the hospital and ended up getting a stoma and colostomy bag, which helped ease some of her sufferings.

After that, her journey with Waipuna Hospice began. The team at Waipuna Hospice were empathetic but direct, telling us what we needed to know and listening when we needed to be heard.

Everything was about making mum more comfortable and listening to her wants and needs. Waipuna Hospice also included our family, making sure we were aware of what was happening to mum, what to look for and what to expect in the journey.

The most significant part of the help Waipuna gave us was in the last few weeks of mum's life.

Mum wanted to be at home surrounded by her family and loving partner Geoff. Waipuna Hospice made that possible. They visited daily, making sure mum was as comfortable as possible. The love and care they gave mum, and our whole family, was second to none.

Mum truly believed she had lived a very fulfilling life. She particularly loved being a grandmother to her seven grandchildren and her one big sadness was that she would not be around to see her great-grandchildren.

Mum died in October 2018 at only 69.

Reflecting on her final journey, I am forever grateful for Waipuna Hospice's help.

Everything about mum's care was special. We were never turned away, always encouraged to reach out, and always felt like we were listened to.

The team was genuine, caring, loving, and empathetic, not just when they helped mum, but for the whole family. It felt like they became part of our family.

I used to donate to Waipuna Hospice, but after Mum's journey, I knew more about the cause and wanted to do more to help. I don't think people in the community know how much Waipuna Hospice needs donations to operate. They aren't fully government-funded, so without community support, they wouldn't have been there to care for my mum.





Financials

Financial Statements

Waipuna Hospice Incorporated
For the year ended 30 June 2022

Prepared by Ingham Mora Limited

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Directory

Waipuna Hospice Incorporated For the year ended 30 June 2022

Nature of Business

Hospice Healthcare Services

Address

43 Te Puna Station Road
Tauranga

Auditors

Baker Tilly Staples Rodway Audit Limited
Tauranga

Bankers

Westpac

Solicitors

Keam Standen

Board Members

Vanessa Hamm (Chairman)
Benjamin Van den Borst (Deputy Chairman)
Deborah Cameron (Co-opted 06/22)
Glenda Gaye Hutchison (Treasurer)
Shirley Ann Baker (Resigned 06/22)
Jeremy Ian Rossack
David McClatchy
Monique Balvert O'Connor
Kipouaka Pukekura (Tangata Whenua Rep)

Chief Executive

Richard Thurlow

Statement of Service Performance

Waipuna Hospice Incorporated For the year ended 30 June 2022

Waipuna Hospice has elected to adopt PBE FRS 48 Statement of Service Performance reporting early.

'What did we do?', 'When did we do it?'

Waipuna Hospice provides specialist palliative care for patients living with a lifelimiting illness, and support services for them and their families and whānau. Our geographical area covers Waihi Beach to Paengaroa. Waipuna Hospice care is effective, equitable, valued, and accessible to all people in Tauranga and the Western Bay of Plenty regardless of age, gender, diagnosis, or ethnicity.

Purpose/Mission

To provide the best possible specialist hospice palliative care, enhancing the quality of life for those facing end of life and bereavement.

Strategic Goals

High quality end of life care for all.

Description of Entity's Outcomes

Waipuna Hospice has the purpose of delivering outcomes of: Specialist Palliative Care services delivered to patients in their home or our In Patient Unit; ability to loan supporting equipment, providing training /education to caregivers and the local communities and to be able to die in the place of their choice.

The 2021/2022 year saw decrease in the number of new patient referrals from 738 to 737.

The Te Whatu Ora Health New Zealand, Hauora Toi Bay of Plenty funded 620 of these referrals.

The 2021 and 2022 year continued to experience some disruption from the various Government led Covid 19 Lockdowns. This had an impact on our face to face delivery of community services for a number weeks during the reporting period.

	2022	2021
Description and Quantification of the Entity's Outputs		
Referrals	737	738
Nurse Visits	6,006	7,794
Family Support Contacts	1,652	2,115
KMs Travelled by Team	231,698	252,826
Inpatient Admissions	168	211
Training Total Sessions	40	47
External Sessions	30	18



Statement of Comprehensive Revenue & Expenses

Waipuna Hospice Incorporated
For the year ended 30 June 2022

	NOTES	2022	2021
Revenue from Non - Exchange Transactions			
Corporate Sponsorship	2	149,371	184,040
Donations	2	1,543,665	1,108,309
Grants	2	210,748	819,975
Resurgence Support Payment		18,696	-
Wages Subsidy		169,838	-
Total Revenue from Non - Exchange Transactions		2,092,319	2,112,324
Revenue from Exchange Transactions			
DHB Contracts		4,908,612	4,718,573
Shop Sales	3	4,431,159	4,844,340
Interest Received		6,512	3,086
Net Fundraising		80,103	83,833
Subscriptions		1,391	1,713
Depreciation Recovered		2,596	1,354
Sundry Income		91,219	105,165
Total Revenue from Exchange Transactions		9,521,593	9,758,064
Total Revenue		11,613,912	11,870,389
Expenses			
Audit Fee		20,700	14,600
Depreciation		286,384	308,104
Insurance		59,703	33,340
Loss on Sale of Fixed Assets		667	-
Other Operating Expenses	4	1,594,717	1,497,377
Rent	5	513,750	505,000
Shop Expenses	3	2,618,435	2,525,530
Wages		7,227,983	6,762,090
Total Expenses		12,322,338	11,646,041
Total Surplus / (Deficit) for the Year		(708,427)	224,348
Total Comprehensive Revenue and Expenses		(708,427)	224,348



The accompanying notes form part of these Financial Statements

Statement of Changes in Equity

Waipuna Hospice Incorporated
For the year ended 30 June 2022

	2022	2021
Equity		
Opening Balance	2,979,288	2,754,940
Recognised Revenue and Expenses		
Net Comprehensive Revenue & Expenses for the Year (Page 4)	(708,427)	224,348
Total Recognised Revenue and Expenses	(708,427)	224,348
Total Equity	2,270,861	2,979,288
Equity at End of the Year	2,270,861	2,979,288



The accompanying notes form part of these Financial Statements

Statement of Financial Position

Waipuna Hospice Incorporated

As at 30 June 2022

	NOTES	30 JUN 2022	30 JUN 2021
Current Assets			
Bank and Cash	11	1,151,388	1,989,505
Receivables for Exchange Transactions	11	405,540	166,151
Prepayments		128,193	116,098
Loan to Foundation	5	1,234,318	1,164,609
Total Current Assets		2,919,439	3,436,362
Non-Current Assets			
Fixed Assets	14	386,116	525,545
Other Non-Current Assets			
Waipuna Hospice Foundation	5	60,324	57,973
Total Non-Current Assets		446,440	583,518
Total Assets		3,365,880	4,019,880
Current Liabilities			
Provisions	11	795,016	837,636
Accounts Payable	11	139,197	180,761
GST Payable		15,101	14,195
Non - Exchange Liabilities	11	145,705	8,000
Total Current Liabilities		1,095,018	1,040,593
Total Liabilities		1,095,018	1,040,593
Net Assets		2,270,861	2,979,288
Equity			
Capital		594,629	594,629
Accumulated Comprehensive Revenue & Expenses		1,676,232	2,384,659
Total Equity		2,270,861	2,979,288
Total Accumulated Funds (Deficit)		2,270,861	2,979,288

For and on behalf of the Society:



Chairman

Date: 26/10/22



Acting Chief Executive Officer
Date: 26.10.22



The accompanying notes form part of these Financial Statements

Statement of Cash Flows

Waipuna Hospice Incorporated
For the year ended 30 June 2022

	NOTES	2022	2021
Cash Flow Statement			
Cash Flows from Operating Activities			
Receipts			
Receipts from Non-Exchange Transactions		2,230,023	2,041,587
Receipts from Exchange Transactions		9,304,320	9,743,158
Interest Received		4,161	824
Total Receipts		11,538,504	11,785,569
Payments			
Payments to Suppliers		(2,591,846)	(2,354,524)
Payments to Employees		(8,975,006)	(8,065,670)
Total Payments		(11,566,852)	(10,420,194)
Net Cash Flows from Operating Activities		(28,348)	1,365,375
Cash Flows from Investing Activities			
Receipts			
Sale of Property, Plant & Equipment		5,726	3,138
Total Receipts		5,726	3,138
Payments			
Purchase of Property, Plant & Equipment		(154,972)	(172,851)
Total Payments		(154,972)	(172,851)
Net Cash Flows from Investing Activities		(149,246)	(169,713)
Cash Flows from Financing Activities			
Payments			
Loan Repayment		-	-
Loan Advanced		(660,522)	(781,113)
Total Payments		(660,522)	(781,113)
Net Cash Flows from Financing Activities		(660,522)	(781,113)
Net Increase / (Decrease) in Cash and Cash Equivalents		(838,116)	414,549
Cash and Cash Equivalents at 1 July			
Cash and Cash Equivalents at 1 July		1,989,504	1,574,955
Cash and Cash Equivalents at 30 June			
Cash and Cash Equivalents at 30 June		1,151,388	1,989,504



The accompanying notes form part of these Financial Statements

Notes to the Financial Statements

Waipuna Hospice Incorporated For the year ended 30 June 2022

1. Statement of Accounting Policies

Reporting Entity

The reporting entity is Waipuna Hospice Incorporated (the "Waipuna Hospice"). The Waipuna Hospice is domiciled in New Zealand and is a not-for-profit society incorporated under the Incorporated Societies Act 1908.

The financial statements of the Waipuna Hospice for the year ended 30 June 2022 were authorised for issue by the Board on the 26th October 2022.

Statement of Compliance

The Waipuna Hospice's financial statements have been prepared in accordance with Generally Accepted Accounting Practice in New Zealand ("NZ GAAP"). They comply with Public Benefit Entity International Public Sector Accounting Standards ("PBE IPSAS") and other applicable financial reporting standards as appropriate that have been authorised for use by the External Reporting Board for Not-For-Profit entities. For the purposes of complying with NZ GAAP, the Waipuna Hospice is a public benefit not-for-profit entity and is eligible to apply Tier 2 Not-For-Profit PBE IPSAS on the basis that it does not have public accountability and it is not defined as large.

The Board has elected to report in accordance with Tier 2 Not-For-Profit PBE Accounting Standards and in doing so has taken advantage of all applicable Reduced Disclosure Regime ("RDR") disclosure concessions.

Changes in Accounting Policies

There have been no changes in accounting policies. All policies have been applied on basis consistent with those used in previous years.

Summary of Accounting Policies

The significant accounting policies used in the preparation of these financial statements as set out below have been applied consistently to both years presented in these financial statements.

(a) Measurement Base

These financial statements have been prepared on the basis of historic cost.

(b) Functional and Presentational Currency

The financial statements are presented in New Zealand dollars (\$), which is the Waipuna Hospice's functional currency. All financial information presented in New Zealand dollars has been rounded to the nearest dollar.

(c) Revenue

Revenue is recognised to the extent that it is probable that the economic benefit will flow to the Waipuna Hospice and revenue can be reliably measured. Revenue is measured at the fair value of the consideration received. The following specific recognition criteria must be met before revenue is recognised.



Revenue from Non-Exchange Transactions

Fundraising & Sponsorship

Fundraising non-exchange revenue is recognised at the point at which cash is received.

Grants

Grant revenue includes grants given by other charitable organisations, philanthropic organisations and businesses. Grant revenue is recognised when the conditions attached to the grant have been complied with. Where there are unfulfilled conditions attaching to the grant, the amount relating to the unfulfilled condition is recognised as a liability and released to revenue as the conditions are fulfilled.

Donations

Donated goods for sale are not recognised as an asset in the financial statements. They are recognised as income when those goods are sold, that is when risk and reward transfers to the buyer. Donated services are not recorded in the financial statements.

Wages Subsidy

Wages subsidy non-exchange revenue is recognised at the point it was paid out as wages over the 12 week period.

Revenue from Exchange Transactions

Government Contracts Revenue

Contracts Revenue is recognised as Income to the extent that the services have been provided.

Interest Revenue

Interest revenue is recognised as it accrues, using the effective interest method.

(d) Goods and Services Tax (GST)

The financial statements have been prepared on a GST exclusive basis where all items in the Revenue Accounts and Fixed Assets have been recorded exclusive of GST. Accounts Receivable and Accounts Payable are recorded in the Statement of Financial Position inclusive of GST. GST owing to or by the entity at balance date as recorded in the Statement of Financial Position, has been determined on an accruals basis. Income and expenses in relation to the trading shops have been recorded in accounts as GST inclusive due to the income being derived from donated goods.

(e) Inventories

Inventories are stated at the lower of cost (determined on a first-in first-out basis) and net realisable value.

(f) Changes in Accounting Policy

There have been no changes in Accounting Policy. All policies have been applied on bases consistent with those used in previous years.

(g) Financial Instruments

Financial assets and financial liabilities are recognised when the Waipuna Hospice becomes a party to the contractual provisions of the financial instrument.

The Waipuna Hospice derecognises a financial asset or, where applicable, a part of a financial asset or part of a group of similar financial assets when the rights to receive cash flows from the asset have expired or are waived, or the Waipuna Hospice has



transferred its rights to receive cash flows from the asset or has assumed an obligation to pay the received cash flows in full without material delay to a third party; and either:

- the Waipuna Hospice has transferred substantially all the risks and rewards of the asset; or

-the Waipuna Hospice has neither transferred nor retained substantially all the risks and rewards of the asset, but has transferred control of the asset.

Financial Assets

Financial assets within the scope of NFP PBE IPSAS 29 *Financial Instruments: Recognition and Measurement* are classified as financial assets at fair value through surplus or deficit, loans and receivables, held-to-maturity investments or available-for-sale financial assets. The classifications of the financial assets are determined at initial recognition.

The category determines subsequent measurement and whether any resulting income and expense is recognised in surplus or deficit or in other comprehensive revenue and expenses. The Waipuna Hospice's financial assets are classified as loans and receivables or as available for sale financial assets. The Waipuna Hospice's financial assets include: cash and cash equivalents, short-term deposits, receivables from non-exchange transactions, receivables from exchange transactions and investments.

All financial assets except for those at fair value through surplus or deficit are subject to review for impairment at least at each reporting date. Financial assets are impaired when there is any objective evidence that a financial asset or group of financial assets is impaired. Different criteria to determine impairment are applied for each category of financial assets, which are described below.

Loans and Receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. After initial recognition, these are measured at amortised cost using the effective interest method, less any allowance for impairment. The Waipuna Hospice's cash and cash equivalents, receivables from exchange transactions and receivables from non-exchange transactions fall into this category of financial instruments.

Available for Sale Financial Assets

Available-for-sale financial assets are non-derivative financial assets that are either designated to this category or do not qualify for inclusion in any of the other categories of financial assets.

Impairment of Financial Assets

The Waipuna Hospice assesses at the end of reporting date whether there is objective evidence that a financial asset or a group of financial assets is impaired. A financial asset or a group of financial assets is impaired and impairment losses are incurred if there is objective evidence of impairment as a result of one or more events that occurred after the initial recognition of the asset (a "loss event") and that loss event has an impact on the estimated future cash flows of the financial asset or the group of financial assets that can be reliably estimated.

For financial assets carried at amortised cost, if there is objective evidence that an impairment loss on loans and receivables carried at amortised cost has been incurred, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of the estimated future cash flows discounted at the financial asset's original effective interest rate. The carrying amount of the asset is reduced through the use of an allowance account. The amount of the loss is recognised in the surplus or deficit for the reporting period.

In determining whether there are any objective evidence of impairment, the Waipuna Hospice first assesses whether there is objective evidence of impairment for financial assets that are individually significant, and individually or collectively significant for financial assets that are not individually significant. If the Waipuna Hospice determines that there is no objective evidence of impairment for an individually assessed financial asset, it includes the asset in a group of financial assets with similar credit risk characteristics and collectively assesses them for impairment. Assets that are individually assessed for impairment and for which an impairment loss is or continues to be recognised are not included in a collective assessment for impairment.

If in a subsequent period, the amount of the impairment loss decreases and the decrease can be related objectively to an event occurring after the impairment was recognised, the previously recognised impairment loss is reversed by adjusting the allowance account. If the reversal results in the carrying amount exceeding its amortised cost, the amount of the reversal is recognised in surplus or deficit.



Financial Liabilities

The Waipuna Hospice's financial liabilities include trade and other creditors.

All financial liabilities are initially recognised at fair value (plus transaction cost for financial liabilities not at fair value through surplus or deficit) and are measured subsequently at amortised cost using the effective interest method except for financial liabilities at fair value through surplus or deficit.

(h) Property, Plant & Equipment

Items of property, plant and equipment are measured at cost less accumulated depreciation and impairment losses. Cost includes expenditure that is directly attributable to the acquisition of the asset. Where an asset is acquired through a non-exchange transaction, its cost is measured at its fair value as at the date of acquisition.

Depreciation is charged on a straight line basis over the useful life of the asset. Depreciation is charged at rates calculated to allocate the cost or valuation of the asset less any estimated residual value over its remaining useful life:

Rates Used	
Leasehold Building Improvements	5 - 20% SL
Motor Vehicles	12.5 - 29% SL
Furniture & Fittings	6 - 21% SL
Office Equipment	9 - 40% SL
Loan Equipment	4 - 30% SL
Inpatient Equipment	4 - 40% SL
Day Services Extension	20 - 40% SL
IT Assets	18 - 40% SL
Shops	7 - 40%SL
Family Support	20% SL
Facilities	20 - 40% SL

(i) Significant Judgements and Estimates

In preparing the financial statements, the Board is required to make judgements, estimates and assumptions that affect the reported amounts of revenues, expenses, assets and liabilities, and the disclosure of contingent liabilities, at the end of the reporting period. The uncertainty from these assumptions and estimates could result in outcomes that may result in a material adjustment to the carrying amount of the asset or liability.

The Waipuna Hospice bases its assumptions and estimates on parameters available when the financial statements are prepared. However, existing circumstances and assumptions about future developments may change due to market changes or circumstances arising beyond the control of the Waipuna Hospice. Such changes are reflected in the assumptions when they occur.

Waipuna Hospice is a beneficiary of the Waipuna Hospice Foundation, a Trust formed to support the Society. The Board has determined that the society does not have power or benefit in its relationship with the Foundation. As such, there is no requirement to Consolidate the Financial Accounts of the two entities.



2. Revenue from Non Exchange Transactions

	2022	2021
Corporate Sponsorship		
Revenue	149,371	184,040
	2022	2021
Net Donations		
Donations - General	749,540	679,340
Donations - Funerals	130,403	192,205
Donations - Bequests	663,722	236,764
Total Net Donations	1,543,665	1,108,309
	2022	2021
Grants		
Operating Grants	183,903	800,080
Capital Grants	26,845	19,895
Total Grants	210,748	819,975

Grants were received from the following organisations during the year:

Pub Charity	NZ Lottery Grants Board	Omokoroa Centre Trust
Tauranga Energy Consumer Trust	Perpetual Guardian Tauranga	The One Foundation
Grassroots Trust (Not Central)	Four Winds Foundation	Valder Ohinemuri Charitable Trust
We Care Community Trust	ANZ Foundation	BOP Legacy Fund
Hospice NZ Grants Programme	MacKay Strathnaver Trust	

3. Revenue from Exchange Transactions

The results of the trading shops are summarised below.

Trading Shops

	2022	2021
Income		
Shop Sales	4,431,159	4,844,340
Expenses		
Advertising	6,922	1,656
Electricity	43,786	43,992
Insurance	30,682	38,049
Low Value Assets	9,727	32,245
Postage, Printing & Stationery	10,322	8,942



Rent & Rates	557,979	590,397
Sanitation & Rubbish	99,532	89,188
Staff Expenses	20,088	35,648
Sundry Expenses	118,290	109,194
Telephone & Tolls	14,451	12,989
Travel	54,861	48,918
Wages & Salaries	1,651,795	1,514,312
Total Expenses	2,618,435	2,525,530
Net surplus/(deficit) from shops	1,812,724	2,318,810
	2022	2021

4. Other Operating Expenses

ACC Levies	34,823	33,264
Cleaning	84,817	78,120
Computer Expenses	242,760	147,132
Contracting	91,615	84,424
Education / Training	77,073	79,650
Electricity & Gas	40,473	44,418
Food	27,001	29,947
Motor Vehicle Expenses	154,965	190,636
Nursing Supplies	89,077	93,629
Postage, Printing & Stationery	60,113	62,953
Professional Memberships	24,099	21,072
Repairs and Maintenance	68,047	83,110
Subscriptions & Levies	86,537	88,048
Supervision Expenses	32,008	11,892
Telephone Expenses	65,054	59,246
Travel	8,990	15,524
Other Operating Expenses	407,266	374,312
Total Other Operating Expenses	1,594,717	1,497,377

5. Related Party Transactions

Waipuna Hospice is a beneficiary of the Waipuna Hospice Foundation, a Trust formed to support the Society. During the year the Waipuna Hospice advanced \$69,709 to Waipuna Hospice Foundation as a loan.

The Waipuna Hospice rented premises from Waipuna Hospice Foundation. Rent during the year ended 30 June 2022 was \$513,750 (2021 \$505,000). This amount was offset against the loan. The balance of the loan as at 30 June 2022 was \$1,234,318 (2021 \$1,164,609). Interest is charged at the discretion of the Waipuna Hospice and no interest was charged for the year ended 30 June 2022.

In 2017 \$50,000 was donated from the Ngaire Crocker Fund. This has been advanced to the Waipuna Hospice Foundation to be held and invested on their behalf. These funds will be repaid to Waipuna Hospice as required to fund nurses training. The balance of the Ngaire Crocker Fund as at 30 June 2022 was \$60,324 (2021: \$57,974). Interest of \$2,351 has been received for the year ended 30 June 2022. This advance has been included on the Statement of Financial Position as Other Non-Current Assets.

There were transactions with the Waipuna Hospice Foundation for the bequest program contract for services provided for \$49,992. (2021 \$49,992). At balance date there was an accounts receivable amount of \$4,791 due from Waipuna Hospice Foundation (2021: \$4,791).



The Foundation has provided an unsecured guarantee of \$300,000 to the Westpac Bank in respect of the Society's overdraft facility.

There are no transactions with Board Members that are considered to be significant

No related party debts have been written off or forgiven during the year.

Key Management Personnel

The key management personnel, as defined by PBE IPSAS 20 Related Party Disclosures, are the Board, the Chief Executive Officer and the Executive Team. The aggregate remuneration of key management personnel and the number of individuals, determined on a full-time equivalent basis, receiving remuneration is as follows:

The total remuneration has increased this year as the costs of staff in key management positions are for a full year.

The members of the board do not receive any remuneration for their services.

	2022	2021
Total Remuneration	1,116,940	1,229,633
Number of FTE's	7.25	8.65

6. Contingent Losses and Gains

There were no known contingent losses or gains outstanding as at balance date (2021: \$Nil).

7. Capital Expenditure Commitments

There was no capital expenditure committed, at balance date (2021: \$Nil).

8. Contingent Assets and Liabilities

The Board is not aware of contingent liabilities as at 30 June 2022 (2021: \$Nil).

9. Income Tax Expense

The society has charitable status and is exempt from income tax.

10. Operating Lease Commitments

Operating leases are in place for vehicles and properties rented for all shops, depot, storage units and Hospice premises.

Commitments under non-cancellable operating leases are:

	2022	2021
Current	\$995,573	\$1,169,988
2 - 5 years	\$1,191,349	\$1,902,522
Later 5 years	\$ -	\$-
Total Operating Lease Commitments	\$2,186,922	\$3,072,511



11. Categories of Financial Assets and Liabilities

The carrying amounts of financial instruments presented in the statement of financial position relate to the following categories of assets and liabilities:

	2022	2021
Financial Assets		
Bank & Cash	1,151,388	1,989,505
Accounts Receivable from Exchange Transactions	405,540	166,151
Waipuna Foundation Nurses Fund	60,324	57,973
Loan to Foundation	1,234,318	1,164,609
Total Financial Assets	2,851,571	3,378,237
	2022	2021
Financial Liabilities		
Trade & Other Payables		
Accounts Payable	139,197	180,761
Total Trade & Other Payables	139,197	180,761
Provisions		
ACC Accrual	11,870	9,262
Employee Holiday Pay Accrual	689,324	576,690
Employee Study Leave Accrual	-	4,160
Employee Wages Accrual	93,822	247,524
Total Provisions	795,016	837,636
Total Financial Liabilities	934,213	1,018,397
	2022	2021
Non - Exchange Liabilities		
Unspent Grants	145,705	8,000
Total Non - Exchange Liabilities	145,705	8,000

Non - Exchange liabilities consists of grant money received that has not been spent at year end. See accounting policy note 1(c) for further information.

12. Events After Reporting Date

Waipuna Hospice Incorporated is not aware of any other matters or circumstances that have occurred since the 30 June 2022.



13. Covid 19

The Covid 19 pandemic continues to present strategic, operational and commercial uncertainties. The situation can change rapidly and there are variable uncertainties around the duration, and ongoing impact of the Covid 19 outbreak.

During this period Waipuna Hospice inc has been given assurance of financial support from Waipuna Hospice Foundation and this is ongoing for the foreseeable future during this pandemic. Waipuna Hospice Inc. has a comprehensive pandemic plan that has been approved by Waipuna Hospice Inc. Board and BOP DHB planning and funding and has systems and approaches for flexible work, working from home and isolating teams to mitigate impacts on service provision should the Waipuna Hospice Inc. clinical services team be affected with a potential infection. The Board have confidence that the Waipuna Hospice Inc. has taken all possible and necessary measures to mitigate and reduce risks to the organisation and have no going concern issues.

14. Fixed Assets

	Opening Cost	Additions	Disposals	Closing Cost	Opening Accum	Depn on Disposals	Depn this Year	Closing Accum Depn	Closing BV
Leasehold Improve	50,135	-	-	50,135	39,301	-	5,435	44,736	5,400
Motor Vehicles	227,935	-	-	227,935	164,686	-	33,931	198,617	29,318
Furniture & Fittings	203,846	-	-	203,846	175,980	-	7,100	183,080	20,766
Office Equip	23,770	-	-	23,770	22,998	-	471	23,469	301
Loan Equip	135,114	8,954	-	144,067	111,268	-	12,496	123,763	20,304
Inpatient Unit	352,949	16,530	-	369,479	296,188	-	24,118	320,306	49,173
PaCNAT	7,300	-	-	7,300	7,300	-	-	7,300	-
Day Services Ext	236,015	-	-	236,015	236,015	-	-	236,015	-
IT Assets	530,530	91,736	17,320	604,945	366,422	11,258	124,280	476,346	128,599
Shops	398,931	31,740	1,917	428,753	258,465	1,087	65,151	322,529	106,224
Family Support	4,018	-	-	4,018	3,394	-	278	3,672	346
Facilities	61,208	1,791	-	63,000	24,189	-	13,126	37,316	25,684
Total	2,231,751	150,751	19,238	2,363,265	1,706,206	12,345	286,384	1,977,149	386,116



INDEPENDENT AUDITOR'S REPORT

To the Members of Waipuna Hospice Incorporated

Report on the Audit of the General Purpose Financial Report

Qualified Opinion

We have audited the general purpose financial report of Waipuna Hospice Incorporated ('the Society') which comprises the financial statements on pages 5 to 17, the statement of service performance on page 4. The complete set of the financial statements comprise the statement of financial position as at 30 June 2022, the statement of comprehensive revenue and expenses, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including significant accounting policies.

In our opinion, except for the effects of the matter described in the *Basis for Qualified Opinion* section of our report the accompanying general purpose financial report presents fairly, in all material respects, the financial position of the Society as at 30 June 2022, and the financial performance and cash flows for the year then ended, and the service performance for the year ended 30 June 2022 in accordance with the service performance criteria of the Society in accordance with Public Benefit Entity Standards Reduced Disclosure Regime ('PBE Standards RDR') issued by the New Zealand Accounting Standards Board.

Our report is made solely to the Members of the Society. Our audit work has been undertaken so that we might state to the Members of the Society those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Members of the Society as a body, for our audit work, for our report or for the opinions we have formed.

Basis for Qualified Opinion

In common with other organisations of a similar nature, control over cash revenues (including shop income, donations and fundraising income) prior to being recorded is limited, and there are no practical audit procedures to determine the effect of this limited control. Consequently, we are unable to obtain sufficient appropriate audit evidence in this regard and were unable to determine if recognition of revenue is complete.

We conducted our audit of the financial statements in accordance with International Standards on Auditing (New Zealand) ('ISAs (NZ)') and the audit of the service performance information in accordance with the ISAs (NZ) and the International Standard on Assurance Engagements (New Zealand) ISAE (NZ) 3000 (Revised).

We are independent of the Society in accordance with Professional and Ethical Standard 1 *International Code of Ethics for Assurance Practitioners (including International Independence Standards)* (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board and the International Ethics Standards Board for Accountants' *International Code of Ethics for Professional Accountants (including International Independence Standards)* ('IESBA Code'), and we have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified opinion.

Other than in our capacity as auditor we have no relationship with, or interests in, Waipuna Hospice Incorporated.

Responsibilities of The Board for the General Purpose Financial Report

The Board is responsible on behalf of the Society for:

- the preparation and fair presentation of the financial statements and the statement of service performance in accordance with PBE Standards RDR;
- service performance criteria that are suitable in order to prepare service performance information in accordance with PBE Standards RDR; and
- such internal control as The Board determine is necessary to enable the preparation of the general purpose financial report that is free from material misstatement, whether due to fraud or error.

In preparing the general purpose financial report, The Board is responsible on behalf of the Society for assessing the Society's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless The Board either intends to liquidate the Society or to cease operations, or has no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the General Purpose Financial Report

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole, and the statement of service performance are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (NZ) and ISAE (NZ) 3000 (Revised) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of users taken on the basis of this general purpose financial report.

As part of an audit in accordance with ISAs (NZ) and ISAE (NZ) 3000 (Revised), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the general purpose financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Society's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of the use of the going concern basis of accounting by The Board and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Society's ability to continue as a going concern. If we conclude that

a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the general purpose financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Society to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the general purpose financial report, including the disclosures, and whether the general purpose financial report represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Society to express an opinion on the general purpose financial report. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.
- Perform procedures to obtain evidence about and evaluate whether the reported outcomes and outputs, and quantification of the outputs to the extent practicable, are relevant, reliable, comparable and understandable.

We communicate with The Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Baker Tilly Staples Rodway

BAKER TILLY STAPLES RODWAY AUDIT LIMITED

Tauranga, New Zealand

27 October 2022

Quality Account





Supporting our team to provide high-quality care, and services has continued to be the priority in the last twelve months. Amidst the changes forced on us by the continued Covid pandemic disruption, our team have implemented a number of quality initiatives and improvements.

- Continued clinical improvement by providing care through our interdisciplinary teams to improve patient and team experience.
- Education days for Clinical staff and volunteers as part of ongoing learning.
- Commenced implementation of Microsoft 365 to create improved access and features as well as future-proofing our IT systems.
- Commenced the process to strengthen our team leadership capabilities: leadership training for our people leaders to improve the culture and performance of teams at Waipuna Hospice.



OUR PEOPLE

We employ nearly 160 committed team members. We have seen turnover in line with national trends in the last year, and have worked hard to ensure our team is well inducted, trained and supported. We have improved cultural awareness, inviting new team members to a mihi whakatau (a form of welcome similar to a pōwhiri, but less formal) and encouraging our team to learn their pepeha (a way of introducing yourself in Māori).

Our mandatory training for our team is focused on our values, CARE-Quality and our priorities for the team in the coming year will focus on team engagement and accountability, as well as ensuring planned succession and development processes. At the heart of Waipuna is people, captured perfectly in this Maori proverb:

'He aha te mea nui o te ao? Māku e kī atu, he tangata, he tangata, he tangata'
What is the most important thing in this world? It is people, it is people, it is people.

HEALTH & SAFETY AND QUALITY

Our goal, whilst maintaining compliance and striving for excellence, is to have a planned approach to Health & Safety aligned with our strategy. We remain committed to reviewing and maintaining an effective Health & Safety management system to support continual improvement in care and services and outcomes for our patients and clients. Our present System continues to be refined in response to national legislation, patient/stakeholder requirements, Accreditation/Certification standards and Hospice NZ requirements.

Priorities for the coming year will focus on;

- Providing care and service in a safe and supportive environment with input from our stakeholders.
- Compliance in terms of recording incidents, as well as risk and hazard reviews, is tracking well. This will be supported by team training to ensure increased awareness, commitment and compliance.
- Develop clear H&S related Objectives/performance indicators for staff linking to our strategic plan
- Ensuring scheduled internal audits are completed, and tabled at Quality Committees, and action is taken/documented as required

Closing Statement



Our organisation is committed to ensuring patients and their families/whānau receive the best service and care possible. We strive to achieve this across every level of our organisation. Continuous quality improvement forms part of our organisational culture.

We are pleased to endorse this Quality Account for Waipuna Hospice as evidence of our commitment to high-quality services.

A handwritten signature in black ink, appearing to read 'R Thurlow'.

RICHARD THURLOW

Chief Executive Officer

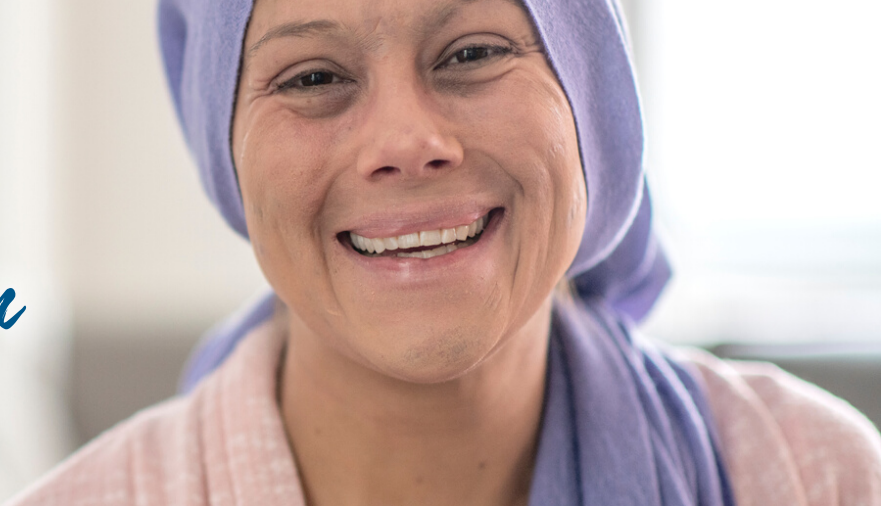
A handwritten signature in black ink, appearing to read 'Vanessa Hamm'.

VANESSA HAMM

Waipuna Hospice Inc Board Chairperson



Legal and administration



The Waipuna Hospice governing document is its board's constitution and charter.

Charities Commission Certificate
of Registration Number

CC22206

Registered Office

43 Te Puna Station Road
Te Puna, RD6
Tauranga 3176

Board Members

Vanessa Hamm (Chairperson)
Ben Van Den Borst (Deputy Chair)
Glenda Hutchison (Treasurer)
Monique O'Connor (Secretary)
Shirley Baker
Jeremy Rossaak
David McClatchy

Chief Executive Officer

Richard Thurlow

Auditors

Baker Tilly Staples Rodway Audit Limited

Accountant

Ingham Mora Ltd

Solicitor

Keam Standem

Thank you.

Without you, we wouldn't be able to provide care and support for our community.