

WAIPUNA *Connections*

Bringing you closer to the lives you help change



Inside this issue: read about Jim and Klara's Christmas commitment, see how our community is shining bright, and learn more about what we achieved last year.



A New Chapter for Hospice.

A letter from our new CEO, David Bryant.

Kia ora koutou,

As I sit down to write my first message to you as CEO of Waipuna Hospice, I want to take a moment to introduce myself and share a little of my journey so far. I was born and raised in the Manawatu, before spending time in Sydney and then returning to New Zealand to start my family. We have lived in the Bay of Plenty for the last three years during which I travelled to Hamilton for my work. My wife Rachael and I have a full family life, with five adult children and two grandchildren.

In terms of my career, I've had the privilege of working in a range of leadership roles, from my time with Invacare in Auckland, Ecolab in the Waikato, and most recently at Hamilton City Council. Along the way, I've always been drawn to organisations that put community and wellbeing at the heart of what they do – and that's what excites me most about joining Waipuna Hospice.

As I write this, I am just finishing up my first week and it has been a whirlwind of learning, meeting some incredible people, and immersing myself in the work that makes this organisation so special. I've already seen firsthand the amazing care and compassion our team brings to families, and I am truly honoured to be a part of it.

I am also starting to understand the incredible and generous support from our community. This is very humbling indeed given that not all of what hospice does is funded so without this support we simply



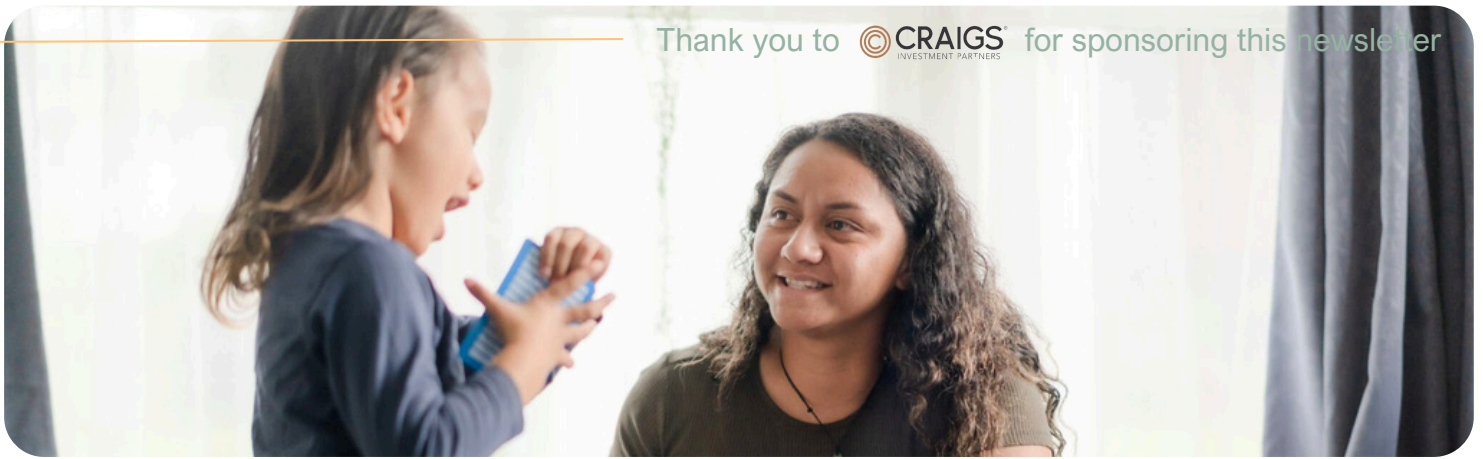
could not achieve the amazing things we do.

That said, like many organisations, Waipuna Hospice is not immune to these challenging financial times. We will continue to work hard to treasure every dollar we receive to maximise the impact we can have in the community. We remain deeply committed to ensuring that hospice care continues to be accessible, sustainable, and of the highest quality for generations to come.

Looking ahead, I'm eager to dive deeper into this role and continue the important work of supporting our community. I look forward to meeting many of you, especially our generous donors, volunteers, and supporters who make what we do possible. But most importantly, I am here to support our team – the heart of Waipuna Hospice – so they can continue doing what they do best: providing care, comfort, and dignity to those at the end of life's journey.

With Christmas drawing near, I want to take this opportunity to wish you all a very Merry Christmas and a peaceful New Year. This time of year brings reflection, and I feel blessed to have joined such a warm and caring whānau here at Waipuna Hospice.

Ngā mihi nui,
David Bryant



Our Year at a Glance.

We recently published our 2023/24 Annual Report, and wanted to share some of the key statistics that you helped make possible by supporting us in the last year.

845

Total patients

8,109

Nurse visits

14,703

Phone calls

4,577

Family support contacts

259,768

KM travelled by our team



1,459

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

*Does not include equipment deliveries made by our Physiotherapists, Occupational Therapists, Nurses, and Family Support Team members at their scheduled appointments.

27,389*

contacts were made to our patients and their whānau.

*phone calls, telehealth and in person



On average, we have

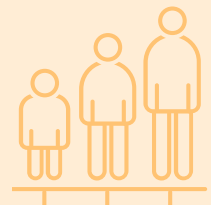
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people in our care at any one time.



In the last year, we cared for patients between the ages of

16-103



Jim and Klara's Christmas Commitment.

At 92 years young, Jim Chissell sees Christmas as a time of reflection and gratitude. Each year, he and Klara, the Recreation and Quality Coordinator at Radius Matua, come together to volunteer for Waipuna Hospice's Remembrance Tree campaign, a tradition they began in 2019. Their friendship runs deep, and **it's clear how much they enjoy working side by side for a cause that means so much to them both. It's also a time to honour Jim's late wife, Joy, who passed away 12 years ago after battling bowel cancer and receiving the compassionate care of Waipuna Hospice.**

"I can't praise them enough," Jim says, his voice filled with gratitude. **"They took such good care of Joy.** At first, they would come visit us at home, then the nurses noticed she wasn't coping well and arranged for her to go into hospice where they made sure she was as comfortable as possible. She was in a very sunny room, and I visited her every day."

It's this care that inspires Jim to give back. **"Waipuna's care is something I will certainly**



never forget. Even after Joy passed, they were still there to support me with counselling which was a great help."

After Joy's death, Jim moved in with his son for a few years, and then settled at Radius Matua, the retirement village where he now lives. It was there that he and Klara first decided to get involved with Waipuna Hospice.

"It was Christmas 2018," Klara recalls. "We were preparing for our Christmas celebrations, and we started talking about the different charities we liked to support. That's when Waipuna Hospice came up. Jim shared his story, and we all agreed it was a cause worth supporting."

In 2019, as part of a community initiative they call the 12 Acts of Christmas, Jim and Klara decided to volunteer for the Waipuna Hospice Remembrance Tree campaign. They've been volunteering every year since, helping to raise funds for Waipuna Hospice by offering the community a space to remember their loved ones. **"It's a small thing we can do, but it feels good to be part of something so meaningful,"** says Klara.

For Jim, it's more than just volunteering; it's a way to keep Joy's memory alive and to support the same service that was there for them when they needed it most. He finds it





Jim and Joy on their wedding day.

deeply rewarding to stand by the tree each year and not only hear people's stories but share his story with those who come by.

For Klara, the most rewarding part of volunteering is hearing those stories. "When people stop to leave a message or make a donation, they often share their memories with us. **I love hearing about the people they're remembering. It's such a special way to connect, especially during the holiday season.**"

The two-hour shifts they do each year make a real difference. "Two hours isn't much time to donate to a cause that could help you one day," says Klara. **"We've seen so many residents and their families benefit from the support of Waipuna Hospice. We're lucky to have them in our community, and we want to do our part to ensure others can receive the same care if they need it."**

For Jim, it's a way to give back to the organisation that supported him and his wife in their time of need. "The care they gave Joy

was wonderful, and I am proud to give back and support them every Christmas."

As the 2024 Remembrance Tree campaign comes to a close, Jim and Klara reflect on another year of volunteering, knowing they've made a difference in their own way. Their story is a testament to the power of friendship, the importance of giving, and the lasting impact of the compassionate care Waipuna Hospice provides.

If you didn't get a chance to visit a Remembrance Tree this year, you can still donate online and hang the tag enclosed with this newsletter on your tree. You can do this in memory of a loved one. It's not too late to honour them, and every donation helps us continue providing support to our community.

We want to say a huge thank you to Jim and Klara for sharing their story with us, and for their years of volunteer support.

If you've been inspired by their story and would like to volunteer to help at a future hospice collection please email fundraising@waipunahospice.org.nz and we will register your interest.

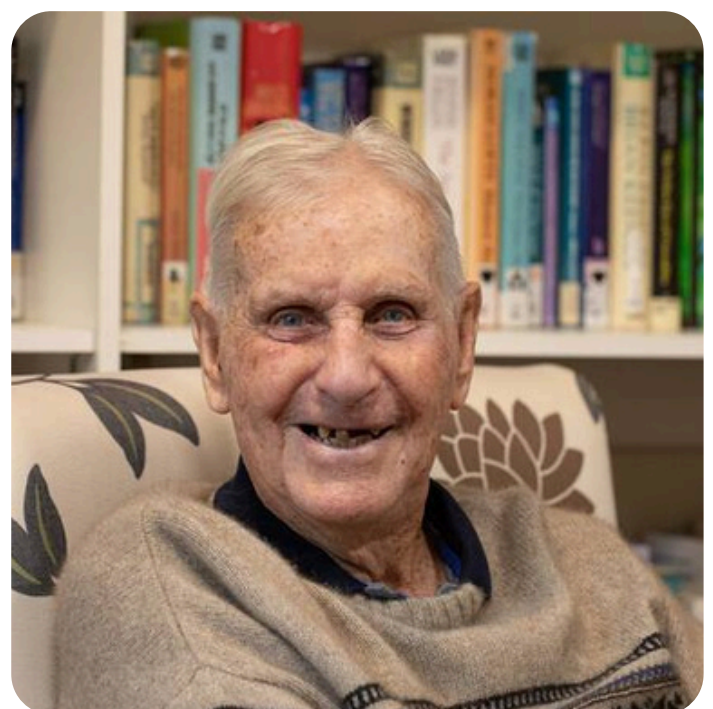


Photo credit: Bay of Plenty Times

An Un-fore-gettable Day: Hospice Golf Fundraiser.

Last month as part of her final university project, Kenzie Mason organised a Waipuna Hospice Golf Day, raising vital funds to support Waipuna Hospice. The event brought together local businesses, friends and families for an exciting 18-hole ambrose golf competition. It was a fantastic opportunity for people to connect and have fun while supporting a great cause. Thanks to everyone's support and generosity, **the day raised over \$24,000 to support hospice care in our community.**

A huge thank you to Kenzie for all her hard work and dedication in organising such a great event, and congratulations on such an amazing result!

The course was packed with fun challenges, including the longest drive, closest to the pin, and the longest marshmallow drive, sponsored and run by Vitruvius. Off the course, everyone enjoyed a sausage sizzle and a silent auction featuring some brilliant prizes, alongside celebrating the day's winners.

 **1** First Place - **Marshall's Innovations Women's Team.**

 **2** Second Place - **EIS.**

 **3** Third Place - **RoomMate Cabins.**

Events like this wouldn't be possible without the support of our community. We would like to acknowledge and give thanks to **major event sponsor, Marshall's Innovations**, for their incredible contribution. We would also like to thank our auction item donors, and the following businesses for sponsoring a hole:

- RoomMate Cabins
- EIS
- Vitruvius
- Guild & Spence
- Bayleys Real Estate
- Abron Group
- TyreMaster
- Pacific Toyota
- Craigs Investments
- Gear Welding
- Downers

We're so grateful to all the teams who joined in - we hope you had a blast! With Kenzie's support we have decided to make this an annual hospice event, so stay tuned in 2025!



A Grateful Heart.

Earlier this year, we received a generous donation from Jan Wagtendonk, which was accompanied by a heartfelt letter of thanks for the care we gave her Dad six years ago - care that still touches her heart, despite the years.

We wanted to share Jan's letter with you

because it beautifully reflects the lasting impact of the care we provide and the difference it makes in the lives of our families.

Thank you Jan for your generosity, and kind words. It means the world to us.

Hello,

I've just made an internet payment donation for \$ [REDACTED]. I'm sorry it can't be a lot more, but times are rather lean.

I just wanted to say that it has been six years to the day that my beloved father, Walter, slipped away at Waipuna Hospice. There isn't a day that goes by, or will for the rest of my life, that I won't give thanks and blessings to all at Waipuna Hospice who allowed my Dad's final 9 days to be filled with such care, love, compassion and dignity.

What you do is beyond words and I can't thank you all enough. Not only did Dad get such amazing care, but I did too. Incredible. It made me feel like I wasn't trying to do it all on my own.

You are all ANGELS, and it makes me so sad you have to fight to get funds to operate for the benefit of us all.

Thank you again, you are surely heaven sent.

Jan Wagtendonk

Community Spirit in Action.

It really does take a village to provide the care that we do at Waipuna Hospice. The help we receive from our wider community helps us tremendously and allows us to focus on the care that our patients and families need.

Over the past three months, kind individuals and companies have hosted events and fundraisers with the goal of raising funds for Waipuna Hospice. We want to acknowledge and give huge thanks to **BAMFIT Gym** who raised funds via a Give-a-Little page and participated in the City to Surf run, **BNI Tauranga Harbour** who held a comedy night and live auction, **BNI Tauranga Moana** who hosted a spooky bowls tournament, the **NZMCA** who hosted a charity auction, and **Absolute Weights and Fitness Gym** for organising a fun day.

Also, **Toi-Ohomai Aquatic and Fitness Centre** who ran an 8-week challenge which

included their FUNraising Day, **Bay Events** who let us collect at the BOP Home & Outdoors Show, **Z Bethlehem** for their Good in the Hood fundraiser, **The Omokoroa Country Estate** for their fundraising breakfast, and **Kate Williams** and the team for organising the Aunt Daisy High Tea party. **Collectively, these fundraisers have raised just over \$23,700 for Waipuna Hospice!**

We want to express our utmost gratitude for the support of all our fundraisers. It is hard to put into words how much your support means to us, our patients, and their families, but know it is immense. We couldn't do it without you.

If you are reading this and feel inspired to do something similar then we would love to hear from you. Let your imagination go wild, or contact us for ideas by emailing fundraising@waipunahospice.org.nz.



Did you know, in the last financial year **\$1.29m** worth of time was donated by our volunteers? (based on minimum wage)

DONATION



From your home to their hearts.

Help those facing terminal illness and bereavement by donating your gently used goods to Waipuna Hospice Charity Shops. Every donation helps bring comfort and support to those facing one of life's biggest challenges.

Drop your donations off at any Waipuna Hospice Charity Shop, Depot, or **book a free collection by calling us on 07 281 1755.**

Christmas Hours.

Waipuna Hospice patient services will remain open and running, with no disturbance to our standard operating hours during Christmas and the New Year period - with the exception of some services on public holidays.

Waipuna Hospice's Administration, including Finance, Human Resources, Operations, Marketing and Fundraising, and our Volunteer Department, will be closed from the 20th of December to the 6th of January.

Please call our reception on 07 552 4380 for specific departmental hours. Our reception will be staffed as normal, Mon - Fri, 8:00 am till 4:00 pm, with the exception of stat days.

Charity shops

All of our Charity Shops and Depots will be closed from the 24th - 26th December, and again from the 31st December - 2nd January. There are additional closures at some sites over the Christmas and New Year period, so please call 07 552 4380 for the exact hours for each location.

Thank you to
our supporters.



Holiday Grief.

By Donna Ashworth

Christmas is often a time of joy and celebration for people. But it can be particularly difficult for those grieving a loss. We came across this beautiful poem by Donna Ashworth recently, and we knew we wanted to share it with our community, as it captures the emotional struggles that we can face during Christmas. If you have had someone come through our care and are struggling, please reach out to our Family Support Team by calling us on 07 552 4380. Alternatively, you can free-call or text 1737 at any time. This is a free service for anyone who needs to talk to a counsellor (please note 1737 is not a Waipuna Hospice service, and is open to all).



The festive season,
'the most wonderful time of the year',
but if you are missing a face at your table,
it can be the hardest time of all.
How to feel merry, how to feel bright,
when your world has lost its light?
How to carry on, continue the traditions,
when the person who made it all
worthwhile is not there?
How to face the music, the dancing,
the cheering and the reflection of a year
gone by, when the pain is already
suffocating on an ordinary day?
You just try.
It is all you can do my friend.
You try, very hard, to imagine,
what that person would tell you,
and if you listen really closely
you will hear it in their voice.
What would they want you to do?
Retreat?

Isolate?
Or take their favourite songs
and their funny stories
and their little festive habits
and share it with your loves?
In their honour.
Now that they cannot.
I think we can all agree,
it is what they would wish for you.
I think we can also agree,
that they would want you to feel as loved,
as you once did when they were here.
They would want you to feel their love still.
They are trying very hard to make you feel it.
It hasn't gone away.
And you need that love now more than ever,
and everyone around you needs it too.
So, feel their love, say their name,
bring them back to your festive table,
even if it takes all of your courage and heart.
If that is the best way for you.



Did you know **4,577***
contacts were made to grieving families in
the last financial year?

*phone calls, telehealth and in person

A Day of Good.

Our site in Te Puna is a sanctuary for our patients when they are admitted into our IPU, but they take a lot of work to maintain. We recently welcomed the teams from Zespri's Group Finance Team and Quayside Holdings onsite to work alongside our regular volunteer gardeners, clearing, pruning, weeding and planting. We'd like to say a big thanks to everyone who helped, we can't do what we do without you.

Inspired by the Zespri and Quayside Holdings and want to help out in our gardens this summer? Email us at volunteers@waipunahospice.org.nz.



Cooking Up Support With EVES Bethlehem.

EVES Bethlehem is cooking up something special to support us at Waipuna Hospice! They've created a custom cookbook, filled with a collection of their favourite recipes, from exciting new dishes to cherished family classics. Titled 'From Our Table to Yours' and priced at just \$20, each cookbook is a chance to try something new while helping raise vital funds for Waipuna Hospice.

100% of the proceeds from the cookbook go directly to supporting the important work we do at Waipuna Hospice, providing care and comfort to patients and their families. **So far, they have raised over \$5000 and counting!**

So, Whether you're looking for a fresh meal idea or a warming family recipe, this cookbook has

something for everyone.

We'd like to extend our thanks to the team at EVES Bethlehem for their generosity and support. To get your hands on a copy, reach out to Barbara Sternberg or Julie Parkinson at EVES Bethlehem, located in the Bethlehem Town Centre. Alternatively, you can purchase a cookbook directly from the Waipuna Hospice reception, by calling 07 552 4380, or filling out the order form on the back of this newsletter.

What a delicious way to make a difference!



