

## **CHAIRMAN'S REPORT**

### **2016-17 FINANCIAL YEAR**

It is my pleasure to report on behalf of the Trustees on the Trust's fourth year of operations to March 31, 2017.

#### **Background**

The Upper Clutha Hospice Trust was the brain-child of Bev & Ray Rudkin of Wanaka, who recognised the need for a palliative care facility in the Upper Clutha. After discussions with interested parties, a concept for an Upper Clutha palliative care unit was developed, and the Trust was formed and registered in mid 2013, to progress the concept. The Trust commenced operations on June 4, 2013 with the opening of the Hospice Shop in Ballantyne Road, Wanaka.

The Trust's concept involved the development of a palliative care suite in the new Aspiring Enliven Care Centre (AECC) being built in 2015-16 between the Aspiring Lifestyle Retirement Village and the Wanaka Medical Centre, in Wanaka.

The Trust took possession of its Palliative Care Suite in the AECC in August 2016, and the Trust's Suite, named the Stina Mooyman Palliative Care Suite to recognise our major donor, was formally opened by Jacqui Dean MP, on September 30, 2016. The first patient was admitted to the Suite on October 5, 2016, and the Suite has had an average occupancy since opening of 80%.

The Trust is an independent local community trust. It is not part of Hospice New Zealand or the Otago Community Hospice. All funds raised by the Trust are used for the benefit of the local community.

#### **Overview of the Years Activities**

In the year to March 31 2017, the Trustees and the Management Committee have focussed on the following activities not otherwise covered in this report:

- Purchase of the furniture and kitchen appliances to furnish the Patient Room and Family Room of the Suite
- Purchase of medical equipment for the Suite including a Roho palliative care pneumatic mattress and two pain pumps
- Completion of the negotiation of the operating protocols for the Suite with Presbyterian Support Otago (PSO), the operators of the AECC and service providers to the Suite
- After the opening of the Suite, several meetings with PSO to review operation of the Suite. From these reviews, our trustees have agreed to fund additional nursing support to patients in the Suite for end of life care when desirable.
- Meetings with the two Wanaka GP practices to seek their input to the operating protocols and following the opening of the Suite, to review the functioning of the Suite.
- Publicising the Trust's plans and activities to the Upper Clutha community, including the development of a website at [www.uppercluthahospicetrust.org](http://www.uppercluthahospicetrust.org)
- Holding approximately quarterly morning briefing meetings for our volunteers, and holding several social events for the volunteers, staff and the Trust's Management Committee
- Organising or supporting various fundraising activities of benefit to the Trust in the Upper Clutha community, including:
  - Christmas Decorations Evening at The Venue in late November 2016

#### **The Stina Mooyman Palliative Care Suite**

Thanks to the magnificent support of the Trust by the Upper Clutha Community, and the exceptional generosity of our major donor Stina Mooyman, the Trust owns the Palliative Care Suite and its fittings at the Aspiring Enliven Care Centre. This Suite consists of one Patient Room and an adjoining Family Room. The Family Room includes a small kitchen, a double bed/sofa and easy chairs to facilitate family members staying overnight.

A second Patient Room adjoining the Family Room is available to the Trust for Palliative Care patients if not otherwise being used by Aspiring Enliven. This second Patient Room has been needed twice already for Palliative Care Patients, and it is anticipated that it will be needed by the Trust more frequently in the future. The Trust has an agreement to be able to purchase the second Patient Room when the Aspiring Enliven facility is extended.

The Suite is managed and serviced by Presbyterian Support Otago, through their staff at the Aspiring Enliven Care Centre. This includes admission processing, nursing care, catering, laundry etc. The Trust will fund additional nursing care at patient end-of-life, if additional personal nursing care is desirable. Patients in the Suite are under the medical care of their Wanaka GP with input from Otago Community Hospice if necessary.

Since its opening, the Suite has had an average occupancy of 80% which is significantly higher than we had expected, justifying the Trust's decision that such a Suite was needed in the Upper Clutha. For further information on the Suite and admission procedures please refer to our website at

[www.uppercluthahospicetrust.org](http://www.uppercluthahospicetrust.org)

### **The Hospice Shop and Warehouse**

The Upper Clutha Hospice Trust's Shop on Brownston St continues to trade very well, thanks to support by the local community and visitors. The volume and quality of stock donated to the Shop is exceptional, and enables the Shop to offer quality used goods to our customers. The Shop was the Trust's major source of operating funds in the 2016-17 financial year.

In December 2016, Shop Manager Megan Read resigned to pursue other interests. I would like to record the Trust's warm thanks to Megan for her management of the Shop, firstly at the Ballantyne Road site and more latterly in the larger Brownston St premises.

We were very lucky to recruit Jenni Nolan to join our team as the Shop Manager, in February 2017, and Jenni has brought many fresh ideas and skills to her role.

The Trust operates a Warehouse in the Ballantyne Rd premises where we first open the Shop before its relocation to Brownston St. This is a critical support facility for the Shop, where out-of-season stock is stored, and all donated stock is sorted, prepared and priced for sale. Tracey Morrow is our Warehouse Manager and performs miracles in processing the volumes of stock donated and coordinating with the Shop Manager.

The operations of our Shop and Warehouse are totally dependent on the teams of volunteers who support these facilities. This includes:

- The large team of ladies who staff the roster to work in the Shop
- The team of ladies who staff the Warehouse, sorting and pricing donated stock
- The "Honey-Run" team who transport donated stock from the Shop to the Warehouse for sorting and pricing, and return stock ready for sale back to the Shop

On behalf of the Trustees and Management committee I record our sincere thanks to the wonderful volunteer teams. We could not function without your support and work.

### **Community Support**

The Trust has now developed sufficient financial resources to be able to provide support to those with terminal illnesses who wish to remain resident in community rather than be patients in the Palliative Care Suite. We started this support this financial year and anticipate increasing our support in future years. We have provided:

- A saliva suction pump for use by the District Nurses nursing patients at home
- Support funding for palliative care training seminars for nurses and care-givers in the Upper Clutha provided by Otago Community Hospice

### **Governance**

There were no changes to the Trustees of the Trust in the reporting year.

There were the following changes to the Trust's Management Committee in the reporting year:

- Barb Baylis resigned from the Committee in September 2016
- Penny Wilson resigned from the Committee in February 2017. Penny has offered to continue to assist us with particular fundraising projects.
- Ann McKenzie and Pam Simpson joined the Committee in February 2017

On behalf of the Trustees I record our sincere thanks to Penny and Barb for their work and support since the early days of the Trust. It was magnificent.

## Financial Reporting

The full Annual Financial Statements for the Upper Clutha Hospice Trust, for the year ending March 31, 2017 are available on request to our Secretary/Treasurer. As a registered charity, the Trust makes annual reporting of both services provided and financial results, to the Charities Service and this reporting may be viewed on the Charities Service website at [www.register.charities.govt](http://www.register.charities.govt) by entering our registration number CC49439.

Although not required to do so under current reporting regulations, the Trustees have elected to have the Trust's Financial Statements reviewed by a financial audit firm. The Review Reports provided to the Trustees are available on request to our Secretary/Treasurer.

In summary the Trust's financial reporting as at March 31, 2017 is as follows, with the 2015-16 reporting included for comparison:

<b>Financial Performance</b>	<b>2017<sup>(2)</sup></b>	<b>2016<sup>(1)</sup></b>
• Income from the Shop	\$ 255,639	\$183,639
• Donations & other income	\$ 223,415	\$255,536
• Expenses	<u>\$146,428</u>	<u>\$127,538</u>
• <b>Surplus for the year</b>	<b>\$332,626</b>	<b>\$ 311,637</b>
<b>Financial Position</b>		
• Bank	\$138,245	\$656,918
• Current & Fixed Assets	\$896,298	\$ 45,500
• Liabilities	<u>\$ 888</u>	<u>\$ 1,388</u>
• <b>Net Assets</b>	<b>\$1,033,656</b>	<b>\$701,030</b>

## Notes

- (1) Financial statements reviewed by Crowe Horwath New Zealand, with a qualified opinion provided
- (2) Financial statements reviewed by Deloitte, Dunedin, with an unqualified opinion provided

## Donations & Support

The Trustees wish to acknowledge the following larger donations and support received during the reporting year:

- Stina Mooyman who supported the Trust so generously with a grant that covered the capital contribution required to secure the palliative care suite in the Aspiring Enliven facility

- The Upper Clutha A & P Society who donated proceeds from the 2015 & 2016 Wanaka Shows to the Trust
- Mrs Ena Leckie for the several Melbourne Cup bridge afternoon fundraisers
- EMM Hayes trust (through Ted Lloyd) donation towards cost of heat pumps in the Brownston St Shop premises

In addition to the above larger donations and support, the Trustees wish to thank the many individuals, organisations and businesses that have made financial, product or services donations to the Trust during the year. Your donations materially assisted the Trust and gave us confidence that this is a project that enjoys strong community support.

### **Acknowledgements**

The Trustees wish to warmly acknowledge the support of the following during the 2016 financial year:

- Bev & Ray Rudkin for making it all happen through their enthusiasm, ideas, drive and hard work
- Penny and John Wilson for their support of the Trust in many ways
- Gillian Bremner and Maurice Burrows of Presbyterian Support Otago for supporting the inclusion of the hospice palliative suite in the proposed Aspiring Enliven Complex, and working with us to make it a reality
- The Upper Clutha community for embracing the Hospice project and supporting it in so many ways
- Yeverly McCarthy for making the Ballantyne Rd Warehouse premises and storage units available to the Trust
- Mr Martin Dippie for his support of the Trust and making the Shop premises available to the Trust
- Ray Rudkin, Neville Dippie, Ray Hay and Roy Tempero for being the fix-it men supporting the operations of the Hospice Shop
- The teams of Hospice Shop and Warehouse volunteers for their wonderful work supporting the Shop and making it run so well. With particular mention of:
  - Bev Rudkin our Shop Director,
  - Jenni Nolan our Shop Manager,
  - Tracey Morrow our Warehouse Manager,
  - Pamela McGeorge who with support from Deirdre Lynch had the unenviable job of running the Shop volunteer roster for most of the year.

These hard working teams underpin the Trusts regular income from the operation of the Shop

- All those who have donated to and patronised the Hospice Shop
- The teams at Radio Wanaka, the Wanaka Sun and the local ODT and Southland Times reporters for always being willing to help with publicity
- The team at Print-it who have generously supported our printing needs

In addition to the above, I wish to particularly thank my fellow Trustees and Committee members for their unstinting work for the Trust, and for their support.

In particular, I wish to acknowledge and thank our Secretary/Treasurer Margaret Hay for all her work on the Trust's behalf.

**Russell McGeorge**

**Chairman**  
**Wanaka, June 2017**

**DIRECTORY**

**Trustees and Management Committee 2016-17**

Russell McGeorge	Chairman & Trustee
Margaret Hay	Secretary/Treasurer & Trustee
Barb Bayliss	<i>Committee Member - Resigned Sept 2016</i>
Neville Dippie	Trustee
Ann McKenzie	<i>Committee Member - From Feb 2017</i>
Bev Rudkin	Hospice Shop Director
Ray Rudkin	Trustee
Pam Simpson	<i>Committee Member - From Feb 2017</i>
Penny Wilson	<i>Committee Member - Resigned Feb 2017</i>
Megan Read	Hospice Shop Manager to December 2016
Jenni-Lyn Nolan	Hospice Shop Manager from February 2017
Tracey Morrow	Warehouse Manager