**UPPER CLUTHA HOSPICE TRUST**

**CHAIRMAN’S REPORT
2017-18 FINANCIAL YEAR**

It is my pleasure to report on behalf of the Trustees on the Trust’s fifth year of operations to March 31, 2018.

**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. 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 its first Hospice Shop in Ballantyne Road, Wanaka. The Shop was subsequently moved to Brownston St in the Wanaka CBD.

The Trust’s Palliative Care Suite in Wanaka’s Aspiring Enliven Care Centre, known as 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 operated at high occupancy levels through 2017 with palliative patients. The occupancy levels declined somewhat in early 2018, allowing the Suite to be used for respite care patients in the first quarter of 2018.

The Trust is an independent local community trust. It is not part of Hospice New Zealand or the Otago Community Hospice (OCH), although we work closely with OCH .

All funds raised by the Trust are used for the benefit of the local community.

**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 (AECC). 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.

The Trust holds an option to acquire an existing second Patient Room connecting to the Family Room when the AECC implements Phase 2 of the AECC’s development, anticipated to be in 2019. The Trust occasionally gets use of this room for palliative/respite patients when the room is not required by the AECC for their own patients.

The Suite is managed and serviced by Presbyterian Support Otago, through their staff at the AECC. This includes admission processing, nursing care, catering, laundry etc. The Trust occasionally funds 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.

During the first eight months of the 2017-18 financial year, the Suite had an average occupancy level of 100% with only the occasional vacant day or two. The patients using the Suite during this period were all palliative patients. For the remainder of the financial year the Suite’s occupancy has dropped to significantly to an average occupancy for the FY of 75%. In the latter part of the year, a number of the patients using the Suite have been respite rather than palliative patients. With the reduced demand for palliative care, it is great to be able to assist with respite care. The fluctuating demand for the Suite relates to the numbers of terminal patients in the region from time to time, and the choices that they make as to the care they desire (ie at home or in our Suite)

During the 2017-18 financial year, some 10 patients were cared for in the Suite.

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 traded very well during the financial year, thanks to support by the local community and visitors, and the skill and enthusiasm of Manager Jenni Nolan and her team of volunteers. The volume and quality of stock donated to the Shop has been 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 2017-18 financial year, and the Shop turnover was up 20% on the previous year.

In late March 2018, Shop Manager Jenni Nolan resigned to pursue other interests, and I would like to record the Trust’s warm thanks to Jenni for her management of the Shop and wish her well in her new role.

We were very lucky to recruit Jill Milward to join our team as the Retail Manager, in April 2018. This is an expanded role covering both management of our Shop and management of the retail activities at our Warehouse. Jjll has brought many fresh ideas and skills to her role.

Since we moved our Shop to Brownston St, we have supported the Shop with a Warehouse, where out-of-season stock is stored, and all donated stock is sorted, prepared and priced for sale. Initially we used the old Shop premises at Ballantyne Rd as our Warehouse, courtesy of Yeverly McCarthy, but in mid 2017, Yeverly’s plans for further development of her self-storage facility meant that we had to vacate the premises. We were fortunate to find commercial premises at 9A Gordon Road and relocated our warehousing operation in September 2017.

When we moved to the new warehouse premises, our anticipation was that with the big increase in space available, we would have space to spare and could have a display/sales area for larger furniture items, over-night storage for the van etc, but it has not worked out that way. We have been deluged by the community’s generous donations of clothing and goods to sell, such that the new premises is bursting at its seams. Warehouse Manager Tracey Morrow and assistant Ronalda Clarke, supported by the Warehouse volunteers have done wonders to keep on top of the accumulating stock.

In late 2017, we started selling larger items directly from the Warehouse and rapidly found that there were customers who liked the cramped “second hand shop” atmosphere of the warehouse in preference to our elegant shop, and warehouse sales became a significant part of our total sales. We now offer both the elegant Shop sales environment and the Warehouse environment to our customers.

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-Runners” 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
* The team of supporters who look after many tasks that support our activities, such as checking donated electrical items before sale, making/repairing jewellery, doing pickups and deliveries etc.

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

**Fundraising Activities**

During the 2017-18 financial year the Trust undertook or was a beneficiary of the following fundraising activities:

* Xmas sale at the Warehouse
* Being the beneficiary of the Pro-Am golf tournament organised by the Wanaka Golf Club Professional Allan Rose and his wife Maree
* Being the beneficiary of the Hirepool Golf Tournament organised by the Wanaka Golf Club

**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 in the subect financial year and anticipate increasing our support in future years. We have provided:

* Support funding for palliative care training seminars for nurses and care-givers in the Upper Clutha, provided by Otago Community Hospice
* Providing financial support for additional nursing care to patients in our Suite in the last days of life, if deemed desirable
* Providing financial support to patients both in our Suite and those remaining at home, to cover their GP expenses, when they have exhausted the government funding for GP services.
* Funding a portable oxygen set for the Aspiring Enliven Care Centre

**Governance**

There were no changes to the Trustees of the Trust in the reporting year, though Anne McKenzie and Ross Parry were appointed Trustees subsequently in May 2018

The following change occurred to the Trust’s Management Committee in the reporting year:

* Pam Simpson who joined the Committee in February 2017, has been on leave since September 2017 as she has been temporarily resident out of Wanaka.

During the financial year the Trustees took the decision to incorporate the Trust under the Charities Act 1957, which establishes the Trust as a legal entity in its own right and reduces the obligations on the Trustees. This work was done for the Trust by Wanaka lawyer Tony Horder and we are grateful for his continuing support of the Trust for legal matters. Incorporation was achieved in April 2018, with the organisation’s name modified to “Upper Clutha Hospice Trust Board” to reflect its incorporation.

**Financial Reporting**

The full Annual Financial Statements for the Upper Clutha Hospice Trust, for the year ending March 31, 2018 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 continue to have the Trust’s Financial Statements reviewed by Deloitte. 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:

**Financial Performance** **2018(1) 2017(1)**

* Income from Shop & Warehouse $ 289,290 $ 255,639
* Donations & other income $ 94,580 $ 223,415(2)
* Expenses $225,896(3) $146,428
* **Surplus for the year** **$157,973** **$332,626**

**Financial Position**

* Bank$287,334 $138,245
* Current & Fixed Assets $929,595 $896,298
* Liabilities $ 25,301 $ 888
* **Net Assets $1,191,629 $1,033,656**

**Notes**

1. Financial statements reviewed by Deloitte, Dunedin, with an unqualified opinion provided
2. Includes balance of Stina Mooyman donation towards the Suite purchase
3. The expenses increase results from more paid staff to support the level of activity, and provision for the Gordon Rd Warehouse commercial lease

**Donations & Support**

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

* Aspiring Retirement Village Residents Easter Raffle & Fundraising
* Donations in memory of Jim Leckie
* Aspiring Law Trust
* Wanaka PaperPlus ex booksales
* Wanaka Bowling Club
* G M Connell
* Highlands Events- Lake McKay Cycling
* Allan & Maree Rose – PanAm Golf Tournament
* Wanaka Golf Club – Hirepool Weekend Golf Tournament
* G A Thompson & Wanaka PaperPlus – Book launch
* B T McKenzie

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:

* Penny and John Wilson for their support of the Trust in many ways
* 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
* The teams of Hospice Shop and Warehouse volunteers for their wonderful work supporting the Shop and making it run so well.
* 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
* Tony Horder for providing legal assistance to the Trust
* Wanaka Volunteer Firefighters for making the old Fire Station premises available to the Trust to use for garage sales

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.

**Russell McGeorge**

**Chairman**

**Wanaka, June 2018**

**DIRECTORY**

**Trustees and Management Committee 2017-18**

Russell McGeorge Chairman & Trustee

Margaret Hay Secretary/Treasurer & Trustee

Neville Dippie Trustee

Ann McKenzie *Committee Member* *- From Feb 2017*

Bev Rudkin Fundraising Events Director

Ray Rudkin Trustee

Pam Simpson *Committee Member* *- From Feb 2017, on leave from Sept 2017*

Jenni-Lyn Nolan Hospice Shop Manager from February 2017 to March 2018

Tracey Morrow Warehouse Manager