



# Annual Report 2022-23

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## Our Vision

Compassionate communities that work together, supporting people to live and die well.

Hapori aroha e mahi tahi ki te tautoko I te iwi ki ora me te mate pai.

## Our Mission

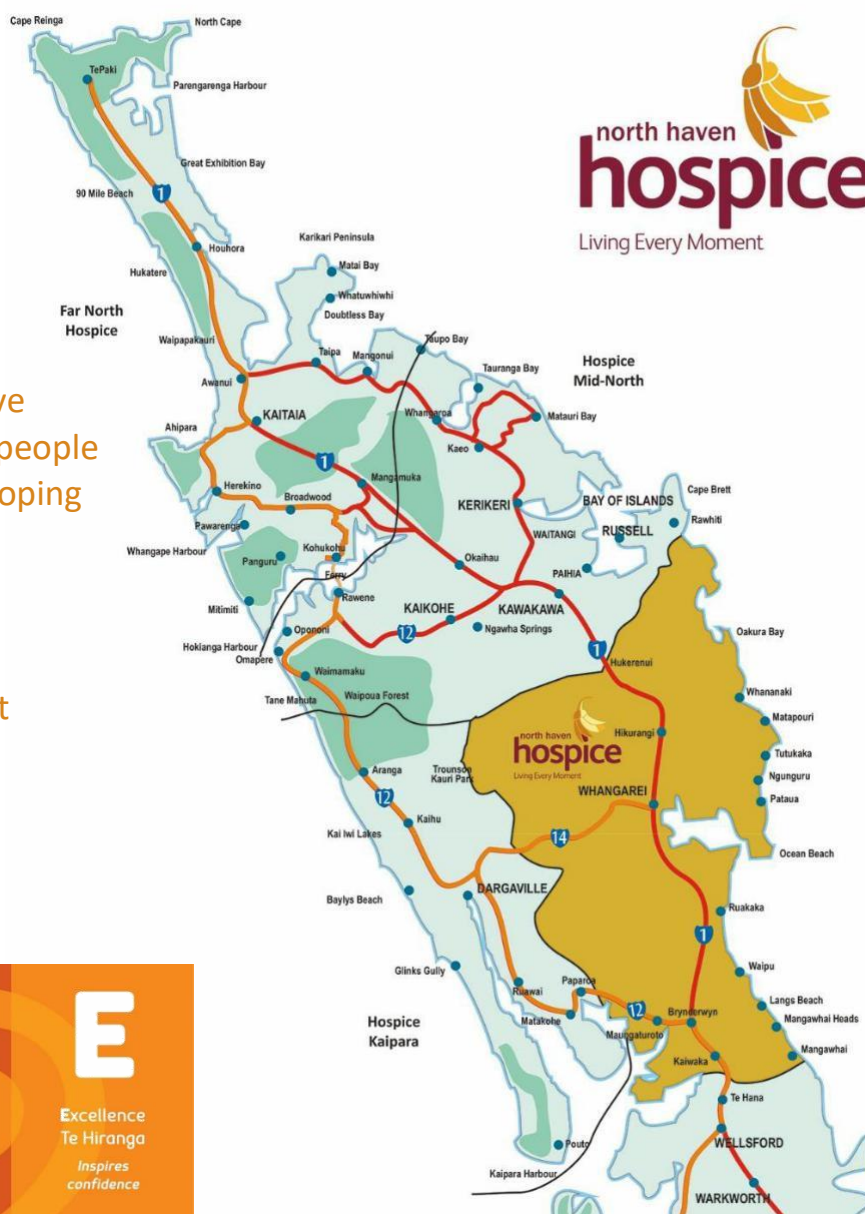
We deliver skilled and comprehensive specialist palliative care that assists people to live with dignity and hope while coping with grief and the end of life.

We work collaboratively with other services to promote quality care that eases the process of dying.

## Our Values

<h1>C</h1> <p>Compassion Aroha <i>Brings warmth to our relationships</i></p>	<h1>A</h1> <p>A Team United Mahitahi <i>Achieves great outcomes</i></p>	<h1>R</h1> <p>Respect Whakaute <i>Uplifts everyone</i></p>	<h1>E</h1> <p>Excellence Te Hiranga <i>Inspires confidence</i></p>
<h1>I</h1> <p>Integrity Tu Tangata <i>Builds a foundation of trust</i></p>		<h1>S</h1> <p>Stewardship Kaitiakitanga <i>Upholds our legacy</i></p>	

**Our Values**  
North Haven Hospice  
Nga Tikanga o Te Korowai Humarie



## Board Chair Report

Kia ora koutou katoa

Reflection on the last financial year has highlighted the solid and wide-ranging pillars of support for North Haven Hospice -Te Korowai Humarie with such collective kindness signifying the value, trust and reliance placed on the provision of free specialist palliative care for those with a life-limiting illness.

Every single volunteer, staff member, donor, corporate sponsor, and shop customer has thrown out a lifeline to enable stretching of very restrained resources to provide best palliative care for patients and their whānau and we thank you all enormously.

Generous support has also been offered by several local organisations, Harcourts Whangārei and Bream Bay, Classic Builders Group, Morris and Morris Funerals, The Girl's Club, Hikurangi Golf Club and many more, and we thank them very much.

Appreciation must also go to Dr Warrick Jones, our Clinical Director, for stepping into the CEO role last year as we searched for a new leader.

The best result of that search was realised with Helen Blaxland returning from Cranford Hospice and then education administration in Cambodia to take the helm in January. Thanks to you both for inspiring leadership.

Like every hospice nationally the compounding lack of government funding is a key issue we may have to face well into the future as the number of people needing palliative care nationally will increase by 50% by 2040.

Hospices are exerting collective pressure on government through Hospice NZ for the funding deserved by New Zealanders.

This challenge has been diligently seized upon by staff dedicated to ensuring those in their care do not suffer from North Haven Hospice's lack of available funds.

Careful scrutiny of expenditure and ways to maximise funding has been a focus of the Board. We have been very fortunate to welcome two new Board members this 2022-2023 year to augment the wisdom at the table.

Megan Bawden has joined the Board after recently retiring as a lawyer specialising in elder law, and more recently Ken Orr has joined us bringing vast business and governance experience.

Right from the first turn of soil for the foundations of our building, Te Whare Humarie, Ngati Hau of Pehiaweri Marae have been generous in their active support of staff, patients and whānau and we pay tribute to them for such valuable help.

It has been an honour to act as Chair of this Board and I thank my fellow board members for their support, enthusiasm for the best, and the insight they bring to decision-making.

- David Bawden
- Fay Colthurst
- Sir Chris Farrelly
- Jenny Heatley
- Natasha Hemara
- Darren Hills
- Megan Bawden
- Ken Orr
- Joe Makene (ex officio)

Ngā manaakitanga

*Ann McKillop*

**Dr Ann McKillop  
Chairperson**



## CEO Report

Kia ora koutou

Here at North Haven Hospice (NHH) our values are what makes us stand out from all other providers, the care, compassion, and integrity of every single person here is what we are all about.

These values are the essence of what we do – **CARE IS: Compassion, A Team, Respect, Excellence, Integrity, Stewardship.**

I am privileged to have been welcomed back to NHH to once again lead 'the team'. Both paid staff and volunteers count it a privilege to support people and their families as they take their 'final' journey.

Over the past year the focus has been to ensure the North Haven Hospice team is strengthened and supported. Of particular note is the 18% staffing increase post COVID which has allowed for greater support for the growing caseload, which has increased over the past 5 years to now average 175-180 people as any one time. This focus has brought with it changes to structure and roles resulting in gaining new expertise, new ideas, and innovations and I am grateful to have a team that is dedicated to producing high quality work to an excellent standard.

This standard would be impossible to achieve without the huge band of volunteers here at North Haven Hospice, in our Hospice shops and in various community settings. These are people who give gladly, freely, and passionately their time and skills to help us achieve our vision of **'compassionate communities that work together, supporting people to live and die well.'**

Our relationship with Te Whatu Ora is vital and we are grateful for the additional government funding sourced by lobbying from Hospice NZ. The changes in the national health structure have impacted our services especially within the landscape of primary health care and other societal and economic areas.

We have strengthened our collaboration with the three other Northland Hospices (KUAKA) and the support and relationship we have with Pehiāweri Marae remains an integral part of everything we are endeavouring to achieve.

Partnerships with other related health providers are essential, as together we navigate the environment our society will face in the coming years.

2022/2023 has been a challenging year for our fundraising team. Globally and locally there has been unprecedented pressures on the cost of living, housing, and natural disasters.

This means that competition to achieve fundraising targets has been extreme. However, our Hospice shops have risen to the challenge, continuing to seek innovative ways to achieve targets and reduce costs.

This past year has also seen hospices throughout NZ work very closely, sharing key operational data to provide more accurate benchmarking. Such projects led to pay parity with Te Whatu Ora for nurses and social workers at North Haven Hospice.

Lastly, we would not be able to achieve such good outcomes without the support of our Whangārei and surrounding district community as a whole. The support financially as well as in kind, reminds us all that care of the dying is everyone's business not just that of a few trained clinical people.

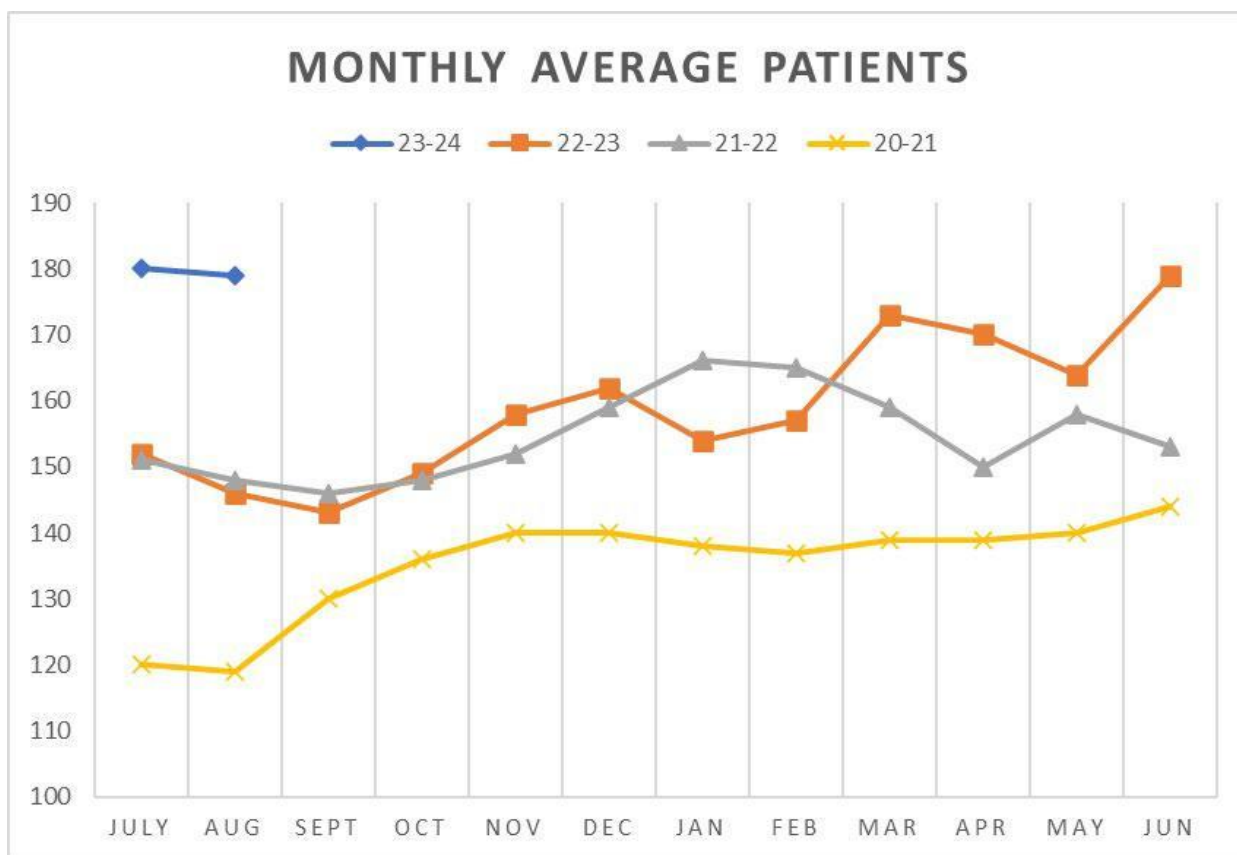
Our mahi engages with the whole community on many levels and as we head into a new year, we want to raise the profile of North Haven Hospice being "your community hospice." Without this collective support we would not be able to deliver on our vision and mission.

North Haven Hospice is also very fortunate to have an engaged board who actively participates in excellent governance practices and knowledgeable counsel.

Helen Blaxland  
**Chief Executive Officer**



## At a glance



The number of patients cared for on average each month was relatively stable, although the trend appears to be rising in the last 4 months of the year.



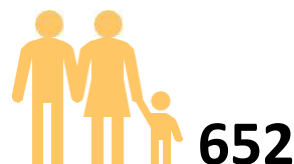
Home visits to people and whānau by a nurse.



Face to face home and phone visits.



After hours face to face visits and phone calls by medical staff.

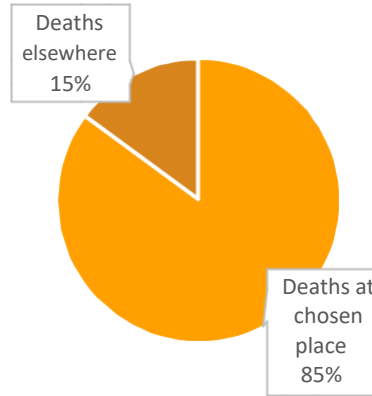


Family Support Team community visits



**6 days**

Average person's length of stay in the In-Patient Unit.

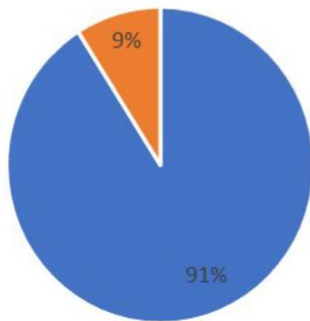
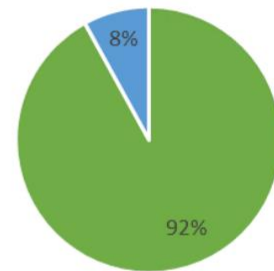


**65%**

Occupancy rate for the In-Patient Unit.

**92%** of patients felt the hospice team communicated in a way they could understand.

**91%** of patients felt their views and choices were being respected.



**102** Hospice and Community, **198** Retail and Processing and **148** Fundraising volunteers.



## Our Services

Te Korowai Hūmārie North Haven Hospice provides specialist palliative care for people of all ages who are living with a terminal illness or life-limiting condition. Support is also provided for whānau, families and carers.

Our services are about quality of life. We help patients live every moment in the ways that are of most importance to them. Our care is skilled, compassionate, and holistic as we embrace not only physical needs but emotional, social, cultural, and spiritual needs as well.

As a not-for-profit organisation, Te Korowai Hūmārie North Haven Hospice is a community resource and there is no charge for our service. We are only partly government-funded via Te Whatu Ora Health NZ. With significant annual shortfalls in funding, we are heavily reliant on community support for fundraising. Currently this is the only way we can continue to provide the services we do.

Most patients are fully cared for and supported in their own homes or place of residence. Others may be admitted for a short period to our In-Patient Unit (IPU) at Te Korowai Hūmārie to manage symptoms before returning home. Our IPU is available to any hospice patient throughout Te Tai Tokerau Northland.

Our doctors, pharmacist, nurses and family support team and Te Tumu Herenga Waka work closely with patients' GP teams, district nurses and other health care providers. We also provide a palliative care service at Whangārei Hospital. Support for staff in other organisations is also provided to ensure the highest quality of palliative care can be achieved.

Our invaluable volunteers support hospice work across all aspects of operations.

North Haven Hospice serves the entire Whangārei District and the south-east of Kaipara District – Mangawhai, Maungaturoto, Kaiwaka, Topuni and Oruawhoro, covering 3,150 km<sup>2</sup> and a population of 100,000.

We have a regional focus through education, clinical and advisory services and participate in national initiatives.

### The kōwhai

The kōwhai has been a feature of the Hospice NZ logo since the organisation was founded in 1986.

The kōwhai is considered the unofficial flower of Aotearoa New Zealand, so is an appropriate emblem to represent the national organisation for all hospice services throughout the country.

Kōwhai is very spiritually significant. It is said to symbolize personal growth and helps people move on from the past with a renewed sense of adventure.

Historically the kōwhai flower and bark was used in rongoā (traditional Māori medicine) for its healing properties, particularly for broken bones.





## Clinical Services

The international trend in palliative care is to delve into the not so seen areas and to be involved with people's journeys for longer.

Over the last few years, the make-up (diagnosis, age, ethnicity) has not altered too much. It is common for people with cancer to think about and use our services, but a significant portion of the population die from non-cancer related issues. This speaks well into the equity priorities that the new Health Standards (Ngā Paerewa) have.

The parameters of poor health outcomes (ethnic minority, rurality, deprivation) are what characterise Northland Te Tai Tokerau. Although there is a reasonable proportion of Māori that use the community and inpatient facility of North Haven, we are missing a significant proportion with of people who die from non-malignant disease processes.

Our concern with this is that we know that the likelihood of symptoms and distress are that same for all people at the end of life. With the average age of New Zealand communities getting older, these non-cancer (heart and kidney failure, lung problems, COPD and dementia) related processes are going to become a bigger proportion of people who would benefit from North Haven Hospice involvement.

### Hospices of Northland – Kuaka

*Tiakina te Kaitiaki Caring for Carers*

- **86%** of those cared for with a non-cancer diagnosis.
- **55%** of GP Doctor referrals to the service.
- **12%** Carer self-referrals.

A Tiakina Te Kaitiaki (Caring for Carers) service that was previously contracted to primary care PHO's, has now become part of the North Haven Hospice team.

This service was an outcome of a joint venture between all the hospices of Northland with the blessing and support of NDHB (now Te Whatu Ora Te Tai Tokerau). The focus of this service is to specifically support the carers of patients with long term conditions (heart failure, COPD, dementia etc).

There is very good evidence that if the carer is well supported, the "cared for" have much better outcomes with less urgent health needs and remaining in their preferred place of care longer.

This was initially coordinated by the PHO's with Hospices providing oversight. The opportunity became available to have this service flow out of hospices services in Northland.

There appears to be an unfortunate perspective in the community that if someone wishes to pursue Assisted Dying, then this means they cannot have hospice care.

When the Assisted Dying services were being established a clear distinction was made between what Hospice offered and did and Assisted Dying (AD) -

**Hospice does not provide an AD service, but we can be and want to be fully available to patients, whānau, and family** prior to someone's death, by whatever process, and then to continue to support whanau and family after death.

The majority of referrals to North Haven come via Whangārei Hospital. With the increasing referral numbers, the in-reach Hospital Liaison team (that flows out of our Community Team) has been increasingly stretched. It is a unique opportunity to integrate a community holistic perspective into a busy acute hospital environment. We are very grateful of the great working relationship.

The make -up and resourcing for this team has not been reviewed for several years, for multiple reasons. The changes coming with the Health Reforms provides a very timely opportunity to reassess what it is that would benefit the patients and staff of Whangārei Hospital.

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*90% of our care remains  
community based*

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The attraction and retention of staff has been difficult. Pay and condition differences between Hospital and NGO sectors (where Hospice sits) exist, despite both being funded by central government as core health services.

This has not just affected Hospice services but home care agencies and rest homes as well. Consequently, it has become increasingly difficult to arrange for care of people at home or to admit to a rest home when there is that need, as these organisations also deal with staffing issues.

Even with these challenges, North Haven remains a very desirable place to work from a professionally satisfying perspective as for its workplace culture.

There has been an intentional focus on clarifying a career pathway for nurses. We understand that keeping and growing our own is the most effective way of increasing the competence of the clinical team that allows for the flexible responses to patient, whānau and family need, particularly as we are already noticing the increased referral numbers.

North Haven continues to provide support to, and work with, the other three community hospices in Te Tai Tokerau. The changes in the primary care environment now mean that it is often more difficult for community Hospice teams or patients, whānau and family to gain access to their GP for needed advice or interventions.

In the last 5 years the number of calls to, and discussions with, the medical team at North Haven has doubled. This has led to Mid and Far North Hospices stretching their budgets to pay for a local doctor to be part of their teams, but the North Haven staff remain the back up.

For the past 15 years, there has been an intentional focus on providing education and support of those providing palliative care as part of other work that they are doing (e.g. primary care, Age Residential Care facilities, hospital teams). Many resources are now available online, but we believe maintaining in person support is a crucial part of learning. It is likely the way these education experiences are packaged will change to meet the opportunities available.

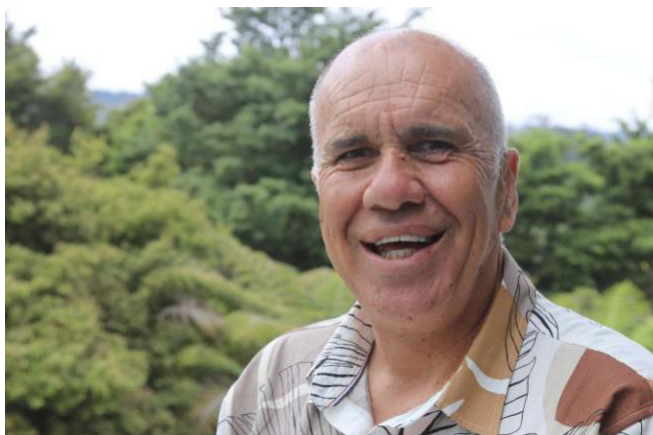
There remains a strong passion amongst the team members to advocate for our community. This has led to several of the team instigating or being involved with national networks (Social Work, Counselling, Kai mahi etc) to ensure we are up to date but also to influence national direction.

There are so many good things that occur in Northland Te Tai Tokerau that need to be discussed in the wider context of care delivery.

Dr Warrick Jones  
**Director of Clinical Services**



## Te Tumu Herenga Waka



I have had the privilege of weaving cultural practices into the North Haven Hospice environment, building on what has already been laid.

Collaborating closely with Hospice staff, I've had the opportunity to foster a culturally inclusive environment that enhances the quality care provided to our patients, whānau and their families.

In the pursuit of future growth and fostering stronger relationships with Māori health providers and hapū, our strategy encompasses a multi-faceted approach. This includes proacted engagement, culturally sensitive communication, partnership building, and community involvement to ensure the holistic well-being of those we serve.

I am part of a national wide group Te Roopu Taki Māori under Hospice NZ that works closely with kaimahi Māori throughout regional Hospice organisations.

To enhance our commitment to Māori staff development, we are organizing a national hui, where five of our dedicated Māori team members will have the opportunity to connect, learn, and contribute to knowledge and empowerment of our organization.

As I conclude, it is evident that these initiatives are ongoing to our commitment for continuous growth, we look forward to the positive impact these experiences will have on our team and the communities we serve.

Dave Coyne  
**Te Tumu Herenga Waka**

## Education

As the Specialist Palliative Care Service NHH continues to provide education for our staff as well as to other providers in our district. Our Medical Specialists educate at the various local hospitals across Northland.

Since Post Covid lockdowns there has been slow uptake for the Fundamentals of Palliative Care training courses offered by NHH. This is a concern when there is growing aged populations needing end of life care. Our educator also provides grief training for nursing and counsellors in various community settings. Several practice nurses attended a joint hospice and general practice network meeting. These will continue to be held annually.

Monthly SKIP sessions (Sharing Knowledge in Practice). A 1hr session for clinical staff to share on a topic, these are well attended. In-house mandatory trainings not only cover clinical topics but also health and safety, fire, manual handling, CPR and staff wellbeing.

Hospice hosts sessions with the Post Graduate Coordinator from Te Whatu Ora to encourage staff to consider and plan for post graduate study, this ensures they have a clear pathway outlined for their career. There has been indication of four nurses wanting to complete post grad study in 2024.

Online Hospice NZ Breakfast Lectures are attended by a number of the team on the first Thursday of the month.

Nurses and Family Support staff continue to attend study days facilitated by Te Whatu Ora, including Serious Illness Conversation workshops, Advance Care Planning study day, and PDRP study days and Grand Round sessions. Nurses attend Preceptor study days through Te Pukenga to learn skills and theories behind adult education, to support students and new staff members.

Morgan McCaskill  
**Clinical Practice Development Coordinator**

Maureen Frayling  
**External Education Coordinator**

## Technology

### IT Services

We must continue adapting our services to maximise efficiencies, and to take advantage of the benefits technologies may be able to offer.

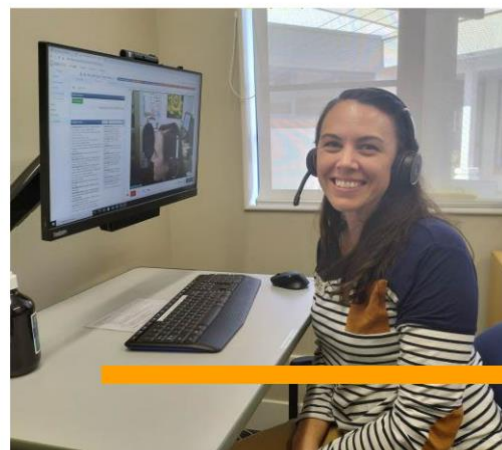
This financial year we have:

- Moved to Office 365 on RDS servers and implemented a full back-up solution for emails, Teams, SharePoint and One Drive,
- Established an IT helpdesk ticketing system to ensure staff can easily log an issue,
- CareSelect eReferrals for Kaitiaki in PalCare implemented. Significant time and effort was invested in getting this in place,
- A microphone system & phone for media creation was purchased,
- Network redundancy and connectivity has been improved,
- A Wireless Audit has been undertaken to measure signal quality throughout the building with an additional wireless AP installed to address any issues identified,
- Procured and Installed video conferencing system into Living Well Meeting Room which is working well for education webinars and online meetings.
- A wireless link to the garage has been installed, allowing computers to connect in garage building, with the additional benefit of better Wi-Fi in the community nurses' office and outside the building,
- ELMO Software has been selected as successful bidder for Payroll system replacement after a robust selection process,
- New Nurse Call System installed – whilst this was not strictly an IT project, a lot of time was required liaising with NCS and ensuring power and data connections were available.

### Palcare Go

Morgan McCaskill is North Haven's Clinical Practice Development Coordinator and has been teaching our nurses to use PalCareGo. This is the name of a secure technology platform used by North Haven Hospice to video call, or receive video calls, from patients.

A regular check -in can take place with more ease and can be used with any device that has a camera, including your phone. This technology brings some real benefits - we can see you and talk to you more quickly than a physical visit and we can observe symptoms, non-verbal cues and see immediately how someone is managing. Designed to complement face-to-face visits, PalCareGo increases our ability to connect with more patients in ways they're comfortable with.



## Marketing and Fundraising

### Volunteers

Te Korowai Hūmārie North Haven Hospice provides support, aroha and palliative care for people of all ages who are living with a terminal illness or life-limiting condition. Our care is holistic, and support is also provided for whānau, families and carers.

Volunteer database management has improved with input of hospice based and patient-facing volunteers' hours directly by the volunteers via an app or website. A training and education programme has been implemented including the privilege of an annual pōwhiri at Pehiāweri Marae for all new volunteers.

Hospice services volunteers are working in the community, providing respite care, comfort and contact, nurturing massage, hospice gardening, administration and recording life reflections as well as IPU support. Even more contribute their time and commitment to the cause at the Waipu and Whangārei retail shops.

A Volunteer Recruitment and Retention Strategy was completed with policy and recruitment documentation updated and aligned across all services.

This continues to be a priority area needing further recruitment, innovation and succession planning next year.



### Fundraising

Our goal is to ensure financial sustainability for Te Korowai Hūmārie North Haven Hospice by growing awareness and a range of funding streams to maximise income.

The 2022-2023 year had some notable successes given the cautious economic environment post-pandemic.

The Girls Club House Tours were held in October with an incredible \$65,000 raised and donated to North Haven Hospice. While we had reduced Memory Trees venues, donations were up and generously supported by Morris and Morris Funerals.



We were also very humbled to be chosen as the charity for the Classic Builders 90 More Miles Challenge in March 2023, which raised \$27,680. Please note the list of our local organisations (at the end of the report) that have contributed to our fundraising.

The November, Art Northland held the annual Hospice Art Exhibition and Auction with 25 creative people donating 39 artworks with proceeds to North Haven Hospice. An incredible \$18,200 was raised.

While we receive donations from many compassionate and giving people in our communities, fundraising contributes just 4% of our total income. We apply for grants for operational and capital equipment when we meet criteria and this makes up 1% of our total income. Gifts in wills contribute another 2%.

Growing awareness of funding needs and increasing community and partnership engagement is North Haven Hospice's aim for the next financial year. We continue to engage with our significant donors and potential gift givers to ensure a regular flow of donations.

## Retail

This has been a big year for retail as we have reviewed our Whangārei operations, the Waipu store and volunteers celebrated their 10<sup>th</sup> anniversary, and a Future Retail Strategy was developed and is being implemented.

Special mention must be made of our retail volunteers. Following the pandemic, numbers of volunteers able to gift their time have reduced increasing the workload on those remaining. This has also impacted the small numbers of paid staff. Their tireless efforts and determination to keep turning donated second-hand goods into the funds we rely on is second to none.

Online sales have been highlighted as a future growth area and we continue to find innovative ways to reduce the cost of waste disposal.

As North Haven Hospice services not just the Whangārei District but also the south-east Kaipara District we are investigating options for introducing new stores in Mangawhai and Ruakākā. Residents of these locations, including Kaiwaka, Maungaturoto, Topuni and Ōruawharo can register with North Haven Hospice for care and support although this is not as well-known as we would like.

Clothing sales make up 28% of the total sales for the fiscal year, furniture 17% and bric -a-brac 16% at the Whangārei CBD store. For Waipu, 66% of the annual sales is from bric-a-brac.

We are looking forward to the new fiscal year with positive vibes to continue the trending up of our shop sales.



## North Haven Hospice Endowment Trust

Report to North Haven Hospice Society Inc. as at 30 June 2023.

This report is provided under Clause 21.1 of the trust deed dated 31 May 2006 establishing the North Haven Hospice Endowment Trust (“the Trust”). Since reporting a year ago, the Trust’s activities have included the following:

- 1- Trustees met on the 29<sup>th</sup> September 2022 to consider the FY23 budget and its implications for the trust investments, together with building maintenance issues re window repairs and replacement of ageing diesel boilers with a heat pump system.
- 2- Trustees met with the Society board 1<sup>st</sup> November 2022 to review financials operational result for the quarter to 30 September 22 and revised FY23 budget.
- 3- Trustee Jim Kilpatrick together with the Society’s Donor Relations Co Ordinator attended Gifts in Wills seminar on the 18<sup>th</sup> November 22 with the aim of refining the joint Trust and Society bequests programme.
- 4- Trustees received an investment performance report for the period to December 22 from our investment advisors Newton Ross.
- 5- Trust distributed the sum of \$250k to the Society on 30<sup>th</sup> December 2022.
- 6- Trustees met on 27<sup>th</sup> April 2023 together with Society CEO and Board Chair. Financial planners Newton Ross attended and provided update on the investment activities and likely outlook for the year. Following discussion resolved that a distribution of \$250k for FY24 in favour of the Society was sustainable. Meeting then went on the further review the building maintenance issues and funding thereof.
- 7- Meeting of the 27<sup>th</sup> April 23 saw the appointment of Sir Christopher Farrelly as replacement Society-appointed trustee for Colin Campbell, and the standing down of Jim Kilpatrick as Trust chair and the appointment of Bill Mallett in his place.

- 8- Trustees Bill Mallett, Murray Lints and Chris Farrelly attended Society strategic planning day held 8<sup>th</sup> May 2023.
- 9- The Trustees met with the Society board on the 20<sup>th</sup> June 2023 to review the FY23 year-to-date financial results and draft FY24 budget. The trustees subsequently confirmed the proposed level of Trust distribution to be \$250k for the FY24 year.
- 10- Trustee Geoff King together with Society property representative have engaged contractors to attend to the maintenance of skylight windows and boiler replacement. In addition, they have prepared a thorough building maintenance and costing plan for Trust and Society review and decision on funding.
- 11- No bequests were received by the Trust during the year.

The quarterly performance of the Trust’s investment portfolio for the past year was:

As at 30 September 2022	\$8,148,999
As at 31 December 2022 (following \$250k distribution)	\$7,942,965
As at 31 March 2023	\$8,300,280
As at 30 June 2023	\$8,592,502

Bill Mallett  
**Chairperson**  
6<sup>th</sup> October, 2023

## Financials

**NORTH HAVEN HOSPICE SOCIETY INCORPORATED CONSOLIDATED FINANCIAL STATEMENTS**  
**STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2023**

	Note	2023 Group \$	2023 Parent \$	2022 Group \$	2022 Parent \$
<b>Current assets</b>					
Cash and cash equivalents	11	509,416	487,319	1,683,156	1,668,130
Short term investments	12	1,400,000	1,400,000	-	-
Receivables from exchange transactions		11,248	11,248	14,455	14,455
Receivables from non-exchange transactions		389,692	389,692	348,661	348,661
Prepayments		85,744	85,744	56,026	56,026
Tax Refundable		4,911	-	4,911	-
Inventories	13	26,218	26,218	27,371	27,371
		<b>2,427,230</b>	<b>2,400,221</b>	<b>2,134,580</b>	<b>2,114,643</b>
<b>Non-current assets</b>					
Investment - Equity Instruments	22	8,627,772	35,270	8,208,691	34,197
Property plant and equipment	14	3,140,747	399,226	3,151,208	339,467
		<b>11,768,518</b>	<b>434,496</b>	<b>11,359,899</b>	<b>373,664</b>
<b>Total assets</b>		<b>14,195,748</b>	<b>2,834,717</b>	<b>13,494,479</b>	<b>2,488,307</b>
<b>Current liabilities</b>					
Deferred Revenue		28,546	28,546		
Trade and other creditors	15	164,024	164,037	171,590	169,984
Employee entitlements		540,514	540,514	452,038	452,038
<b>Total liabilities</b>		<b>733,084</b>	<b>733,097</b>	<b>623,628</b>	<b>622,022</b>
<b>Net assets</b>		<b>13,462,664</b>	<b>2,101,620</b>	<b>12,870,851</b>	<b>1,866,285</b>
<b>Equity</b>					
Available for Sale Fair Value Reserve		1,969,746	(125)	1,523,984	(1,199)
Special Purpose Reserve	23	175,618	175,618	175,618	175,618
Accumulated comprehensive revenue and expense		11,317,300	1,926,127	11,171,248	1,691,866
<b>Total net assets/equity attributable to the owners of the controlling entity</b>		<b>13,462,664</b>	<b>2,101,620</b>	<b>12,870,851</b>	<b>1,866,285</b>

The Members of the Board of the North haven Hospice Society Incorporated Group authorised these final statements for issue on .....09 November ..... 2023



Board Member



Board Member

These statements are to be read in conjunction with the notes and the auditor's report.



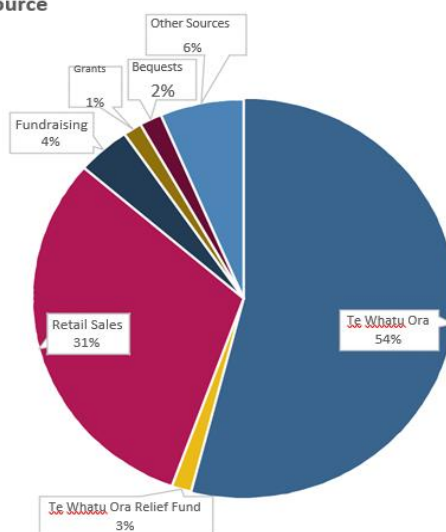
# Financial Report – North Haven Hospice Society Incorporated

## SUMMARY OF FINANCIAL PERFORMANCE- PARENT ONLY FOR THE YEAR ENDED 30 JUNE 2023

	2022/2023
<b>Income</b>	
Te Whatu Ora Palliative Contracts	3,692,618.00
Ministry of Health Relief Fund	103,605.00
Bequests	117,740.00
Donation from Endowment Trust	250,000.00
Donations	88,894.00
Fundraising	278,485.00
Grants	93,253.00
Hospice Shop Sales	2,114,326.00
NHH Society Membership	1,829.00
Other income	88,858.00
Sponsorship	9,196.00
Interest	0.00
<b>TOTAL INCOME</b>	<b>\$6,838,804.00</b>
<b>Expenses</b>	
Depreciation Buildings, Plant and Assets	101,377.00
Employee Wages & Salaries & Kiwisaver	4,655,433.00
Fundraising	99,865.00
Retail and Online Sales	951,333.00
Administration & Information Technology	364,372.00
Insurance	45,149.00
Motor Vehicle Expenses	30,037.00
Training and Professional Fees	119,809.00
Repairs and Maintenance (Grounds, Buildings, Plant and Assets)	88,352.00
Facilities and Services	159,973.00
<b>TOTAL EXPENDITURE</b>	<b>\$6,615,700.00</b>
<b>SURPLUS/DEFICIT FOR THE YEAR</b>	<b>\$223,194</b>

Total Income by Source

2022-2023



These Financial Statements are presented for this Annual General Meeting only.

## Thank you

Te Korowai Hūmārie North Haven Hospice is sincerely grateful to all our supporters, especially during this challenging financial year.

Without the support, consideration and caring provided to us by our community businesses, organisations, clubs, individuals and funding and grant providers, we would not be here.

Many of our valued supporters directly provide essential funds and support our fundraising activities. Some offer goods and services at no charge or discounted rates. These funds and contributions are used to support patients, whānau and families in our care.

We would also like to offer a heartfelt thank you to all our staff who have done an incredible job in their daily work, with many going above and beyond the expected.

Our appreciation of our volunteers goes to all who spend time making our services warm, friendly and efficient through their goodwill and commitment to Te Korowai Hūmārie North Haven Hospice.

It is through the strength and kindness of our volunteers that embrace our philosophy that we remain, truly, a community enterprise.

## Local Sponsors

# Harcourts

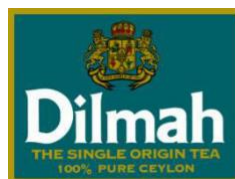
Whangarei, Bream Bay and Just Rentals



- Alpha Antennas
- Antique Fairs for Charity
- Art Northland
- Baigents Office Products Depot
- BNI B'Inspired
- BNI Late Start
- BNI Whangarei
- Building and Fire Services
- Bunnings Whangarei
- Carter Electrical
- Chem Wash
- Classic Builders Group
- Coastal Accounting Ltd
- Coastal Care Tutukaka
- Craigs investment Partners Whangarei
- Crewcut
- Crombie Lockwood
- Darren Johnston & Darren Bownes (Longest Day Golf Challenge)
- Dave Boyd Filtration Specialists
- Dilmah Tea
- Ecosse Business Systems
- Fabers Furnishings
- Farmers Whangarei
- Flowers On Bank
- Greenfingers Growing Mixes and Landscape Supplies
- Harcourts Whangarei and Bream Bay
- Henwood Electrical
- Hikurangi Mountain Lions
- House of Travel Whangarei
- Huanui College
- Hurupaki Primary School
- JOP Design and Print
- Keith Andrews Family
- Kamo Bowling Club
- Kamo Florist
- Kamo High School
- Kensington Pharmacy Kevin Gray
- Panelbeaters and Car Painters Kirsty Joy
- Photography KiwiBuilt
- Lion Clubs Whangarei District – Zone 2
- Little Leaf Florals
- Maureen Baker (Catering)
- Mint Floral
- Mitre 10 Mega
- More FM (Mediaworks)
- Morris and Morris Funerals
- New World Regent
- Northern Districts Security
- Northland Chamber of Commerce Onerahi Afternoon Tea Group Pak 'n' Save
- Whangarei People Potential

*Quest Apartments Hotel Whangarei*  
*Reckon NZ*  
*Regent New World*  
*Rob Aydon (Round the Bays)*  
*Ruakaka Racing*  
*Sky Network TV*  
*Steve Taylor Tyres*  
*Te Whatu Ora*  
*The Business Finder*  
*The Falls Estate Lifestyle Village*  
*The Finishers*  
*The Giant Drop In Choir – Whangarei SING!*  
*The Girls Club Hospice House Tour*  
*The Northern Advocate*  
*Tyrepower Whangarei and Tyrepower NZ*  
*Uber Group*  
*Unichem Buchanan's Pharmacy*  
*Unichem Orrs Pharmacy Ruakaka*  
*Volunteering Northland*  
*Wai Worri Country Muster*  
*Whangarei and Kaipara Operation Support Brigade*  
*Whangarei Boys High School*  
*Whangarei District Council*  
*Whangarei Leader*  
*Whangarei South Rotary*  
*Wild Ivy Floral Boutique*  
*WRMK Lawyers*

## National Hospice Supporters



## National Campaign Supporters



North Haven Hospice thanks the following grant providers for their support this year:

Oxford Sports Trust Inc. Pub Charity Ltd Elaine

Gurr Endowment Trust Grassroots Trust New

Zealand Lotteries Grants

## National Hospice Partners

HOUSE OF TRAVEL

**BNI**®

T: 09 437 3555

24A Takahe Street, Whangārei 0112  
PO Box 7050, Tikipunga, Whangārei 0144

[www.northhavenhospice.org.nz](http://www.northhavenhospice.org.nz)

