



Our Year in Review

Annual Review
Year to June 2021



Mary Potter Hospice

Inpatient and Community Services – Wellington

48–52 Mein Street
PO Box 7442
Newtown
Wellington 6242

P: 04 801 0006

E: mph@marypotter.org.nz

Community Hospice – Porirua

Te Whare Rānui

10 Awatea Street
Ranui Heights
PO Box 50089
Porirua 5240

P: 04 237 7563

E: porirua@marypotter.org.nz

Community Hospice – Kāpiti

36 Warrimoo Street
PO Box 460
Paraparaumu 5254

P: 04 296 1283

E: kapiti@marypotter.org.nz

Donations Administration

Freepost 3053
PO Box 7442
Newtown
Wellington 6242

P: 0800 627 976

E: donations@marypotter.org.nz

Mary Potter Hospice Retail Network

Support Centre

General enquiries and to arrange pick up of donated goods:

P: 04 237 2300

E: retail@marypotter.org.nz

W: marypotter.org.nz/support-us/shops

9am–4pm Mon–Fri



Our namesake
The Venerable
Mary Potter

Mary Potter Hospice shops

Please refer to our website marypotter.org.nz for shop opening hours.

Miramar

136 Park Road
P: 04 380 7057

Karori

255 Karori Road
P: 04 476 0381

Thorndon

95 Thorndon Quay
P: 04 472 5819

City

264 Cuba Street, Te Aro
P: 04 213 8382

Tawa

197 Main Road
P: 04 232 7798

Porirua

21 Kenepuru Drive
P: 04 237 2313

Paraparaumu

9 Kāpiti Road
P: 04 298 5700

Newlands

Newlands Shopping
Centre (opposite
Newlands New World)
P: 04 477 4115

Our vision

That people in our communities who need palliative care have access to compassionate and quality care, when and where they need it.

Our approach

Taking a whole person approach, we will provide and promote high quality specialist palliative care, grief support, education and care planning services. Working alongside our health partners, we aim to make a difference in the communities we serve.

Our values

- Respect
- Compassion
- Dignity
- Hospitality
- Stewardship

Ngā kaupapa o Meri Potter Hospice

- Mana
- Aroha
- Rangatiratanga
- Manaakitanga
- Kaitiakitanga



Mary Potter Hospice relies on the generous donation of time and knowledge by many amazing people. To the following people we offer our sincere appreciation for the many hours you freely commit to the Hospice. Your generosity of spirit enables the Hospice to carry on.

Mary Potter Hospice Patron

Dame Kerry Prendergast CNZM

Mary Potter Hospice Board

Chair: Andrea McCance

Deputy Chair and Chair of the Audit Finance and Investment Committee: Malcolm Bruce

Board members: Stephanie Dyhrberg, Sumati Govind, Sister Margaret Lancaster, Martin Lenart, Dr Grant Pidgeon, Tui Te Hau, Dr David Werry

Te Pou Tautoko: Providing ao Māori wisdom and guidance

Te Pou Tautoko is chaired by Director Health Equity Vanessa Eldridge (Rongomaiwahine, Ngāti Kahungūnu). Members are:

- Mrs Kahuwaeroa Katene (Kaumātua of Ngāti Toa - Ngāti Kahungūnu and Tuwharetoa descent).
- Callum Katene (Chair of Te Rūnanga o Ngāti Toa Rangatira)
- Kura Moeahu (Chair Te Rūnanganui o Te Āti Awa)
- Natalie Kini (Ngāti Toa, Ngai Tahu)
- Board representative Tui Te Hau (Rongomaiwahine, Te Arawa, Tuwharetoa descent)

Our staff members are Norma Hickland (Kahungūnu, Te Aitanga-a-Hauiti), Ropata Cameron (Ngāti Ranginui), Brent Alderton and Donna Gray.

Pacific Advisory Group: Providing Pacific Perspectives

The Pacific Advisory Group supports Mary Potter Hospice to increase awareness of Hospice with Pacific communities of Wellington and helps to ensure culturally appropriate service is accessible for Pacific people. The group is chaired by Anthony Carter, Lead Manager for Central Pacific Collective (Tuvaluan/Kiribati/Samoan descent). The group is facilitated by Pacific Service Development Lead Fuailalagi Samoa Saleupolu Heger (Samoan). Members are:

- Theresa Peteli – (Samoan)
- Tiimalu Maria-Goretti Sialava'a – (Samoan)
- Pastor Sonny Taimalelagi (Samoan)
- Emily Toimata-Holtham (Kiribati/Niuean)

Our staff members are, Brent Alderton, Vanessa Eldridge, Donna Gray.

Mary Potter Hospice Executive team

Chief Executive: Brent Alderton

Dr Astrid Adams, Medical Director; Devon Diggle, Director Strategy and Finance; Vanessa Eldridge, Director Health Equity; Donna Gray, Director Clinical Services; Christine Hanks, Director People and Capability; Diana Pryde, Director Infrastructure and Development; Philippa Sellens, Director Fundraising, Marketing and Communications; Peter Sewell, Director Retail.

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Chair's message

Tēnā koutou,

There is little doubt that 2021 will go down as another challenging and disruptive year. However we can be proud of the continued delivery of hospice services across the Wellington, Porirua and Kāpiti communities. Through all of the challenges we have faced this year, the Board has focused on ensuring that Mary Potter Hospice can continue in meeting its key goal - people in our communities who need palliative care, have access to compassionate and quality care, when and where they need it.

Levels 3 and 2 of lockdown have not hindered the level or quality of care. During 2021, we saw our Hospice @ Home visits increase by 20% and the average number of patients in the service at any one time increase by 14%. Our bereavement services saw a 37% increase in people accessing grief support.

Covid 19 aside, we have continued to move forward on our strategy.

Mary Potter Hospice is committed to ensuring that the unique cultural needs of the patient and whānau are acknowledged and respected in all aspects of care and delivery. We know there is work to do to improve our cultural competency and responsiveness but the Board is committed for this to happen. This year a new team was created, the Health Equity team, with the director role as part of the Executive Leadership Team.

I would like to particularly thank the members of Te Pou Tautoko our Māori Advisory Group and the Pacific Advisory Group who provided invaluable support and advice on all aspects of the Hospice's work, including the launch of the new Māori Service Plan and a Pacific Responsiveness Strategy. Our health equity work saw the involvement of senior iwi representatives in our board strategy day as we begin the development of our new strategy for 2022 – 2027.

Another highlight of the year was the highly successful Whetū i te Rangi Symposium that attracted over 250 people from across Aotearoa.

I would like to thank the Board members for their valuable contribution, wisdom and enormous voluntary gift of time over the past challenging but



rewarding year. A great accolade and acknowledgment of the Board's hard work and achievements was being awarded the 2021 Volunteer Wellington Team Governance winner.

Three new board members will be joining the Board. I am delighted to welcome Professor Gregor Coster, Anthony Carter and Catherine Epps. I wish them well and know they will make valuable contributions to the governance of the Hospice.

I would also like to thank Brent and the Executive Team, the clinical and non-clinical staff and our devoted volunteers for their hard work and commitment to Mary Potter Hospice and its values.

After nine years, this is my last year on the Board of Mary Potter Hospice. It has been an absolute privilege and pleasure to be part of such a dedicated organisation committed to the values of the hospice. These values provide the platform for all decision making and our vision for the future.

On behalf of the Board, I would like to thank our community supporters and donors who continue to give generously. Finally, I acknowledge our patients, their families, whānau and carers – you remain at the heart of our service.

Noho ora mai

Andrea McCance
Chair

From the Chief Executive

Tēnā koutou,

The year for us at Mary Potter Hospice has required a great deal of flexibility to respond to many external factors that are often outside of our control. At the same time we have retained the highest level of quality and compassion in our work, and for this I thank all our staff and volunteers for their commitment and hard work.

As well as responding to the uncertain external factors, we have enhanced and broadened our services to help us to respond to the needs of the community.

I'm particularly pleased to report to you that during the year we created a new team, the Health Equity team, led by a Director, Health Equity who sits at the executive level of the organisation. This team includes a new role, Pacific Development Lead, as well as our existing important roles of Māori Liaison and Pacific Liaison who work directly with our Māori and Pacific patients.

Our health equity work saw the involvement of senior iwi representatives in our Board strategy day as we began the development of our new strategy for 2022 – 2027. This work is also informed by grassroots Pacific and Māori community stakeholder engagement. We have a new Māori Service Plan and a Pacific Responsiveness Strategy. I am conscious that only 8% of our staff identify as Māori, against 16% in the general population. To help with this we are sponsoring a student nursing scholarship to attract Māori nurses to the Hospice. The health equity work builds on a great deal of activity that we reported in last year's annual review. I am looking forward to seeing the work of this team unfold over the coming months and years.

In accordance with our strategy we have also further progressed our community-based care, including our Enhanced Hospice@Home programme and the Last Days of Life service. During the year of this review we have supported 44% of our patients to die at home as their place of choice.

In response to increasing demand for our services our organisation has grown, with a headcount of 174 mainly part-time staff at report date. The



budget to run Mary Potter Hospice has grown to almost \$16 million for the 2021/22 year.

The financial story continues to be challenging, with significant pressures from wage and other cost inflation and growth in demand. This pressure is being met by a significant uplift in retail revenue off the back of a deliberate strategy and investment to improve retail revenue. We are working with Hospice New Zealand to push for greater funding from Government. Our apartments will be completed before the end of 2021 so that we will get our inaugural dividend from this substantial investment in 2021/22.

Te Whare Rānui is our base for the Wellington/ North Wellington community. It has been a privilege to get amazing support from grant funders and other donors for this important project which was in progress during the year. With it largely complete, our staff there are doing great things in the wider Porirua community, and providing an exceptional service to patients and whānau.

Finally, my sincere thanks to the Board of Trustees for their ongoing support of me, the Executive Team and all of our staff and volunteers. They themselves are volunteers and make an exceptional contribution to the community through their leadership. It has particularly been a pleasure to work alongside Andrea McCance, the outgoing Chair. Her calm, focussed leadership and unwavering support has made a tremendous difference to the Hospice again this year. I am grateful for the time that she has given us and the generosity of her spirit.

Ngā mihi nui

Brent Alderton
Chief Executive

Mary Potter Hospice Services

At Mary Potter Hospice, our vision is that people have equitable access to compassionate, quality palliative care when and where they need it, with the focus being on the person – not the illness.

We care for people and their whānau and families when their illness is incurable and they need specialist support to manage their symptoms. We provide a number of services to support the needs of those in Hospice care. We care for the whole person: their physical, emotional, spiritual and social needs. We also support their family/whānau, carers and friends, to make the most of their time together.

Most of our patients receive care in their own homes or in aged residential care facilities. Sometimes, however, patients may benefit from some time at our specialist Inpatient Unit in Newtown. We work in partnership with patients, families and other healthcare providers to develop an individual care plan to meet each patient's needs. A partnership approach helps us to use the resources we have most efficiently.

The Hospice supports people from many cultures and we are always very conscious in our planning and practice to be aware of the beliefs and customs that are important to the person and their extended family. We practice 'aroha ki te tangata' – respect, empathy and regard for others.

We are committed to ensuring that the Hospice can continue to meet the needs of the Wellington, Porirua and Kāpiti communities free-of-charge and for decades to come.

This year we had on average 302 patients in our service on any one day, an increase of 14% on the previous year. Although the total number of patients was less, our workloads were higher with patients having more complex symptoms and staying in our service for longer.

Our services continue to evolve to meet the needs of people in our diverse communities. Our community bases in Newtown, Porirua and Kāpiti

have a team of nurses, doctors, occupational therapists, counsellors, social workers, Māori and Pacific liaison staff, administrators and volunteers. Our Day Services team provides bereavement programmes, creative therapies, legacy work and companionship. Specialist palliative care nurses and social workers support patients in aged care facilities and assist staff through coaching, mentoring and education.

Inpatient Unit Model of Care Review

In 2020, we undertook an external review of the Inpatient Unit (IPU) model of care. The IPU was reviewed against the Hospice Strategy and the Hospice New Zealand Standards.

Alongside excellent feedback about clinical care were a small number of recommendations on how we might create some quality improvements. The IPU staff prioritised these recommendations and project groups have been working on three top areas.

The first project looked at enhancing staff development opportunities, one of the most successful being the Great Educational Moments (GEMS) sessions. These are short, sharp education sessions shared across all clinical services held fortnightly, covering a variety of topics.

These sessions contribute to the ongoing professional development of our clinical workforce.

We continue to work hard to ensure the recommendations from the review are incorporated into our wider work programme.

Palliative Education, Research and Quality Improvement (PERQI) restructure

One significant change in the last year has been the restructure of the PERQI team to create a Quality, Health, Safety and Risk (QHSR) Team and a separate Education Team.

This allows us to have a greater focus on clinical quality and organisational health, safety and risk. It has also brought all our educators together into a single dedicated internal and external education team.

The QHSR team have been working hard to review policies, standards and best practice guidelines, alongside our dedicated Health, Safety and Infection Control Committee, while the Education Team are focussing on supporting internal staff and external partners

and stakeholders with high quality palliative care education and professional development opportunities.

In March, Technical Advisory Services Ltd undertook an external audit against our CCDHB contract. It focused on governance, business and financial management, service delivery, service quality and cultural/ consumer perspectives.

The finding showed 100% compliance against all areas, being:

- all aspects of our contracts with Capital & Coast District Health Board
- relevant aspects of the Health and Disability Services Standards
- and we operated in accordance with recognised business and operational good practice.

Education

As part of the Team's response to Covid, the Education Team held a Masterclass on Loss and Grief. This masterclass was held at our new venue, Te Whare Rānui, in Porirua. The focus was dealing with bereavement during Covid and it integrated an equity and te ao Māori lens as well as Pacific aiga responses to grief.

Whenua ki te whenua: a taonga for the whanau, is a new resource to help start the conversation about serious illness and end of life particularly for Māori patients and whānau. Mary Potter Hospice was well represented at the launch of this new resource having contributed to its development, writing and production with the national ACP team at the Health Quality & Safety Commission.

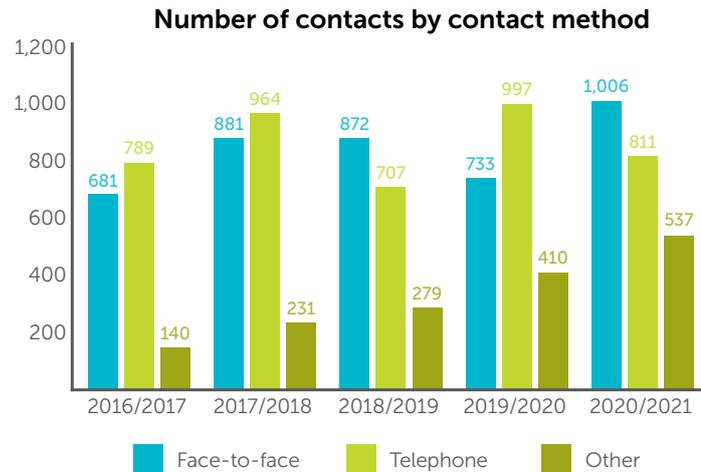


Speakers at the Loss and Grief Masterclass were from left Tanya Loveard, Hazel Neser, Fuaitelagi Samoa Saleupolu Heger, Vanessa Eldridge, and Chris Hartley.

Loss and grief

Covid-19 has forced everyone to reflect on dying, death and bereavement in some shape or form. At the Hospice, Covid has increased pressure on the service, leading to stress for staff, people and families and whānau experiencing loss and grief in lockdowns.

Our counselling service has seen an increase in the number of people requiring complex grief support. This year there has been a 37% increase in people accessing grief support through face-to-face counselling sessions.



Health Equity

In June 2021, Vanessa Eldridge began the newly created role of Director Health Equity.

The work of the new Health Equity team is varied. Its main purpose is to identify inequities in the Hospice service. The team honour mātauranga Māori and indigenous approaches in their work, as well as keeping whānau at the centre of what they do.

The team has completed a Cultural Capability Survey which has given valuable insight into our Mary Potter Hospice workforce. Feedback from that report has informed both the education programme and orientation processes for new staff. The Māori Service Plan and Pacific Responsiveness Plans have been endorsed by the Board.

Our Pacific Service Development Lead, Fuailalagi Samoa Saleupolu Heger, has brought fresh Pacific perspectives to her role and staff and volunteers look forward to further education around Pacific frameworks and cultural practises with her.

The Māori and Pacific Liaisons will continue to be integral parts of the multidisciplinary teams, supporting and connecting families to people and services.

The Māori Liaison, Ropata Cameron, runs fortnightly waiata at the IPU which provides a chance for people to sing for wellbeing, practise te reo and grow confidence around waiata tautoko. Whānau visiting the IPU have



also found comfort in attending waiata sessions.

Building on the success of the Whetū i te Rangi Symposium, we are developing our 'equity lens'. This perspective will inform equity work wider in the organisation.

In preparation for the next organisation strategy a 'Hāpori Kōrero', a stakeholder engagement project has been completed. Findings from this work inform the strategy and importantly, has strengthened the sense of connection between various communities and Hospice. We have fertile ground to grow further collaboration.

In coming months the team will develop a language plan and continue to contribute to various projects that need cultural input, including End of Life Choice, the Hospice Values and enhancing our service to bereaved children.

Both the Māori and Pacific advisory groups continue to provide wise guidance for the organisation and we are grateful to them for their gift of time and knowledge.

End of Life Choice Act

The End of Life Choice Act will mean assisted dying is legalised in New Zealand for patients fitting specific criteria.

Palliative care and Hospice services are different from assisted dying services, and Mary Potter Hospice will not be undertaking assisted dying. We will be supporting patients, whether they choose to have assisted dying or not.

To consider how to do this best we have been working with other hospices, the Australian and New Zealand Society of Palliative Medicine and Hospice NZ to share ideas.

We had an open forum meeting, to which all clinical staff and volunteer representatives were invited. From this meeting we considered difficult questions and the work the Hospice needed to do to prepare for the Act. Three streams of work were undertaken:

- Policy development
- Education and Communication
- Equity, Values and Team Support

We are making great progress with all areas of this work, and thank all staff who have helped the Hospice prepare for this Act which comes into force in early November 2021.

Dementia Friendly Recognition Programme (DFRP)

Mary Potter Hospice is committed to providing high quality standards of care for all patients including those with dementia.

During 2020/21, a self-review against the DFRP standards was completed and in 2022 an external audit of the Hospice will take place with a view to the Hospice becoming fully accredited against the standards.

Tanya Loveard is the lead for this programme, supported by the Quality and Executive Team. The Dementia recognition programme will enhance the recognised quality standards of care provided for this patient group assisted by the Te Kete Marie initiative and dementia resource role, and be a nationally recognised measure of our commitment to care for our patients, family/whānau and staff members affected by dementia.

Sustainability Working Group

The Sustainability Working Group is made up of representatives from across the Hospice. The Group takes a lead in promoting and encouraging staff to engage in sustainable practices, establish new initiatives and identify 'green' opportunities to be rolled out across the Hospice network. It engages with providers, contractors and suppliers to request environmentally friendly options.

To date, the Group has implemented a waste audit of the IPU, introduced a compost system at each base, created a centralised recycling system and waste minimisation at the IPU and is working towards finalising a sustainability policy and orientation for all staff.

Falls

Falls are one of the top two incidents at Mary Potter Hospice. Patients are particularly at risk of falls. The Hospice has a dedicated 'falls champion', our physiotherapist, Jo Graham, who is resourced to develop education and resources to drive quality improvement.

Analysis of the results showed impaired cognition, whether dementia, brain metastases or delirium is one of our biggest risk factors. There was a significant drop in falls/near misses in 2020 compared to 2019 by 30% (from 43 to 30).

This drop may be attributed to a decrease of occupied bed nights during the lockdown and reduced beds - from 12 to 9 - for some parts of the year due to Covid-19 and staffing.

Medical Team

We have been very fortunate this year to have filled outstanding vacancies with some excellent new doctors. We have also increased our number of doctors in the community.

A lot of thought has gone into how the medical team can make a difference with their clinical and non-clinical expertise.

As a result, each doctor has also taken on the medical lead position for projects across the hospice such as education, research, medication management, paediatric referrals, and clinical governance so that we can add value across the Hospice.

Aged Residential Care (ARC) facilities

Our relationship with Aged Residential Care (ARC) forms an important thread to our work. A recent research study in a Wellington ARC facility tells us that increasing numbers of people in New Zealand are admitted-to-die (and die within three months of admission) in ARC facilities.

The Hospice data for 2020/2021 shows a reduction in the number of referrals and the number of deaths in ARC.

However, the number of contacts to ARC by the Hospice ARC team has increased significantly despite a reduction in ARC nursing resources.

This is reflective of how the ARC service model has evolved and been managed to maximise efficiency and sustainability with our nursing and medical staff providing expert advice and consulting with ARC instead of 'hands on' delivery of the care.

Our People

Mary Potter Hospice encourages people of all ages to be part of the team. In general, we have a mature workforce, and enjoy all the accumulated wisdom this affords our patients and their whānau. We continue to make huge efforts to accommodate the needs of our workforce paying attention to flexible working practices.

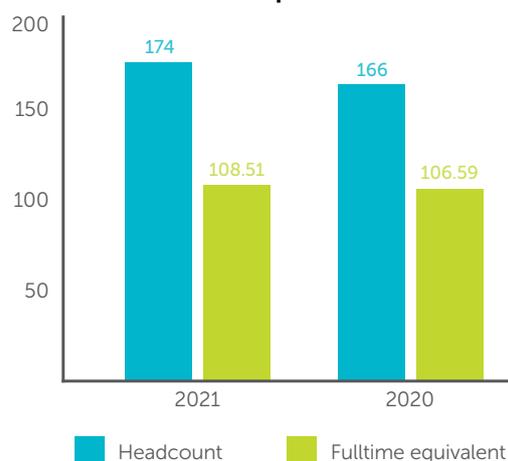
This includes working remotely for some, with a large component of our staff working part time hours. We pay attention to the physical, mental, emotional, spiritual and environmental wellbeing so our people can give their best to our patients and their whānau.

The Covid pandemic has affected everyone differently. We listened to the individual needs of our people and carried out activities such as organisation-wide Mental Health Week and Pink Shirt Day and made wellbeing information widely available.

We have also focused on improving the health and safety of our community nursing staff by offering defensive driving courses. An occupational health vaccination programme was developed and is ongoing.

The specialist skills and qualifications needed in our workforce are in short supply. Despite the challenges of Covid, this year has seen an increase in people coming from overseas to work at Mary Potter Hospice. These recruitments have increased our diversity and broadened our knowledge base.

Paid employees headcount and fulltime equivalent



A recent review of how we support our people resulted in a new executive team role – Director People and Capability Christine Hanks. This role oversees the volunteer services and human resources teams and will be instrumental in strengthening an integrated approach to valuing and supporting our people.

On 30 June 2021 we employed 174 people (full time equivalent of 108.51) this compares with 166 people (full time equivalent of 106.59) in 2020.

Whetū i te Rangi – focusing on end-of-life for Māori

In May 2021 we hosted our Whetū i te Rangi Symposium at Te Papa. It was a sell-out event that attracted 250 people from across Aotearoa New Zealand. It exceeded our expectations in terms of support and engagement. Those present were clinicians, academics, health professionals, health and community leaders, kaumātua and healers.

The calibre of speakers was high and the engagement and interaction was very rich. Our feedback showed people left committed to reducing inequity in health. We believe we highlighted new research and provided the sector with tools and guidance. We have encouraged and highlighted the need for further research and further empowerment to those in the sector.

Whetū i te Rangi reinforced the strength and mauri of bringing a Te ao Māori lens to the hospice community to support growth and future needs.



Our Whetū i te Rangi speakers at Te Papa.

Service activity 2020/21

Source: Mary Potter Hospice Palcare database

Average number of patients at any one time

Up 14% to 302



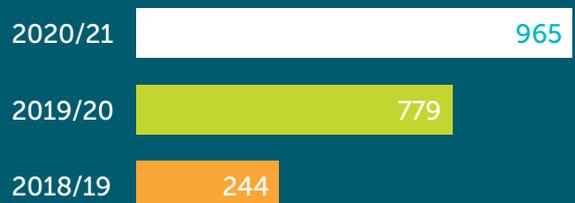
Patients supported to die at home in their preferred place of care

Pacific patients **59%**
Māori patients **46%**

8566 visits to people in their own home

*Includes District Nursing

Hospice at home visits (including weekends and after hours)



Meeting the need for patients to die at home supported by extended community services



*Of all patients

Workforce shortages and recruitment challenges

Actual community nurse FTEs down 10%



Future-proofing our facilities

A key focus over recent years has been future proofing Hospice facilities. This involves the development of Te Whare Rānui, the building of Te Ara o Puanga – the Hospice apartments – and the maintaining of the Newtown and Kāpiti sites.

The development of Te Whare Rānui occurred in two stages. The first was completed in 2019, and staff moved into the office facilities shortly after. The second phase began in October 2020 and was completed in August 2021.

A few events have already been held in the new rooms. The rooms have been named after the stars of Matariki, with the names gifted by the local iwi, Ngāti Toa.

Still to be completed is the welcome canopy (which will have a Pacific theme), the parking area and the landscaping.

The fundraising and grants team have done an outstanding job in raising more than \$1 million for the refurbishment.

Te Ara o Puanga

Turning a back yard into 41 apartments is no easy feat. Thanks to McKee Fehl and donors, that has been made possible. This development will give the Hospice 41 apartments, which include 29

furnished studios, 8 one bedroom apartments and 4 two bedroom apartments.

The rental from these apartments will provide the Hospice with a significant income stream which will help close the funding gap between what the Hospice receives from Government and what it costs to keep our services free of charge.

Leader Property Managers will be managing the apartment for the Hospice as well as the four rental houses the Hospice owns.

Newtown and Kāpiti

Our facilities in Newtown need constant upgrade and repair. During the year we started work on an upgrade of the family flat. We have also continued painting the interior of the IPU, adding additional heat pumps and completed some office reshuffling and refurbishment.

As reported last year, we purchased 11 Daniell Street. We have now tidied up the area that borders the Hospice, planting it with grass.

Our community base in Kāpiti is next in line for an upgrade. It has recently received a flooring lift, with carpet tiles replacing the old stretched carpet.



Te Ara o Puanga.



Interior entry way at Te Whare Rānui.

Community support makes it all happen

The highlight of the year has been the support we have received from our communities, with many individuals and groups fundraising on our behalf. Three people shaved their head, there were several movie and quiz nights, high teas, stall sales, two golf tournaments, community calendar sales, a fish auction, people running round the bays, schools volunteering and lots more general fundraising happening.

This is all on top of everything that we ask our supporters to help us with including assisting with two street appeals, three strawberry festivals, two gift wrapping stations at Christmas, running the add a dollar campaign, producing and selling merchandise, coordinating and selling raffle tickets, and shop donations and sales.

It is heartening to see the community rally and support us. Covid has added stresses to our community events and the community has been patient and generous in helping us to meet our fundraising targets.



Starlight Circle

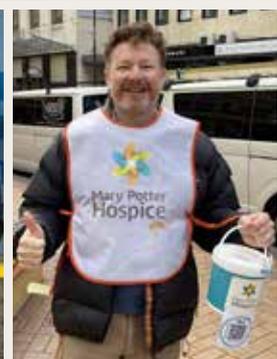
Over 1700 generous donors regularly give to Mary Potter Hospice as members of the Starlight Circle. These people, particularly during the last year, have provided certainty during a difficult time. This vital support ensured we could budget effectively for the future of the Hospice, when our other fundraising streams were disrupted due to Covid.

By making a regular gift, these donors become a part of the care at Mary Potter Hospice, helping us to be there for our patients and their whānau today, tomorrow and into the future.

Street Appeal

We were so grateful for the amazing support shown by the generous people of Wellington, Porirua and Kāpiti for the 2021 Street Appeal. We raised an incredible \$165,462 in street appeals for the year. During the appeals we heard so many amazing stories about the difference that Mary Potter Hospice made to them and their friends, family and whānau in their time of need.

Thank you to everyone who donated and to the hundreds of dedicated volunteers who collected for us. To the corporates, community groups, schools and individuals who gave their time and skills to the Hospice - thank you.



Camellia Heritage Club

We were honoured and delighted that Their Excellencies, the Rt Hon Dame Patsy Reddy and Sir David Gascoigne hosted an event at Government House to celebrate the 21st birthday of the Camellia Heritage Club.

The Camellia Heritage Club was formed to thank and recognise those who have promised a gift in their Will to Mary Potter Hospice. Over the years these generous gifts have contributed about \$15 million to the work of the Hospice.

Club members receive a special membership pin and receive invitations to special events to meet others and can keep up-to-date with what is happening at the Hospice.

It is called the Camellia Heritage Club because a pale pink peony-type camellia was grown for the Hospice, named 'Mary Potter' to mark the 150th anniversary of Mary Potter's birth, 22 November 1847.

TG Macarthy Trust

The building of Te Whare Rānui could not have been accomplished without the generous support of many donors – but in particular – the Thomas George Macarthy Trust.

In 2019, the TG Macarthy Trust pledged \$275,000 towards Te Whare Rānui. This considerable sum helped to ensure the build could go ahead.

TG Macarthy Trust administrator Natasha Naudé, who is a Senior Client Advisor at Public Trust, said that from 1980 to 2018 the Trust has supported Mary Potter Hospice to the tune of \$2.9 million.

The grants have covered a variety of Hospice projects, including capital projects like Te Whare Rānui "that have made a huge difference to the community," she said.

In 1988/89 the Trust made a grant of \$500,000 for the Newtown Hospice building in Mein Street.

Thomas George Macarthy, of Wellington, was a brewer who died in Wellington on 19 August 1912.

The Trust was created by Mr Macarthy's will and its mission is to help build strong, inclusive and supportive communities by funding community-based, not-for-profit organisations.



At the Camellia Heritage Club 21st birthday event, from left Board members Steph Dyhrberg and Sister Margaret Lancaster, Their Excellencies Sir Peter Gascoigne and the Rt Hon Dame Patsy Reddy, Hospice Patron Dame Kerry Prendergast and Hospice Chief Executive Brent Alderton.

Te Ara o Puanga

It is thanks to the foresight and generosity of some amazing Hospice supporters that these apartments were built. Called Te Ara o Puanga, the apartments will be rented out and the income will help to fund Mary Potter Hospice services into the future. They have been built with sustainable materials whenever possible, and prefabricated offsite to reduce noise and inconvenience to patients, neighbours and staff.

Our very special thanks to the following generous supporters:

- John Allard
- Archaus Ltd
- BNI Wellington & Kāpiti
- Douglas Catley MNZM
- Chapman Tripp
- Kaye & Maurice Clark
- Colliers
- Brian Drake
- Galt Family
- Mark & Wendy McGuinness
- McKee Fehl Constructors Ltd
- Navigation Financial Partners
- Aeneas (Mike) O'Sullivan and Family
- Tai Shan Foundation
- Brian Tyler
- Jennie Vowles

Our grateful thanks to Te Atiawa for gifting us the name for the apartments, and to our many other generous supporters.

A fantastic year for retail

Our 2020/21 year result was fantastic considering we were in the middle of a pandemic.

Total sales from our eight stores and online were \$2,726,686 - a record year. Thanks to all our people for achieving this magnificent result.

Donated goods increased during the year. Our supporters gave generously. We treat each donation with care and respect and do our best to present them beautifully in the store.

Thanks to all who have donated goods to the Hospice for re-sale during the year.

Thanks also to the volunteers for their time. Our volunteers hold a range of roles in the store from those who process the sales to those who sort, clean, steam and price donated goods.

Without these generous people giving their time we would not be able to run our stores.

We have been working closely with our managers to develop a training programme to increase their skills and knowledge. We rely heavily on our managers and volunteers, so we want to make sure they are equipped and looked after. Their success is our success.

During the last year the retail stores introduced a cloud-based IT system which enables the retail team to gather sales data which helps inform how we run the stores.

We introduced standardised pricing across our stores to make it easier for staff, volunteers and shoppers to quickly identify the price.

We are now looking to explore further online and other sales options that are available to us in the retail world with the support of all our people.





Thomas Dwan, working in 264 Cuba Street.

Thomas Dwan, Store Manager, Thorndon

I moved to Wellington in June 2019 from my native Brisbane, and soon after started working for the Hospice. My grandfather had used the services of a hospice in Queensland in his last days, so it was a no-brainer for me to 'pay it forward' in this way.

I started by working on a project rolling out new CCTV and point-of-sale systems to the retail stores, then as a store manager. The Thorndon volunteer team are a diverse crowd, with specialist knowledge in a variety of areas. Part of the job is keeping them motivated and making best use of their talents to curate goods in the shop at appropriate prices.

Being from abroad myself, I've had to learn a lot about New Zealand-made pottery, literature and artists to be able to ensure we are getting the best price from the donated goods.

Unfortunately, sometimes a small number of people use the retail stores to dump items- so education around the services the Hospice provides is part of the role too.

While the stores were closed in the 2020 lockdown, a number of the team - including me - had time to reevaluate our own possessions and get them ready to donate to the store when we reopened.

I'm a social person, so there is a real reward in talking to the customers each day, hearing their stories and reasons for donating their goods to us.

For many of us in the retail team, volunteering at the Hospice is a way to stay involved in the community. We all look out for one another as everyone is giving freely and generously.



Our volunteers: a generous and resilient team

Volunteers generously gave 53,426 hours of their time during the year despite Covid restrictions making this a challenging year for many volunteers and their leaders. These hours were worked across all our teams - fundraising, retail, inpatient unit, community and support services.

During the year we collated and analysed the results of the Volunteer Recognition Survey. The feedback from this survey will inform the future work of developing a recognition strategy as we strengthen our vision of Mary Potter Hospice being a great place to work and volunteer. 206 volunteers participated in the survey. Volunteers told us that they give their time because it is a satisfying thing to do, enabling them to give back to their community. We feel very fortunate to have such wonderful people volunteering for us and know we could not provide the level of quality service that we do without them.

In June, as part of National Volunteers Week, we planned to acknowledge and celebrate our volunteers as the first major event at our new Porirua base, Te Whare Ranui. Unfortunately the event was cancelled an hour before starting due to a Covid scare. We hope we will be able to celebrate the work of our volunteers in other ways.

The Hospice's Board of Trustees are volunteers, and generously share their time and knowledge to progress the aims of the Hospice. Our nine Board members have a mix of clinical, spiritual, legal and financial skills, Māori, community engagement and people management skills.

We were delighted when the Board won the Volunteer Wellington Team Governance award. Their contribution was described as the epitome of good governance. They were recognised for acknowledging and strengthening our partnership with Māori and ensuring the financial sustainability of the organisation.

Other highlights of the year included strengthening communications through the launching of a newsletter, running an orientation programme for new volunteers and updating the volunteer database. Support was provided by the professional volunteer engagement advisors. They supported the team to be fully resourced with competent and keen volunteers and provided orientation for new volunteers.



A privilege to volunteer

"Everybody has gone through some tough stuff, if you scratch the surface of anyone's life," Moira McCullough reckons.

Moira's journey with Mary Potter Hospice began in 2000 when her father-in-law became ill.

Sadly, a few years later, her husband Nick was diagnosed with a brain tumour. "Nick chose to die in the Inpatient Unit. He was there for about four days. We got such amazing care during that time."

It wasn't long after Nick passed away that Moira had the idea to give something back to the Hospice. However, she knew she needed some time before she could volunteer.

"Like many other volunteers, I have a personal connection to the Hospice and really wanted to give back to an organisation which has given so much."

Moira began helping with the drinks trolley and dinner service regularly. More recently, she has become a companion volunteer.

Companions are matched with patients in the community and spend time with them regularly, offering non-medical support and company.

"I have learnt some of the best jokes in the Hospice and have had some of the best laughs."

Anyone who is thinking about volunteering time should talk to the Hospice, Moira says. "It is such a privilege to give time here. "Whenever I leave here, I am reminded to hug my loved ones a little bit tighter."

Our Finances

Mary Potter Hospice finished the 2020/21 year with an operating surplus of \$859,167 due to recognising \$962,958 of fundraising income in donations and grants for the Te Whare Rānui redevelopment build. Without this funding, the business as usual operating result would be a deficit of (\$103,791). In 2019/20 the Hospice finished the year with an operating deficit of (\$315,407).

Financial performance

Operating Statement of Revenue and Expenses for the Group and the Hospice

Mary Potter Hospice Group For the year ended 30 June 2021	Group		Mary Potter Hospice	
	2021 \$	2020 \$	2021 \$	2020 \$
Revenue from exchange transactions				
CCDHB contracts	6,976,941	6,506,964	6,976,941	6,506,964
Retail sales	2,726,686	1,906,069	2,726,686	1,906,069
Rental (investment properties)	230,741	159,718	-	-
Other	580,156	(19,265)	148,671	176,088
Interest and dividends	9,214	4,329	1,971	540
	10,523,738	8,557,815	9,854,269	8,589,661
Revenue from non-exchange transactions				
Grants	1,128,774	714,212	1,637,049	896,603
Fundraising sponsorships and events	955,802	872,025	955,802	872,025
Volunteer services	1,180,706	925,086	1,180,706	925,086
	3,265,282	2,511,323	3,773,557	2,693,714
Expenses				
Personnel	10,327,851	10,229,876	10,327,851	10,229,876
Operating leases	627,487	539,538	627,487	539,538
Depreciation and amortisation	478,171	488,303	478,171	488,303
Other	3,165,516	2,728,399	3,083,569	2,645,425
Interest	134,798	-	-	-
Grants	-	-	355,738	-
Volunteer services	1,180,706	925,086	1,180,706	925,086
Total expenses	15,914,529	14,911,202	16,053,522	14,828,228
Operating surplus/ (deficit) before bequests and donations	(2,125,509)	(3,842,064)	(2,425,696)	(3,544,853)
Revenue from non-exchange transactions				
Bequests	1,958,012	1,514,551	1,567,928	1,141,905
Donations	3,127,233	1,464,155	1,155,758	1,101,011
COVID-19 government funding/wage subsidy	561,177	986,530	561,177	986,530
	5,646,422	3,965,236	3,284,863	3,229,446
Operating surplus/ (deficit) after bequests and donations	3,520,913	123,172	859,167	(315,407)

Interrelated party transactions are eliminated on consolidation.

Te Whare Rānui – our Porirua community base

The Hospice received a total of \$1,288,872 in donations and grants revenue for the renovation and redevelopment of our Te Whare Rānui premises. As at 30 June 2021, work in progress costs for this work totalled \$1,098,252. In late July 2021 the majority of the building work was completed.

The third and final phase of the project includes the development of an exterior canopy walkway, and the redevelopment of existing car parking facilities, including provision for electric car charging. The overall project is scheduled to be finished during 2022.

Mary Potter Apartments Ltd – Te Ara o Puanga

The 41 unit residential apartment complex located adjacent to the Newtown Hospice base was financed by generous donors and a loan from Kiwibank. The Hospice will receive a dividend each year from our wholly owned subsidiary, Mary Potter Apartments Ltd.

Since 2018 to date, Mary Potter Apartments Ltd has received \$6,049,589 in donations and borrowed \$8,247,784 from Kiwibank. Work in progress costs totalled \$14,753,512.

The apartment complex was valued in May 2021 by Colliers, as if complete, with a gross realisation value of \$21,372,000 including GST, if any. Apartment land is valued at \$2,000,000.

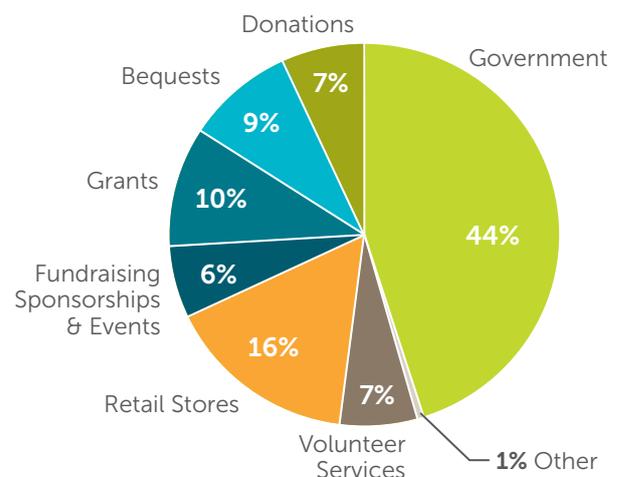
Mary Potter Apartments Ltd – investment properties

In addition to the apartment complex under development, Mary Potter Apartments Ltd owns four rental properties adjacent to the Newtown Hospice base. Tenanted rental properties continue to improve in value. In May 2021, the investment houses were valued at \$5,336,434. Investment properties generated \$230,741 in rental income during the year.

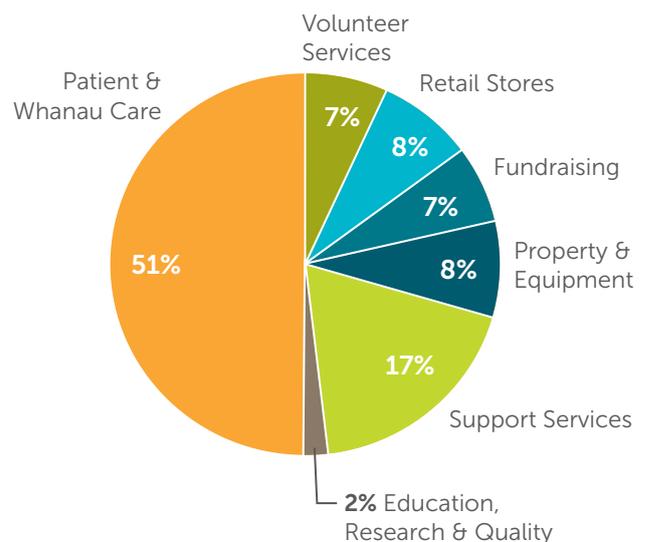
Unit trust portfolios – financial assets

Group investment portfolios as at 30 June 2021 were valued at \$10,749,966 compared with \$9,292,837 in the previous financial year. During the year there was a re-balance between two Forever Foundation funds, as trustees sought to de-risk the overall portfolio.

Where our revenue comes from



Where we spend it



Income

CCDHB and Ministry of Health funding

The Hospice's partnership with CCDHB remains strong and the DHB's commitment to the service saw an increase in overall CCDHB funding of 7.2% during the 2020/21 financial year. This includes the additional Last Days of Life service. The Hospice continues to face service demand and cost pressures that are beyond the capacity of CCDHB contracted income. CCDHB funding represented approximately 44% of total income for the year.

During the year the Hospice received \$561,177 from the Ministry of Health to help ensure service continuity, as a result of Covid-19 alert level lockdown impacting our revenue streams. The Hospice did not receive a Covid-19 wage subsidy in 2020/21.

Last days of life service

The 2020/21 financial year was the first full year the last days of life contract with CCDHB was operational. This service provides short term temporary relief to caregivers during a patient's last few days of life. The Hospice received \$74,629 to provide this service.

Bequest income

The Group received \$1,958,012 in bequest income during the year. The Forever Foundation directly received \$398,352. The Hospice Group would like to thank those who left a legacy in their Will to enable the Hospice to continue to provide free palliative care services into the future, including contributing towards the growth of the Forever Foundation endowment fund.

Donation income

The Group received \$3,127,233 in donations during the year, including \$1,711,409 from two generous donors to help finance the apartment build. The Hospice Group is extremely grateful to the generosity of individuals, businesses, donors, sponsors and the community for their donations and financial support.

Fundraising, sponsorship and events

The Hospice raised \$165,462 from street appeals held through-out the year, and \$70,798 from community Strawberry festivals.

Retail income

The Hospice has nine stores including one online. Retail management, staff and volunteers generated \$2,726,686 in revenue during the year. This was

more favourable than forecast for the year largely due to increased demand for quality, second hand, affordable goods. Volunteer hours in retail (42,068) continue to remain lower than pre Covid levels (47,754). Without the support of our volunteers a retail revenue stream would be difficult to sustain.

Expenditure

The cost to run our Hospice service is \$43,982 per day, representing an increase of 8.3% compared to the previous year.

Volunteers donated a total of 53,426 hours across our fundraising, retail, inpatient unit, community and support services teams. We value each volunteer hour at the living wage. Volunteer income is recognised as revenue, matched at the same value as expenditure.

Our Hospice at Home service continues to operate successfully. This reflects implementation of an important element of the Hospice's strategy to improve our care in the community. The cost to provide this service increased by 27% during the year.

Audited financial statements

The financial information on page 16 includes the operations of the Mary Potter Hospice and Group. The full audited set of financial statements are available on request. They provide a more complete understanding of the financial performance and position for the year.

Our audited financial statements for 2020/21 for the Mary Potter Hospice Group consolidate the results for Mary Potter Hospice Foundation, the Mary Potter Forever Foundation and Mary Potter Apartments Ltd. Separate audited financial statements are also available for each entity.

The Forever Foundation is a capital endowment fund that provides an annual grant towards Hospice operational costs.

Mary Potter Apartments Ltd will provide long term sustainable rental revenue for the Hospice as demand for Hospice services continues to grow.

The audited financial statements are available upon request from:

Mary Potter Hospice
PO Box 7442
Newtown
Wellington 6242
email: mph@marypotter.org.nz
www.marypotter.org.nz

Our Supporters 2020/2021

The support that Mary Potter Hospice receives from the community enables us to continue our work. We are grateful to everyone who help us, in whatever way they can, to achieve the highest quality service possible for the people in our care.

Thank you to everyone – individuals, families, friends, groups, workplaces and so many more – who donated in the financial year 1 July 2020 – 30 June 2021. We couldn't do what we do without you.

We are pleased to acknowledge the generous support of the following businesses, trusts and organisations.

Platinum

Mary Potter Hospice Forever Foundation;
TG Macarthy Trust

Gold

Farmers' Trading Company Ltd - Farmers Stores Wellington Region (Kilbirnie, Lambton Quay, Paraparaumu and Porirua); Hutt Mana Charitable Trust; Pelorus Trust; The Lion Foundation.

Silver

ANZ Staff Foundation; Jack Jeffs Charitable Trust; James Smith Kersley Charitable Trust; Johnsonville Charitable Trust; NZ Community Trust; NZ Lottery Grants Board; One Foundation; Ray Watts Charitable Trust; Resene Paints; Ron Long Charitable Trust; Sutherland Self Help Trust; The Trusts Community Foundation; Trust House Foundation; Wellington City Council - Social & Recreation Fund; Wellington Regional Stadium Trust|Sky Stadium.

Bronze

Bayside Roofing and Brokelsby Roofing Products; Belvedere Advisory; Bowen Trust Board; Capiche; Dobbins Affordable Office Furniture; Donovan Family Charitable Trust; Fabric-a-Brac; Four Winds Foundation; James R Gaynor Charitable Trust; Kāpiti Sunsets Calendar (Murray Short and local Kāpiti businesses); MediaWorks; Nikau Foundation (Nikau Porirua District Fund and Robert & Kathleen Lyon Fund); North Island Spearfishing Champs Fish Auction (Kāpiti Underwater Club and Doug Palmer Harcourts Paraparaumu); NZME; Simply Security; Wellington Community Trust; WN Pharazyn Trust.

Other Contributors: Trusts, Businesses And Organisations

Betty Stoker Charitable Trust; BNI Better Business; BNI Biz Grow; BNI Business Abundance; BNI Capital City; BNI Capital Connections; BNI Gold Coast; BNI Kāpiti Coast; BNI North City; BNI Positively Wellington; BNI Trading Co; Brian Whiteacre Trust; Chapman Tripp; Clegg Family Charitable Trust; Cloudesley Enterprises; Coffee Supreme; Connected Accountants; Craigs Investment Partners; Crestmont Group; Cyprus Community of Wellington; DecisionMakers (Auckland); Deloitte Wellington; Devereux-Blum Training & Development; Dillinger's; Dilmah NZ; Dorothy L Newman Charitable Trust; Eftpos NZ; Elite Services; Ellen Ngaire Cooper Trust; EM Pharazyn Trust; Entertainment Publications; FH Muter Trust; Flight Coffee; Good Bitches Baking; Greek Orthodox Community of Wellington; Greenwood Roche; GYB Insurance Brokers; Happy Hands NZ; Harbour City Window Cleaners; Harcourts Paraparaumu; Irene Baker Foy Trust; Kāpiti Village Residents' Committee; KPMG; Le Cordon Bleu NZ Institute; Luke Southorn Consulting; McKone Consultancy; MetService; Mills Albert; Mojo Coffee Cartel; Mokoia Masonic Perpetual Trust; Moore Wilson & Co; New World Island Bay; New World Kāpiti; New World Porirua; New World Thorndon; New World Wellington City; participating New World Supermarkets; NZ Institute of Marine & Power Engineers Inc Wellington; Paddy Brow Charitable Trust; Pak'nSave Kāpiti; Pak'nSave Kilbirnie; Pak'nSave Porirua; PaperPak; Paraparaumu College; Raumati Beach School; Rotary Club of Plimmerton; Rutherford & Bond Toyota Porirua & Kāpiti; Society of Mary (Marist) Trust Board; Steadfast NZ Foundation; StorageOne; Stuff; t Leaf T; T&R Interior Systems; The Bond Social Club; The Dominion Post; The National Distillery Company; The Nick Lingard Foundation; The NZ Herald; Thomas Cavell Connelly Nichol Charitable Trust; Titahi Bay Bowling Club; Walter & Rana Norwood Charitable Trust; Wellington Children's Foundation; Wellington City Council - City Arts & Events; Wellington Footlights Society; Wellington Masonic Club; Whitby Lakes Retirement Village Craft Group; WT Partnership.



marypotter.org.nz

