



Hospital Chaplaincy

Te Kaunihera Whakawhanaunga o nga Minita Hōhipera, Hauora

I was sick
and you
looked after me
Matthew
25:36



Annual Impact Report 2023

From our Chair

Our Board is extremely proud to provide governance to support this organisation which is vital to all of us when we are needed.

Kia Ora Kotou Katoa

This is my second report as Chair.

The Board members are made up from a wide variety of denominations, backgrounds and skill sets, without whom we would not be as effective as a team.

This year we have worked with our Chief Executive to develop our three year strategy, which clarifies our purpose and sets our five key themes for action.

Our focus as a Board has been on strategy, the introduction of te ao Māori into the DNA of the organisation, managing our risk including oversight and management of our finances.

It has been pleasing to work with our CEO and our Māori Chaplains to set up a group that supports our te ao Māori journey. They have called themselves Nga Puna Ora.



Our financial position has strengthened over the period, but we still need more funds to meet the considerable unmet need.

On behalf of the Board I would like to thank Barry Fisk and his Leadership Team, the National Office Team, our Chaplains, Volunteer Chaplain Assistants, Chapel helpers and our administration staff.

Without all of you and your hard mahi we could not support our patients and whanau, when they need us most.

Lorraine Elliott
Chairperson

BOARD

Chair: Lorraine Elliott

Bishop Richard Wallace

The Very Reverend Julian Perkins

Rev Dr John Douglas

Mrs Julie Patterson

Mr Stephen Packer

Captain Shaun Baker

Mrs Colleen Kaye

Chaplain Ants Hawes

Mr John Cavanagh

Catherine Tupou

From our CEO

**Our Chaplains impact on patients and their whanau is significant when they need us most.
This report is about our stories as well as our statistics.**

This year there have been a number of key events that have built our knowledge and capability as a team. We have held our National Conference, covering a range of topics, highlights of which were Graham Redding on Pastoral care in situations of community trauma and Associate Professor Veronica Tawhai from Massey University discussing the positive impact of Missionaries in the formation of Te Tiriti and in general.

Key achievements include the development of our three year strategic plan, competency framework and an improved financial position.

Like all faith based organisations, there is always pressure on budgets, we are grateful to all our donors, supporters, churches and our major funder Te Whatu Ora. Without all of you we could not provide this crucial Ministry.

There is still a great deal to accomplish, with the roll out of our competency framework, introducing a greater level of cultural competency, in particular te ao Māori.



Our accounts reflect a gross surplus of \$253,000, which includes activities planned but not able to be completed and some accounting treatment changes. This surplus will be reflected in an increase in our reserves, which we utilise in the coming financial year. This will result in a reported decrease in our operating surplus, but will continue to increase our reserves

We are blessed to have outstanding staff, volunteers and local groups that provide support to our work—thank you!

Please enjoy reading our report.

Blessings

A handwritten signature in black ink, appearing to read 'Barry Fisk', with a long, sweeping underline.

Barry Fisk
Chief Executive

Progress

Increasing our tikanga capability



Associate Professor DR. Veronica Tawhai
Pukenga Tiriti—Massey University

Speaking at this years conference

This year a key part of our national conference was to identify key priorities for our Chaplains.

The top priority was learn more and greater confidence in te a Māori.

This was also a priority for the Board in their three year strategy, under the strategic theme Embedding Te Tiriti o Waitangi. As part of the korero between our Māori Chaplains, our Board Chair and CEO it was decided that a Māori caucus would be established.

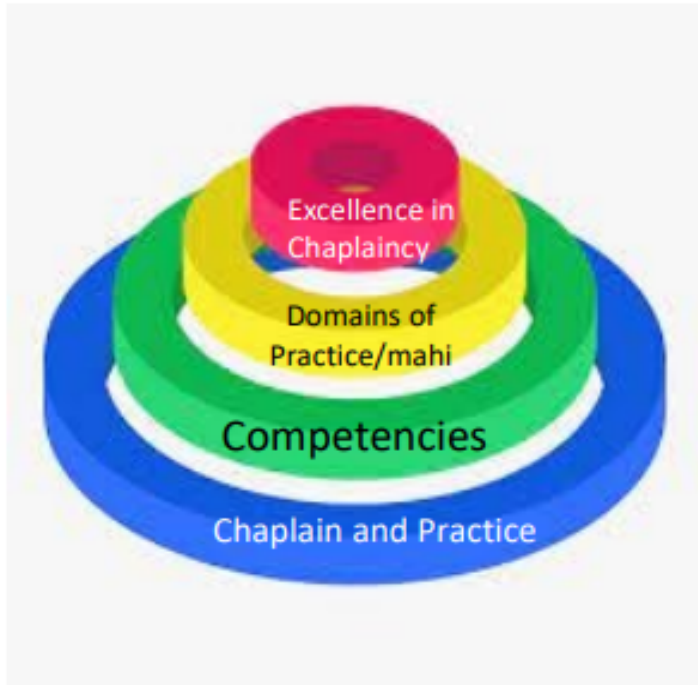
The group has called itself Nga Puna Ora (living streams of life). The overall aim of the group is to provide overall cultural/spiritual guidance and direction to the organisation. Nga Puna Ora is guided by the principles embedded in Te Tiriti o Waitangi and upholding tikanga and Kaupapa Māori philosophy.

They have developed a key resource pack for all Chaplains to use specifically in a hospital setting.

Next year we will be holding a two day interactive workshop for all our staff.

Progress

Competency Framework



Each set of competencies relate to a domain of practice and lead to excellence in Chaplaincy

As an organisation we strive to deliver excellence in Chaplaincy and at the same time ensure nationwide consistency.

A framework has been designed by staff for staff. It is cognisant of Tiriti provisions and principles and while informed by other international experience is thoroughly grounded in the New Zealand context.

Our recruitment, training, personal development and appraisals will all be informed by this set of competencies.

The implementation roll out begins next year in November 2023.

This a substantive piece of work and is a significant step forward for Chaplaincy in the hospital setting but also in Chaplaincy in Aotearoa New Zealand.

Our Impact Stories

From a Registered Nurse



I understand that you had a chat with xxx last Monday here at the unit and I appreciate your visit.

It really helped him get through with the recent events that were very overwhelming for him and his wife.

He was bright and cheery today, compared to the last few sessions that I had him with his condition His wife said, his chat with you really meant a lot to him.

'I was thinking a few conversations with you could assist more with his recovery'.

Our Impact Stories

Tragedy



Wellington Hospital was ready to help whanau in the aftermath of the fire at Loafers Lodge. Our Chaplaincy Office were in conversations with Whanau Services to see how we could assist.

As time progressed it became obvious that our services were needed for Karakia for those deceased in the fire who were coming through the mortuary.

I was involved (and our team) in Karakia when bodies came in and left the hospital.

This became an exercise that unified Chaplaincy with Whanau Services and was quite moving and comforting to those whanau who were there at the time the hearse arrived.

Our Impact Stories

Prayer and Blessing



I was asked to bless a theatre in Delivery suite following a baby death during a difficult delivery.

The Midwife declared her Atheism, then said it would make the staff feel better when using the theatre next time. I asked if she wanted to join me. She said 'do I need to'.

I said no but if she did, she could report back to the other staff. She stayed.

At the end she said it was different to what she had thought would happen.

She appreciated that I not only prayed for the little one and her parents but that I had respected what the staff had experienced. It made a difference.

Burwood Hospital

Some of the Chaplains in Christchurch



Rev. Sandra
Wright-Taylor
Regional Manager
Te Waipounamu



'What gets me up in the morning is the ability to help those whanau to express their feelings and worries and stories to support them though their journey'



Donna Reid Christchurch women's
and children's health

Tauranga Hospital

Some of the Chaplains
in Tauranga

'An anonymous donor
gifting three wheel
chairs to get patients
to chapel services'



Shelley Gilmore, Matiu Best and Team Leader Orderly Services,
Ewen Robertson

Hutt and Wellington Hospital Teams



Chaplains from Middlemore and Waitakere in Auckland



Two of our Pasifika Chaplains meeting the needs of their patients and families

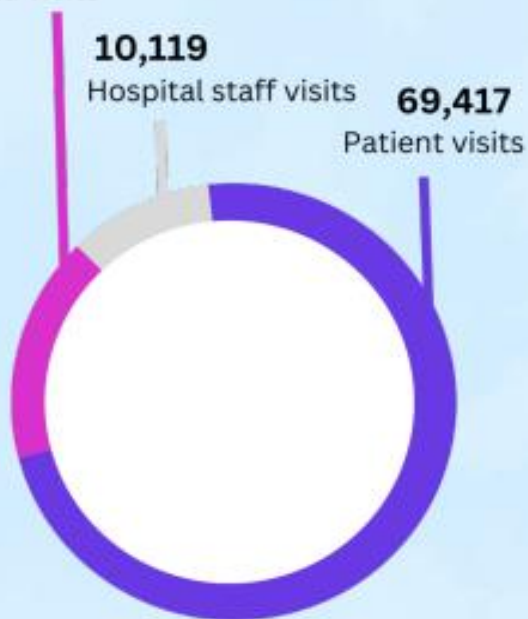
Year in Review

95,533
Total Visits

15,997
Whanau visits

10,119
Hospital staff visits

69,417
Patient visits



45,542
Total Spiritual Rituals

35,663
Patient rituals

4,906
Hospital staff rituals

4,973
Whanau rituals



88 Chaplains / 53.9 FTE*

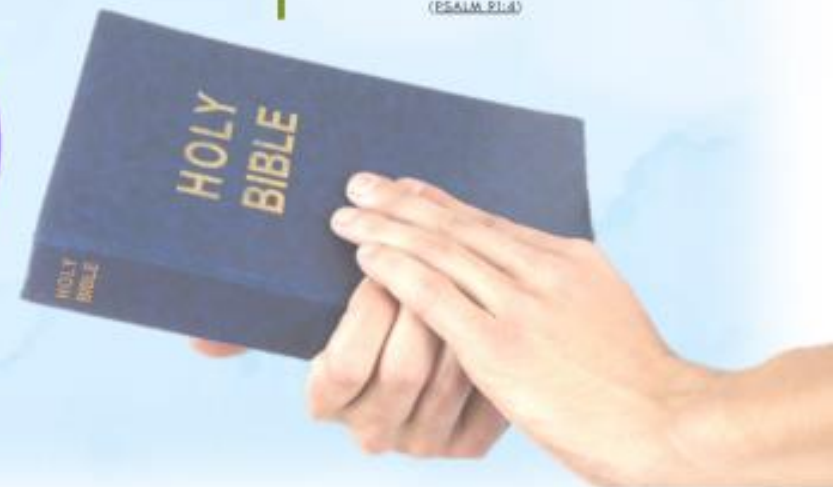
4 vacancies / 2.8 FTE*

60 Ecumenical Chaplains / 47 FTE*

28 Catholic Chaplains / 12.8 FTE*

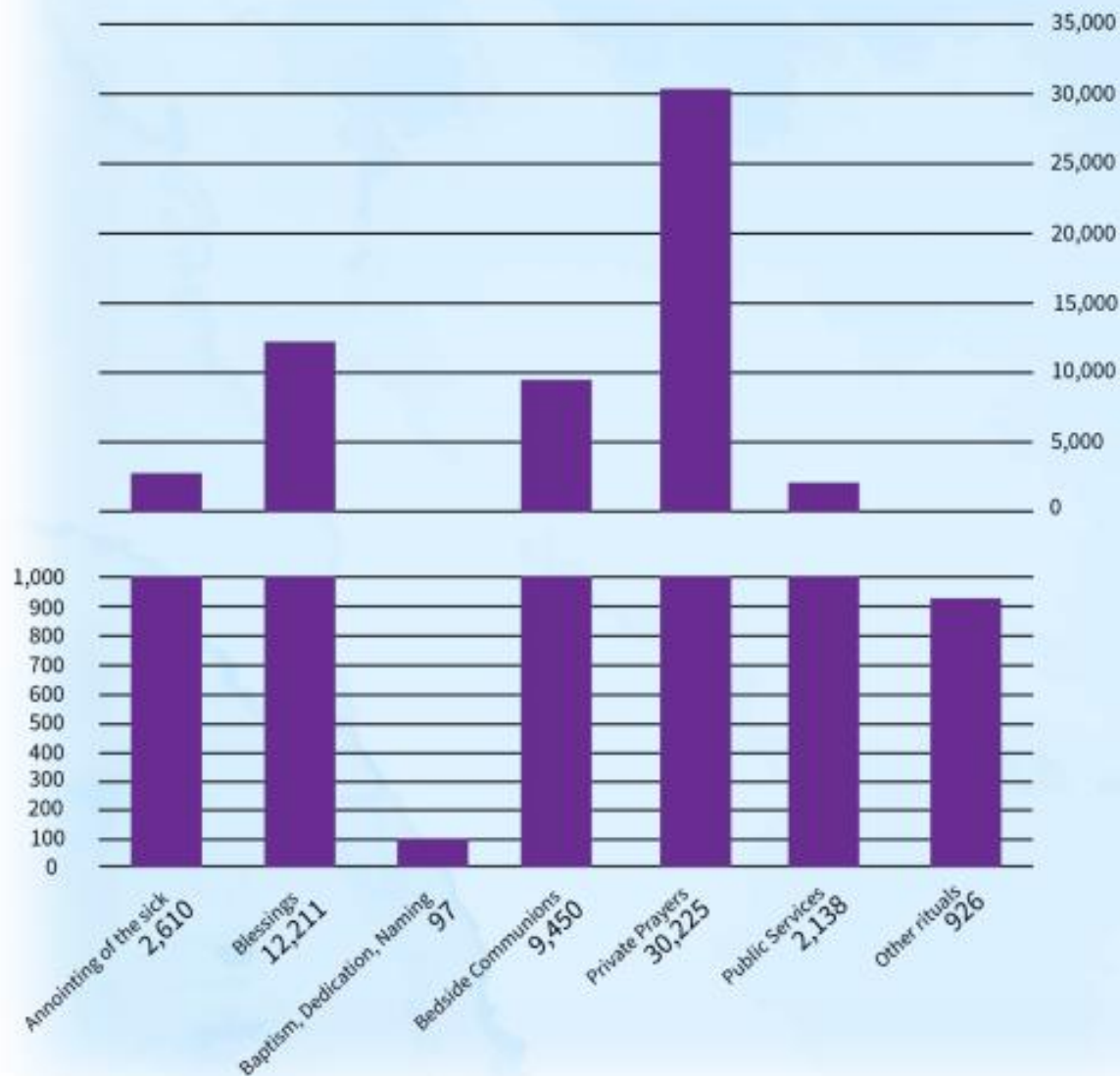
"He will cover you with his feathers, and under his wings, you will find refuge; his faithfulness will be your shield and rampart"

(PSALM 91:4)



* As at 20/7/2023

Chaplains' Activities



Referrals made / **2,903**

Referrals received / **6,720**

Pastoral Care hours / **27,488**

Multi disciplinary team meetings
attended / **1,708**



The statistics on these pages are reported by chaplains throughout the year via the RBA reporting system.



FINANCIAL REPORT

STATEMENT OF COMPREHENSIVE REVENUE AND EXPENDITURE

1 July 2022—30 June 2023

This financial information is extracted from the audited financial report of ICHC.

A full set of audited financial statements for the year ended 30 June 2023 is available on our website.

**Charities Services Registration:
CC21346**

REVENUE

2023 ACTUAL \$

Government Grants		4,062,623
Church Funds		659,188
Interest		81,193
Donations		157,027
Other		85,214
Total		5,045,245

EXPENDITURE

Personnel		4,544,110
Operating Costs		239,859
Total		4,783,969

OPERATING SURPLUS/(DEFICIT)

261,276



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