



Delivering Healthcare Chaplaincy

Te Kaunihera Whakawhanaunga o nga Minita Hohipera, Hauora



**INTERCHURCH COUNCIL FOR HOSPITAL CHAPLAINCY**

# **ANNUAL REPORT 2021**



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## CHAIRPERSON'S REPORT

*Tēnā koutou katoa, tēnei te mihi e aku rangatira*

ICHC is in simple terms a family of Chaplains, committed to providing pastoral care and support in the hospital environment. Most are paid, but many work above and beyond their designated roles and of course Volunteer Chaplain Assistants (VCA's) who make a significant contribution to our mission, are truly volunteers. Apart from a few computers, we don't have assets, we have people and each one is highly valued, worthy of respect and a source of great blessing to the patients, families and staff they serve. Reflecting on the past year, I believe our culture has shifted in a positive way; our organization is now more cooperative and cohesive, both internally and across the health sector where relationships are so important. We definitely have not arrived, but we have made some serious progress on our journey to be a respected and professional chaplaincy mission.

### **National Office**

Simon Greening continues in the role of CEO on a part time basis, while also managing Watermark Law, his employment law company based in Auckland. Simon operates very strategically measuring his output against the Statement of Intent and the Annual Plan, both of which have been approved by the Board. He is very much supported in the implementation of initiatives by David Hough, our able and efficient National Office Manager, together with four Regional Managers. Sylvia Stump and Isabel Bennett, Office Administrator and Donor Relations Coordinator respectively (both part time), work alongside David and are very committed and dedicated to supporting the needs of Chaplains across the network. They are a small but highly effective and efficient team. Our finance administrator, Cindy Khor resigned during the year and we were sorry to lose her services; we did however take the opportunity at that point, to review our accounting and finance requirements, and subsequently outsourced the function to Moore Markhams, a well respected Wellington based CA firm.

### **Governance**

We are fortunate to have a diverse board of 12 committed individuals, nine of whom represent denominations while three are independently appointed. The Board provides governance and stewardship across the organization, engages in and sets strategy, ensures statutory and regulatory compliance and monitors and seeks to manage risk. It also must ensure that the organization is appropriately resourced to meet agreed strategic objectives. The CEO reports to the Board and is accountable for the organisation's performance, in particular the Annual Plan and Budget.

The Board met four times during the course of the year. Most Board members serve on either the Audit and Risk Committee or the People and Culture Committee, both of which meet periodically. A Spiritual Diversity committee, chaired by Rev David Poultney has discussed and considered options for engaging with alternative faiths and resolved to provide Chaplaincy training resources when requested.

During the year we accepted the resignation/retirement of some long standing members namely Rev Pam Tizzard (Anglican), Major Glenton Waugh (Salvation Army), and Rev Alistair McBride (Presbyterian); we greatly respect and value their contribution to ICHC and wish them rich blessings in their ongoing ministry. And we welcomed a number of new faces to the Board – Dr Stephen Packer (Presbyterian), Captain Shaun Baker (Salvation Army), Loraine Elliot (Roman Catholic), Rev Julian Perkins (Anglican) and Colleen Kaye (Independent).

As chair, I have engaged with the National Dialogue for Christian Unity, the Chaplains Leadership Forum, the Wilberforce Foundation and consulted with the NZ Bible Society, during the year.

Towards the end of the financial year we were able to approve a Board Charter which is consistent with our Trust Deed, confirms the purpose and mission of ICHC, more clearly defines the role of the Board and the duties of its members and provides guidance as to the running of meetings. Importantly we confirmed that in order to achieve a broad diversity of membership, the Board would engage with stakeholders prior to appointments being confirmed. Members can serve on the Board for 2 consecutive terms of 3 years each, with provision for a third term provided support is forthcoming from both ICHC and the respective denomination. Given the high quality of the current Board membership, it may be possible to reduce reliance on Independent members in the future, so as to reduce the overall size of the Board.

### **Mission and Purpose**

As a Christian mission and an arm of the Church, we remain committed to promoting good health outcomes through pastoral care and the sharing of God’s love. We provide spiritual care in every DHB across Aotearoa New Zealand to patients, whanau and staff, regardless of faith, denomination or religious/spiritual beliefs.

We have continued to invest in the work; improvement has been achieved in service delivery and in administrative support systems. Policies have been developed and approved during the year including; Bullying and Harassment, Funerals/Tangihanga, Delegations, Financial Controls and the On Call policy was reviewed and refined. Of significance was the development of a Remuneration Framework, designed to encourage Chaplains to take professional development, to simplify the mechanisms for establishing pay rates and to resolve historical issues around the Ministry Enhancement Allowance. With three bands and a number of steps within each band, chaplains enter the system based on their current level of remuneration. Going forward, fair, transparent and objective metrics can now be applied to salary determinations. The new system came into play 1<sup>st</sup> July 2021, and has in the main been positively received across network. At year end we have 91 Ecumenical chaplains including 30 Catholics (56.5 FTE’s) and 273 VCA’s.

### **Conference**

We held our first annual conference in many years in Nov 2020, and had excellent attendance and participation. Over two days Chaplains engaged in Ministry and Teaching workshops with input from Chris Clarke (previously World Vision CEO) as key note speaker, and contributions from the CEO and Regional Managers. Catholic Chaplains and Mental Health

Chaplains were able to meet as a group and our first Maori Chaplain's hui was also held. Of importance to ICHC is the need to further grow and develop Tikanga and Te Tiriti o Waitangi principles and values within our organization; input and advice from our Maori Chaplains will be valuable in this regard. While the conference was informative and educational and important from a professional development viewpoint, without doubt the chance to renew and build relationships with each other was highly valued by all attendees. It was a celebration of who we are as an organization and a unique opportunity for fellowship as a family/whanau. The conference dinner and the AGM held on the last day, provided opportunity to engage both locally based stakeholders and Chaplains in the business aspects of ICHC. The Board welcomes any and every opportunity to be accountable to its stakeholders.

### **Ministry of Health (MoH) and District Health Boards (DHB's)**

Towards the end of the financial year, the MoH advised the renewal of our existing contract, at the same level of funding for a further two years, concluding on 30<sup>th</sup> June 2023. The contract includes specified funding for Mental Health Chaplaincy, Maori Chaplaincy and professional development, as well as general chaplaincy and support for administration. Our working relationship with MoH is very good and we are blessed to have the support and confidence of government for this important work.

As part of our Results Based Accountability (RBA), we provide a "Performance and Financial Report", a mix of narrative and statistics to the MoH every six months. All Chaplains input data into this integrated RBA platform – we appreciate and value their mahi, an essential part of our commitment to MoH.

We communicated with all 20 DHB's during the year, seeking financial support for professional development and training; many responded positively. Regular funding is received from around ten DHB's. When issues arise (usually HR related), Simon and his team have worked cooperatively with DHB Liaison personnel to find resolutions.

### **Volunteer Chaplain Assistants (VCA's)**

Each of our VCA's bring their own set of skills and experiences to the local Chaplaincy team, and we greatly appreciate and value their contribution. This year we have run workshops in most major centers thanking our VCA's, awarding Certificates and providing training in RBA (VCA's are now able to input data). An online training tool specifically for VCA's is under development. We welcome suitably qualified VCA's to consider Chaplaincy as a vocation.

### **New Zealand Healthcare Chaplains Association (NZHCA)**

Management have had regular and constructive dialogue with the NZHCA and during the year signed an MoU to recognize and potentially support the registration process currently managed by NZHCA. We continue to discuss with them options for aligning our respective conferences and providing regular input into our Board meetings.

### **Financial Position**

We are reporting a healthy surplus of \$164061 as at 30<sup>th</sup> June, 2021. This represents an un-

derspend against budget of \$53810. As a result our reserves have increased to \$2782011. ICHC's financial position is considered sound and secure, but we do recognize the risk of a significant reliance on Government funding.

## **Conclusion**

I want to formally recognise the life and ministry of Ray Bloomfield who passed away in April this year. For many years Ray served patients, whanau and staff at Lakes DHB – he was much loved and respected, larger than life, outspoken and passionate about chaplaincy and faithful to the core. He leaves a legacy many of us would envy and on behalf of the ICHC Board and staff I offer God's peace and comfort to Pat his wife, and his family. Thank you for sharing him to us.

Finally thank you to our serving Chaplains and VCA's, our Trustees and the Wellington based management staff, Simon and the National Leadership Team, DHB Liaison personnel and those who support our work financially, the MoH and individual donors and churches. Together you give life and substance to this mission.

After six years on the ICHC Board, five as Chair, this is my final report and I will stand aside at the November AGM. I have observed and experienced quite a bit of change and turbulence over that time, but also much blessing and provision. God is good and has been ever present during the highs and the lows. Thank you for the opportunity to make just a small contribution to the life of this organisation. The people in ICHC have inspired me and I have learned a huge amount about chaplaincy and ministry. I have been enriched and blessed. Thank you.

**“Be joyful in hope, patient in affliction, faithful in prayer” Rom12:12**

Ngā mihi nui, hei tiaki me manaaki o te Atua ki a tātou katoa

Chris Bryan

Chairman, September 2021.



Grace

Mercy

Love

## CHIEF EXECUTIVE OFFICER'S REPORT

One of the key highlights for me this year was travelling to various regions and meeting Volunteer Chaplaincy Assistants (VCAs). ICHC hosted *Thank You* events for most of our VCAs; with two more events to be held in early 2022. These events provided a wonderful opportunity to present certificates of appreciation (and in recognition of service) to our VCAs; in addition, I want to take this opportunity in this report to acknowledge the tremendous work undertaken by our VCAs.

Someone once said: "that we stand on the shoulders of those who have gone before us". This is especially true of Chris Bryan (our Board Chairperson). Chris has served faithfully as the Board Chairperson for 5 years; and is now looking to step down from this role. I have worked closely with Chris for almost 3 years. I remain very grateful for the ongoing support he has provided me and the National Office team. We will miss you Chris, go well my friend.

I also want to take this opportunity to honour the team in the National Office: Dave, Sylvia and Isabel. It is a small team that undertakes huge work – managing the daily ebb and flow of all things administrative in nature; this includes everything from payroll to managing our annual conference, liaising with DHBs; supporting chaplains, LCCs, and the Board – the list goes on! Thank you team, I am humbly indebted to the servant hearts you bring to the work.

I very much see myself like a captain of a cricket-team. My main role is to encourage the players, set the "field" and support everyone to keep our eyes on who we are all ultimately serving. I want to acknowledge the Regional Managers who continue to serve our chaplaincy teams in a posture of service.

Finally, to the chaplains and VCAs, and all our loyal volunteers – without your dedication and commitment this wonderful work across Aotearoa would not exist.

Simon Greening

CEO, December 2021



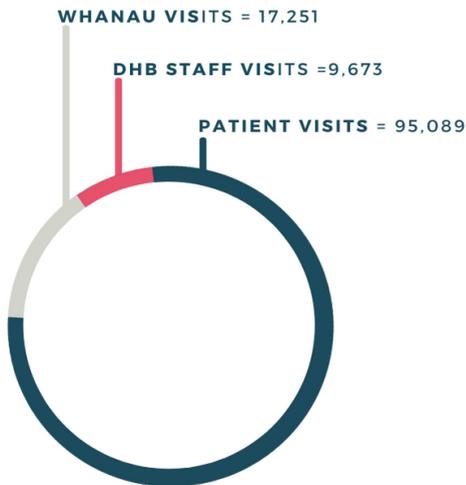
# THE YEAR IN REVIEW

**91 CHAPLAINS / 56.5 FTE**

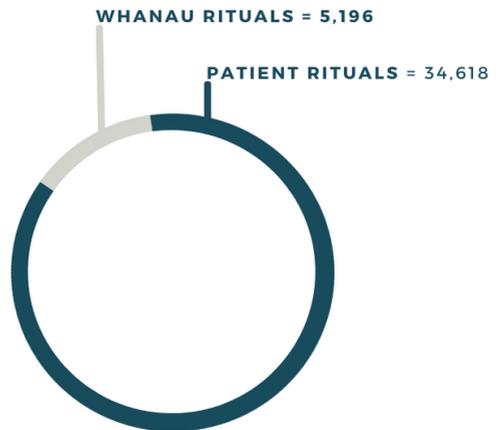
**61 ECUMENICAL CHAPLAINS (45.1 FTE)**

**30 CATHOLIC CHAPLAINS (11.4 FTE)**

**TOTAL VISITS = 122,013**

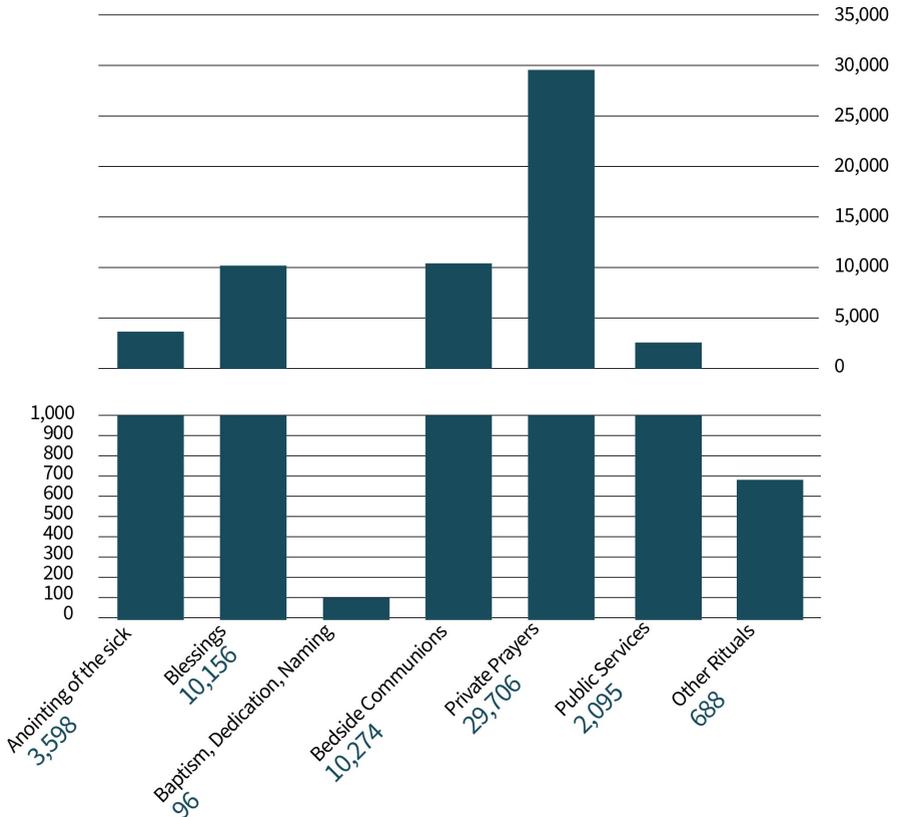


**TOTAL SPIRITUAL RITUALS = 39,814**



**3,961 REFERRALS MADE**  
**2,843 REFERRALS RECEIVED**  
**27,301 PASTORAL CARE HOURS**  
**2,212 MULTI-DISCIPLINARY TEAM MEETINGS ATTENDED**

### Chaplains' Activities



The statistics on these pages are reported by Chaplains throughout the year via the RBA system. This is a new system and consequently there may be some gaps in data this year.

## **DAVE HOUGH**

ICHC NATIONAL OFFICE MANAGER

The year from 1 July 2020 to 31 June 2021 has been a busy one for the ICHC National Office team. Completing reports for the MoH and other primary funders, publishing the Grassroots donor newsletter, hosting Leadership Team and Board meetings, assisting with recruitment, and running payroll are some of the many tasks that take place at the national office. In addition our small team of three helped to plan and present the national ICHC Conference in November with close to 90 in attendance.

Since the onset of COVID-19, ICHC has been making good use of Online platforms for meetings and workshops. Innovative use of technology is allowing ICHC to continue to function throughout lockdown periods whether it be chaplains providing remote support for patients or our administrators working from home. Most of our systems are now cloud based and accessible remotely allowing for continuity of work when we are shut out of the office or on the road.

Our chaplains data reporting system is also cloud-based and has recently been enhanced to capture the activity of our volunteers (Voluntary Chaplain Assistants). Chaplains report their weekly activity with a focus on particular items the MoH want us to report on. The reporting system is relatively new and we have seen growing engagement by our chaplains; the data included in this report is from our chaplain activity only! The VCA's are now reporting their activity in a similar manner.

Our national office team has changed during this year as we welcomed Isabel Bennett in the role of donor relations administrator; Isabel also covers the payroll function. Isabel joins Sylvia Stump our national office administrator and myself as the manager. In September 2020 we farewelled Keith Ardern our accountant and in March 2021 Cindy Khor resigned as our finance administrator. The finance functions have been outsourced to Moore Markhams accounting and this arrangement is working well.

The national office team feel privileged to support the work of our chaplains in hospitals throughout Aotearoa – New Zealand. Our weekly team meetings conclude with a time to pray for the work of ICHC. We are grateful for everyone else who supports this ministry: our Board, CEO, regional managers and chaplains, local administrators, VCA's, Local Chaplaincy Committees, partner Church denominations, and our many donors. The national office is a hub for connecting many of these individuals and groups together and we're doing our best to serve you all!

Thank you for partnering with us and may the Lord bless you!

Dave Hough  
National Office Manager



# Blessings

Together @ the Table

Kia ora...  
... you're connecting with:

IGHC  
Chaplaincy  
2020



Together @ the Table

IGHC  
Chaplaincy  
2020

## **Regional Reshuffles and Regional Manager replacements**

Throughout the year Rev Barb Walker has served as the Regional Manager for the Midland region and announced her retirement for August 2021 having been employed as a hospital chaplain in Hawkes Bay in Feb 2009. With the departure of Julian Perkains as Regional Manager for the North Region in March 2021 and the announcement of Barb's retirement ICHC made some adjustments to the structure of our regions. Waikato was added to the Midlands region from the North region and the MidCentral DHB chaplains being added to the Central region from the Midlands region. In the process Rev Matiu Best accepted the role of incumbent regional manager for Midlands. Matiu is based in Tauranga and works as part of our Chaplaincy team there as well as taking on aspects of the regional role.

### **MATIU BEST**

Midland Regional Manager

Last Christmas the Chaplaincy Department, together with members from the community, enjoyed an evening of carolling with patients. There were around 40 people in attendance. We also continued the ward decorating competition which promoted a friendly rivalry around the hospital staff and enabled the chaplaincy team to ensure the spirit of Christmas was kept alive and well.

We have made many patient, family, and staff visits; had numerous opportunities to pray individually with patients and staff, along with the privilege of providing sacraments and chapel services. As with many of the parishes it has been an interesting year for the Chaplaincy service particularly during the Covid-19 Pandemic."

May we work together as one team as we are called to serve God who leads us. We are spirit lead to do His work in our ministry as chaplains.

Blessings to you all,

Rev Matiu Best,

Regional Manager,

Midland/Waikato Region





**JOSEPH (JOE) GRAY**

Central Regional Manager

In my role as a Regional Manager I have come to realize that many of the issues chaplains encounter are common to patients and whanau all around NZ. One of those common truths we encounter as chaplains is that people are in (public) hospitals by necessity and not choice. Then as we walk daily with those people in their humanity and vulnerability, we are confronted with our own. This is not a ministry for the ‘faint hearted’, as the challenge of the EOLC Act remains, and I commend all our chaplains, especially the Central teams, for the role they participate in.

The major development the Central Region has embraced in 2021 is the MidCentral (Palmerston North hospital) team joining in to our Rohe. So, we welcome Brigitte, Kathleen and Brendan.

This year, we again embraced further Covid-19 restrictions. For all of us, as each DHB handled the restrictions slightly different, we were asked to be open and adaptable to our workplace environment. I feel sure this tested our character to be involved in the ministry of Presence. I also feel sure there’s more character building exercises in front of us as NZ opens to the new normal of life in our hospitals.

Manaakitanga



## **SANDRA WRIGHT-TAYLOR**

South Regional Manager

The impact of Covid-19 in 2020 and the lockdown that followed, saw chaplains in the South region, exploring alternative ways of providing their service. While each DHB did things differently, the lockdown resulted in none of our chaplains being able to visit in our hospitals. Thank you to the Lead Chaplains, whose work often went unseen and was demanding as they worked with DHB's. During lockdown our teams connected via Zoom to look at alternative ways of providing chaplaincy. Dial a Chaplain, and Tele Chaplaincy, along with providing resources for hospital staff to access and distribute to patients were developed. It was also a great opportunity to connect with Chaplains and get to know the Volunteer Chaplaincy Assistants and Locums in the region. Prayer and at times communion became a feature of these gatherings. Aware that we had a new group of locums in the South, a Zoom training session was offered. Chaplains were invited to Listening Skill, and Dementia webinars. Other opportunities for Professional Development were also encouraged including the completion of Mental Health 101.

Two of our chaplains have successfully completed a Clinical Pastoral Education (CPE) unit as part of their professional development. Two chaplains have completed papers towards their Master of Chaplaincy degree at the University of Otago. Chaplains have taken part in a variety of other courses including Te Reo, Treaty of Waitangi, Tikanga, Drug and Alcohol Abuse, as well as other webinars offered by ICHC.

During the year we farewelled Rev Chris Donaldson ( Wairau Hospital), Rev Joy Hamilton-Jones (Dunedin Hospital) and Rev Henk Lups (Nelson Hospital). We welcomed Rev Martin Harrison as Volunteer Chaplain at Kaikoura Hospital and Sheila Mark to the team at Christchurch Hospital. Recruitment of new chaplains continues. We welcomed Miriam Martin as Administrator in Nelson as well a number of new locums in all South Island teams.

In May and June, we honoured our Volunteer Chaplaincy Assistants at Regional Gatherings in Dunedin and Nelson. While I had met some of these people for the first time via Zoom, it was a real joy to meet them face to face. We celebrated the gifts they offered, and enjoyed a day together that included training, fun, food and the presentation of certificates. It was an honour to also present sessions at Regional Gatherings in New Plymouth and Rotorua.

I am privileged to work with a great team of colleagues on the National Leadership team and National Office, just as I am privileged to work with amazing team in the South.

In a year of disruption and confusion, may the deep love and encouragement of God continue to enliven and renew you.

Go gently.

Sandra

Regional Manager South





## **TONY LENTON**

Senior Catholic Hospital Chaplain

Hospital Chaplaincy is a challenging ministry that calls for courage and resilience as we encounter anxiety and fear among the patients and families who come into our hospitals. They come in the hope of life-giving interventions, but sadly, in some cases, they have to face the reality of an unfavourable prognosis. In these times, Hospital chaplains endeavour to offer support and encouragement, especially in the liminal space between life and death

The imminence of the EOLC Act and ongoing management of COVID have been extra pressure points in recent times.

Access to Assisted Dying as envisaged in the Act comes with several caveats. Training and formation are available to assist chaplains in developing appropriate responses; conscientious objection is allowed.

To provide support during a COVID lockdown, some chaplains developed telechaplaincy strategies, speaking to patients and staff via intelligent devices such as smartphones and iPads. Chaplains provided written prayers for nurses to use with patients and special prayers to post in nursing stations for reassurance and solace. Effective telechaplaincy requires planning and imagination, and done well, can be an effective adjunct to conventional bedside ministry. In some cases, telechaplaincy introduced music and videos as support options for patients.

I am grateful to be part of the ICHC National Leadership Team (NLT), working with fine people who love the ministry and its cohort of hard-working people. To see our chaplaincy teams working together is encouraging –Psalm 133 says, “where there is unity, God commands a blessing”.

Tony Lenton

Senior Catholic Hospital Chaplain.



# THE INTERCHURCH COUNCIL FOR HOSPITAL CHAPLAINCY

## Directory

for the year ended 30 June 2021

### 1. Charities Commission - Registration

CC21346

### 2. Societies and Trust Register

871553

### 3. Date of Formation

1 September 1997

### 4. Trustees

Chris Bryan (Chairman)

John Douglas

Heather Kennedy

Barry Fisk

Alistair McBride (Retired 01 December 2020)

David Poultney

Pamela Tizzard (Retired 01 December 2020)

Richard Wallace

Julie Patterson

Julian Perkins

Stephen Packer

Shaun Baker

Colleen Mary Kaye

Lorraine Elliott

### 5. Auditor

Kendons Chartered Accountants Limited

### 6. Bankers

ANZ Bank New Zealand Limited

### 7. Solicitors

Watermark Employment Law

## FINANCIAL REPORT

### STATEMENT OF COMPREHENSIVE REVENUE AND EXPENDITURE

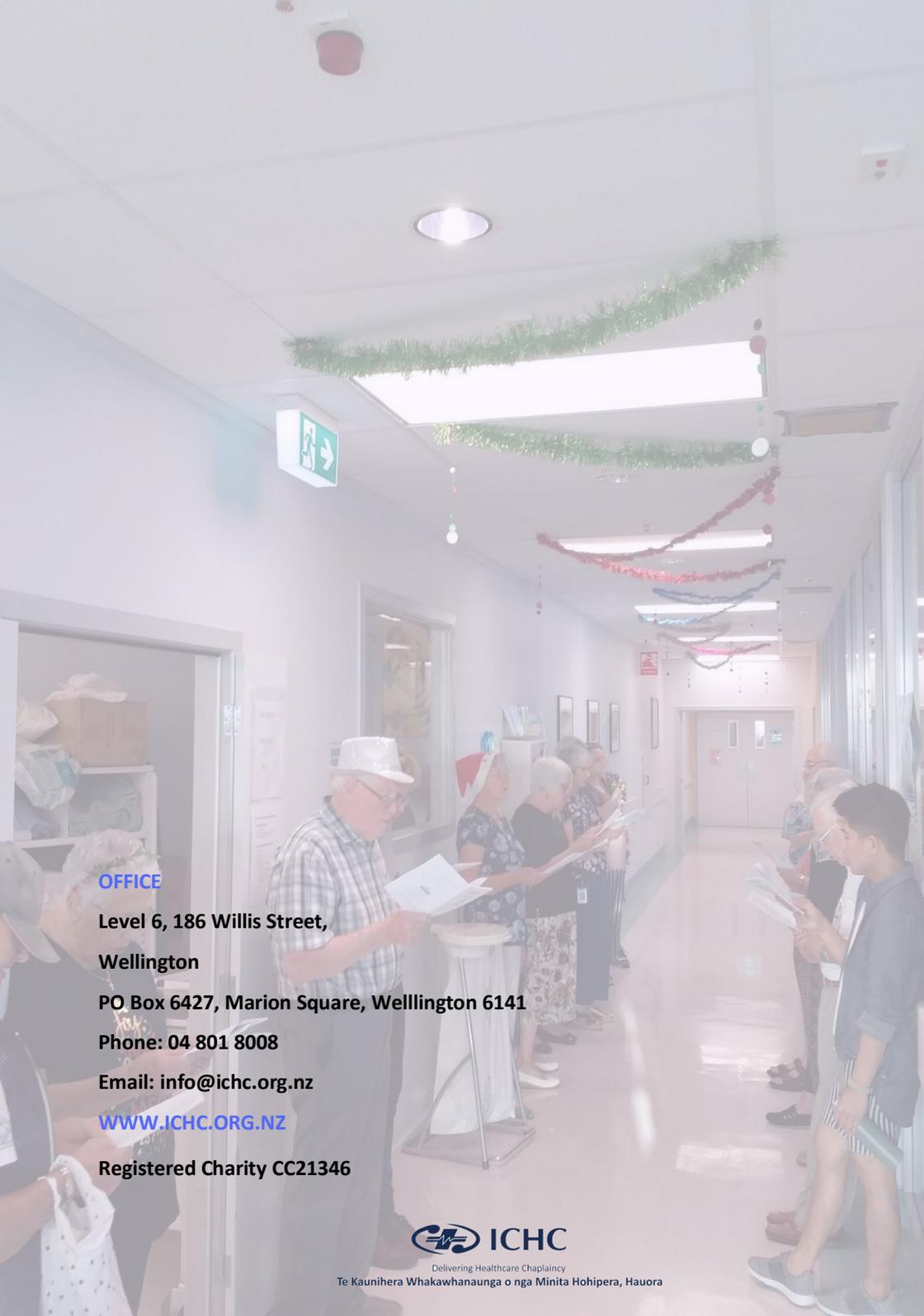
1 July 2020—30 June 2021

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 2021 is available on our website.

Charities Services Registration: CC21346

	2021 Actual \$
<b><u>Revenue</u></b>	
Government Grants	3,910,472
Church Funds	697,590
Interest	44,822
Donations	192,500
Other	105,797
<b>Total</b>	<b>4,951,181</b>
<b><u>Expenditure</u></b>	
Personnel	4,613,324
Operating Costs	173,795
<b>Total</b>	<b>4,787,119</b>
<b><u>Operating Surplus/(Deficit)</u></b>	<b>164,061</b>



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**Registered Charity CC21346**



Delivering Healthcare Chaplaincy

Te Kaunihera Whakawhanaunga o nga Minita Hohipera, Hauora