

CHAIRMAN'S ANNUAL REPORT 2024

The end of year 31 March 2024 marked the 57th year of the Trust's operations providing accommodation to Cancer patients and their carers since its inception by the Society of St Vincent de Paul in 1967.

This year we have provided 11,629 nights of accommodation to 1734 patients and carers who have travelled to receive treatment at the Palmerston North Hospital. Our geographical area remains to the north of Wairoa, south to the Wairarapa, across to Otaki and to north of New Plymouth. This Encompasses the old Hawkes Bay, Taranaki, Whanganui, and Wairarapa District Health Boards. We continue to work closely with the Cancer Society who provide their regular shuttle service from Taranaki and The Hawkes Bay to Palmerston North, transporting patients and carers from their homes to Palmerston North for their hospital appointments. This is a vital service for patients and carers alike.

Donors

The Trust appreciates the many donations received and support given, which allow the Trust to maintain and enhance the facilities and maintain our high standards.

Your generous donations and bequests have provided us with the resources needed to further our mission and contribute to the health and wellbeing of our guests.

The list below recognises those who have given substantial support during the year.

Mr P T Mooney, Napier	Mr & Mrs GFA & G Single, Wairoa
Mr T J Manaena, Napier	Lions Club Pakeke, New Plymouth
Mrs M Mathieson, Hastings	Mrs J Freeth, Hastings
Mr & Mrs P & K Robinson, Waipukurau	WG Johnston Charitable Trust, Palmerston North
Mr & Mrs E & D Jenkins, Stratford	Mr BB Sklenars, Napier
Mr & Mrs PA & JM Neil, Napier	Mr W Martin, Urenui
Mr W Gilmour, Hastings	Mr B Bowers, New Plymouth
Mr G McLean, Nuhaka	Lions Club, Kaponga
Mr & Mrs GJ Rooyakkers, Stratford	Mrs B Holloway, Havelock North
Mr & Mrs A & L Bullen, New Plymouth	Mrs CM Thomas, Hastings
Mr K Bown, Waipukurau	Mrs E Borrows, Patea – Memory of Chester Borrows
Mr & Mrs RF & CM Green, Napier	Lions Club, Lighthouse, Wairoa
Mrs W Woodhouse, Masterton	Mr F Minton, Otane
Mrs SL McCullough, New Plymouth	Mrs J Hocking, Napier
Mr & Mrs G & J Hewitt, New Plymouth	Mr & Mrs N & J Armstrong, Napier
Estate Mavis Taylor. Gawith Burrige, Masterton	Mr & Mrs M & V Durrant, Havelock North
Mr M Vickery, Waitara	Mr AM Meads, New Plymouth
Mr & Mrs KJ & HJ Hurley, Patea	Mrs A O'Rourke, Havelock North
Mr DI Green, New Plymouth	Mr G Simmons, Havelock North
JR Cotter, Wairoa	Mrs H Thompson, Napier
Tasman Smith Charitable Trust, Hastings	Mr P. Glenny, Hastings
Mrs G Windle, Raetihi	Members, Waipawa Op Shop, Waipawa
Mr AW Parsons, Waverley	Mr & Mrs M&D Novak, New Plymouth
Mr C Chamberlain, New Plymouth	Mr & Mrs WM & R Hurley, Hastings
Mr & Mrs B & K Johnston, Napier	Mr RA Smith, Ong Onga
Mr & Mrs Richard & Rae Zimmerman, Urenui	Mr & Mrs T & L Goodger, Waipawa
Mrs Jill Skafer, Napier	Mrs V Mc Donald, New Plymouth
Mrs A Lanigan, Napier	Mr W Peacock, Waipukurau
Mr P Luond, Stratford	

Mrs D Burlace, Hastings	Mrs A Johnstone, Otane
Mr MD Thomas, Napier	Mr P Knight, Wairoa
Mr & Mrs R & S Hooper, Wairoa	Mr & Mrs B & J Searle, New Plymouth
M/s T Heke, Napier	Mr Mrs B & B Leipst, Napier
Peter & Shelley Halstead, Havelock North	Mr W Lawrence, New Plymouth
Miss JM Millar, Waitara	Mr & Mrs J & M Skott, Napier
Mr & Mrs S & A Milne, Havelock North	M/s M & SM Eyles, Napier
Mr & Mrs P & S Michaelsen, Hastings	Mr & Mrs S & L Smythe, Hawera
Mrs J Day, Napier	Mr Mrs S & D Darwen, Taradale
Mr I James, New Plymouth	Mr & Mrs KR & ND Dwyer, Hawera
Mr N MacDonald, Hawera	Mr B Wilkinson, Havelock North
Mrs A Cantrick, Taradale	Expression of Sympathy Peter Dalziel, Stratford
Mr & Mrs R & M Elmes, Inglewood	St Lukes Mission, Havelock North
Mr P Halstead, Havelock North	Ailsa and Don Slate, New Plymouth
Mr & Mrs IJ & B Harrison	Mr T Haworth, Taradale, Napier
Mr & Mrs G & M Richards, Hawera	Portia Scott, Palmerston North
Mr & Mrs DM & JH Kiernan, Napier	Mr & Mrs M&M Kilkenny, Hastings
Mr & Mrs M & K Dellow, New Plymouth	Mrs N E Collins, Taradale, Napier
Mr WK Adams, Havelock North	Mrs R A Boag, New Plymouth
Mangamutu Women's institute, Pahiatua	Normanby & District Lions, Hawera
Mr & A & S Himsforth, Napier	Mr D Nilsen, Hawera
Mrs S Hooper, New Plymouth	Spirit of Napier Lions, Napier
Mrs C Morris, Napier	Mrs M Bryson, Napier
Mr R Shirtcliffe, Opunake	Mr R Pyne, Ahuriri, Napier
Mr K Millar, Masterton	Mr C Webb, Ohakune
Mrs L Nicholas, Napier	Mr & Mrs B & K Kampekes, Napier
Mr & Mrs NG & D Whitmore, Wairoa	Tasman Smith Charitable Trust, Hastings
Mr & Mrs M&L Arms, Waitara	Estate of Henry Blair Stewart, Napier
Mr C Adlam, Stratford	Mrs L Clark, Waipukurau
Mr & Mrs A & T Taylor, Ohakune	

There were also many other types of non-financial donations received; from the members of Mangamutu Women's Institute; Evening Flora; John and Beth Berry, Peter and Shelley Halsted, Portia Scott, Good Bitches Baking, Design and Desire Boutique, Slaters Orchids, Gayle Openshaw, New Life Church Palmerston North, The Fitzherbert Lions Club and many other supporters.

Once again, our benefactors have been extremely generous. In addition to donations of \$152,899.53, bequests of \$24,821.00 were received. The Trust is thankful and moved by bequests received from estates of former guests, often many years after their time staying at Ozanam House.

Once again, we are grateful for the goodwill and support of our local authorities. The Trust benefits from a rates remission from the Palmerston North City Council and Horizons Regional Council of \$20,745.51 (excl. GST)/ LY \$22,890 respectively, this support is appreciated. This reflects ratepayers' sentiment for the health and wellbeing of Cancer patients from outside the region and the economic benefit they bring. Please note that the rates remission figure for 2023/24 is lower than in previous years due to a change in accounting practice requirements.

Statistics			Patients and Carers		
HAWKES BAY	2024	2023	2022	2021	2020
Patients and Carers	965	890	889	888	808
TARANAKI	2024	2023	2022	2021	2020
Total Patients & Carers	619	547	572	457	500
WHANGANUI	2024	2023	2022	2021	2020
Total Patients & Carers	44	51	78	41	53
WAIRARAPA	2024	2023	2022	2021	2020
Total Patients & Carers	10	20	41	29	41
MID CENTRAL	2024	2023	2022	2021	2020
Total Patients & Carers	29	16	10	6	6
OTHER	4	112	66	4	4
ANNUAL TOTALS	2024	2023	2022	2021	2020
Patients & Carers	1734	1636	1656	1425	1412
Average Length of Stay - Days	11.5	12	14	14	17
Room Nights Provided	11,629	10,807	11,186	9,898	10,204
Gratis Accommodation	35	110	61	96	92
Nights (gratis)	103	172	96	161	121

The average length of stay is continuing to trend down at 11.5 days.

Finance

The financial position of the Trust remains strong, thanks to the generous support of our many Benefactors and prudent investment of funds. The greatest investment following our staff and guests, are our facilities. We work hard to ensure that Ozanam House facilities are maintained to the highest of standards and upgraded as needed. This year saw the complete renovation and upgrade of Vincentian House, on our Featherston Street site. Vincentian House was the first and original house at Ozanam opening in 1967. This year the house has been further modernised to meet Lifemark Rating standards. The new facilities are designed for guests with physical impairments or specific health conditions. The significant upgrade included a bedrooms, accessibility and disability improvements and repiling of the property.

Operating costs of \$443,636, was impacted by ongoing repairs and maintenance, energy, and household costs. Costs as always are under constant scrutiny to ensure efficiency is maintained and donations are put to good use.

Guest numbers and room nights increased on the previous year, with subsequent changes in operating revenue and costs.

Unsolicited income in this year was \$177,721 / LY \$217,263, the Trust is appreciative for the donations and bequests received.

Investment income of \$351,786 / LY\$311,353, an increase from the previous year.

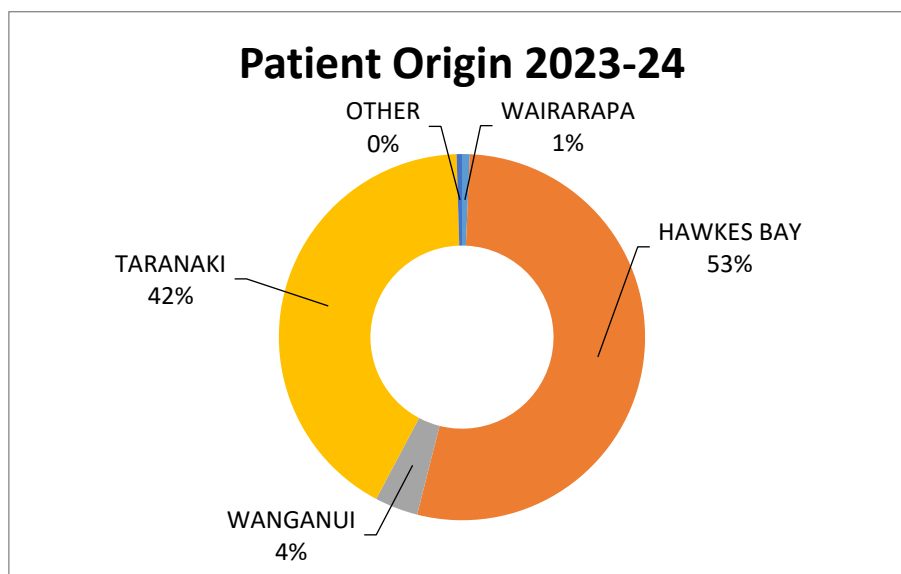
Investments have continued to provide a source of income, enabling the Trust to maintain and enhance its assets and to provide capability for any future development and a change of focus. Donations and investment income is vital to enable the Trust to continue to provide the “home away from home” in a non-institutionalised environment.

For those guests that do not qualify for a subsidy or travel allowance to support their stay, we continue to adopt a compassionate policy towards requests for accommodation. Each case is considered individually, always with patient's accommodation taking precedence over multiple carers. In the past year, 103 bed nights of non-subsidised accommodation were provided to 35 patients and carers.

The Trust continues as a sponsor of the Cancer Society's annual Relay for Life as we have since it first began over 24 years ago.

Our accountants, Coombe Smith, have supported our administration, responded to queries, and offered advice. We wish to acknowledge their assistance.

The following chart illustrates where our guests travel from when staying at Ozanam House:



The chart depicts the regional areas and not the smaller towns; however, this is representative of the large catchment area for travel and accommodation of our guests staying at Ozanam House.

A few photographs of projects that have taken place this year:



New front entrance ramp and refurbished bedroom, Vincentian Cottage



New Lifemark Rating bathrooms in Vincentian Cottage



A Team of volunteers from Fitzherbert Lions working hard on grounds maintenance at St Mary's.

General

2023 – 24 has been a time of continuing change and planning for the future here at Ozanam House. Working through the recommendations and initiatives generated by the service review completed in 2022 has made for a busy 2023-24, including the adoption and implementation of our new constitution and Trust Deed in June 2023. The original Founders' powers and responsibilities, remain unchanged. The Trust's objects and mission are maintained and protected but, the language and clarification of the Boards structure has been updated. The core function of the Trust remains to provide accommodation to Cancer patients from out of town, undergoing Cancer treatment. However, it is also recognised that other medical conditions can also be accommodated here at Ozanam House, depending on the individual circumstances.

A major change for Ozanam House this year is Roger Clark's retirement from his position as Secretary to the Trust in November. Roger first came to Ozanam House Trust in 2007 as Board Representative for the Society of St Vincent de Paul. He served a term as Chairperson 2010-2011 before taking over the reins as Secretary from Tony Finnigan upon Tony's retirement in July 2011. Roger has overseen 13 years of operations at Ozanam House in this role, including development and opening of four Newhaven Place properties, continuing enhancement and upgrades to Featherston St and St Mary's facilities, installation of solar panels and navigation through a global pandemic, to name but a few of the major benefits Roger has overseen. Throughout his time as Secretary, Roger has worked tirelessly to uphold the principles of the Society of St Vincent de Paul, and the 'Home away from Home' culture and philosophy at Ozanam House. On behalf of the Board, I would like to extend my sincere thanks and appreciation to Roger for his service and commitment to Ozanam House. We are delighted that, following his retirement from operational duties, Roger has agreed to re-join the Board as a Trustee representing the St Vincent de Paul Society.

In November 2023 we welcomed Miriam Peel, taking over from Roger as Manager-Secretary at the Trust. Miriam brings with her a wealth of knowledge and experience from the healthcare management and New Zealand not-for-profit sectors. The Trust welcomes Miriam and looks forward to working with her over the coming years.

It remains for me to formally acknowledge and thank our wonderful staff, who passionately uphold and maintain the values of Ozanam House, going the extra mile to create a 'Home away from Home' for our guests. Guest comfort and wellbeing is at the centre of everything they do, from housekeeping to administration and accounting, their commitment to the Trust is reflected in the high standards so constantly maintained.

As mentioned in previous reports, The Trust faces several challenges going forward, including navigating the opening of Radiation Therapy services in Taranaki, expected July 2025. Plans for the localisation of services in The Hawkes Bay are progressing but no date for service commencement is given yet. The Trust is confident that it can adapt to this changing landscape in the health scene and navigate its pathway whilst continuing to provide a 'home away from home'.

As we move forwards to meet these challenges, I would like to thank my fellow Trustees and Board members Penny O'Leary, Bill Bly, Roger Clark and Terry Olsen for their continuing support and wise counsel.



Peter Griffin – June 2024
Chairman