



Annual Report 2023

Helping Courage Shine Through

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OUR PEOPLE

PATRONS

Neil Finn

Tim Finn

BOARD OF TRUSTEES

CHAIRPERSON

Leean Bedwell

TREASURER

Sandra Braithwaite

SECRETARY

Sarah Rawcliffe

PARENT REPRESENTATIVE

Paul Grant

PAEDIATRICIAN

Dr Fraser Maxwell

PAEDIATRICIAN

Dr Suniti Bisht

STAFF

CEO/ NURSE SPECIALIST

Cynthia Ward

OPERATIONS MANAGER

Heidi Gleeson

PSYCHOTHERAPIST

Stephen Parkinson

COUNSELLOR

Indigo Simblett

COUNSELLOR

Renee Ward

NURSE SPECIALIST

Helen Funnell

NURSE SPECIALIST

Jo Stolzenberg

FAMILY THERAPIST / SOCIAL WORKER

Rosalind Arnott

COUNSELLOR

Ziski Poschl

CLINICAL NURSE SPECIALIST

Renee Streatfield

CONTRACT COUNSELLOR

Clare Barnett

CONTRACT CLINICAL PSYCHOLOGIST

Ruth Kendall

OTHER

KAUMATUA

Wayne Panapa

ACCOUNTANTS

Cleland Hancox Limited

LAWYERS

Harkness Henry

AUDITORS

PKF Hamilton



OUR VISION, MISSION & VALUES

OUR VISION

That all children with a serious health condition and their families have access to support.

OUR MISSION

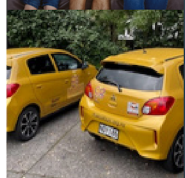
Supporting Waikato families impacted by their child's health condition through counselling, nursing care & advice, education, collaboration and advocacy.

VALUES



RESILIENCE

Strengthening the family unit during the time of illness.



SUPPORT

Providing meaningful engagement with children, their families, whānau & extended community through focused and committed support.



EDUCATION

Delivering the tools to support sick children and their families, every step of the way.



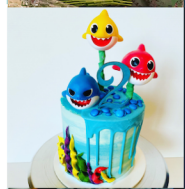
RESPECT

Honouring rights and beliefs, with the highest degree of dignity, equality and trust, & a commitment to the Treaty of Waitangi, recognising the status of Maori as Tangata Whenua.



COMMUNICATION

Listening to the voice of the child with open, honest dialogue, in partnership with the families.



COLLABORATION

Connecting families and agencies through professional relationships.



ACCOUNTABILITY

Taking responsibility for best practice in both service delivery and fundraising, ensuring transparency and cost effectiveness.

CHAIRPERSON'S REPORT

True Colours has had another busy year with 282 referrals, reflecting the continuing recognition of our services and the need for support for children with serious health conditions and their families.

Raising awareness of the challenges faced by children with serious health conditions remains a priority. We continue to hold various community engagement initiatives, including workshops, fundraising events, and partnerships with local businesses and schools. These initiatives help us to secure ongoing support, funding and foster understanding and empathy within the community.

This year we partnered with a local healthcare provider to offer an on-call service for the families in our care. This service provides advice, assessment, prescribing, and triaging into hospital if needed. In March 2024 we are expanding our services to include a new nurse-led clinic, significantly enhancing our ability to provide specialized and timely care.

Our financial position remains healthy thanks to the community support thus ensuring the sustainability of our services. We manage our resources prudently, ensuring that most of our funds are directed towards our core mission of providing high-quality care and support to children and families.

Being 100% community-funded, we greatly value the support of individuals, businesses, funders, and Friends of True Colours. Thank you to you all for your generous contributions; your support is invaluable and deeply appreciated.

True Colours has been operating for 20 years in May 2024; continuing to provide a gold standard service. Reaching this milestone showcases the strong support for our organisation and our continued impact on the lives of children and families.

I extend my heartfelt thanks to our dedicated staff, volunteers, and Board members whose unwavering commitment makes our work possible. We are well-positioned to continue providing our services to children and families.

Leean Bedwell
Chairperson



CEO'S REPORT

It is timely at our AGM to reflect on the growth and development of the organisation, and to remember the children, rangatahi and whānau that have been supported over the last year.

As depicted in this report, the demand for services continues, with referrals averaging between 20 – 30 a month, with the highest percentage regarding the impact of a child's health condition. Referrals for bereavement support remain consistent, specifically for those who have experienced baby loss.

The impact on whānau providing care to their children living with rare and often complex diseases, is evident. There is an expectation that families will provide this care, which is often intensive, despite the burden. Social changes are multidimensional for families, such as financial constraints, rupture within relationships and poverty for some whānau due to the cost-of-living crisis, along with caring for a sick child. Communication and collaboration have never been more important, as our team provides the support required, working with other health providers and social services involved to meet the needs of a family.

Thanks to our funders, sponsors, and supporters, we do not have a wait list. This is rare for any health services currently. To ensure we have enough staff to accommodate the demand, we welcomed Jo Stolzenberg back in February, with Renee Ward and Ziski Poschl joining our team in September. Thank you to the team, who are highly skilled to walk alongside families with layered complexities, to ensure whānau do not feel alone, knowing that they are heard and understood. Thanks to Clare Barnett & Ruth Kendall who we continue to contract to support families when needed.

Heidi moved into the position of Operations Manager in January 2023 from her role as Administration & Marketing Coordinator, making a positive difference to the operation of the organisation and support of the team.

In May, True Colours partnered with Emergency Consult to provide afterhours support to the families receiving care from True Colours. This is a significant partnership, making a positive difference for families being able to stay in their homes, whilst having an ED Consultant assess a child and prescribe treatment and advice, instead of taking their child to Waikato Emergency Department.

The challenge of families being unable to access their GP when needed, identified a gap within services. To meet that need and to strengthen the clinical aspect of the organisation, discussions regarding launching a Nurse Led Clinic (NLC) were held with Waikato hospital and community key stakeholders. The outcome being the NLC will be launched early 2024.

The Kerr Ladbrook & True Colours Long Lunch was once again another highlight in the year, thanks to Heidi, the FOTC and the sponsors. The amount of funds raised was a huge achievement. We are mindful of wanting to support ourselves as an organisation, however, we could not do this significant mahi without the support from the community. Please note Heidi's report and the sponsorship page.

My thanks and gratitude go to the trustees, as they continue to govern and fully support the mahi of the organisation, while also supporting me in my role as CEO. The strategic direction is to continue to deliver services that directly meet the needs of whānau, in partnership with Māori, Pacific and other health providers. Due to some of the challenges at a national level to deliver services, it is more important than ever to stand together as a community.

He waka eke noa – we are all in this together.

Cynthia Ward
CEO



COMMUNITY & FUNDRAISING

For 19 years we have been supporting Waikato children with a serious health condition and their whanau. This would not be possible without the support we receive from our community.

Community Support

There are many different facets to the support we receive - from grants, donations, sponsorship, fundraising efforts, to in-kind services and volunteering, for which we are very grateful.

Particular mention should go to Annah Stretton who provides the house we operate out of, and where children often think we sleep. Inghams, who provide our cars, enabling us to visit children and families at home, hospital or school. And Cleland Hancox and Harkness Henry who generously support us with professional services.

Community Funding

Community funding remains our major revenue source. We are extremely thankful for the funders who identify with our work enough to choose to support us. Please see pages 9-12 for a full list of funders, sponsors and supporters.

Community Partnerships

We are very proud of the partnerships we have with our long term community partners. Dynes Transport, Urban Homes and Lugtons Real Estate continue to be significant in our ongoing success.

Our partnership with Northern Districts Cricket also remains strong and we are thankful for their ongoing commitment in giving children the opportunity to be the 12th Brave at their T20 games. It's something the children love being part of.

Friends of True Colours

Our small but mighty fundraising committee, the Friends of True Colours, meet monthly throughout the year and support us mainly with the Kerr & Ladbrook True Colours Long Lunch - providing invaluable support finding auction prizes, planning key elements of the day and helping set up Atrium before the Long Lunch.

We are always so grateful to the sponsors who also help make the Long Lunch such a successful event - in particular Kerr & Ladbrook but certainly we couldn't do it without the support of The Atrium, Sincerity Laundry, Good George, Lugtons, Annah Stretton, Inghams, band 88MPH, Prolife Foods, Volare, Meyer Cheese, Westpac and the Hillcrest High School students who volunteer their time for the day as waiting staff.

Thanks must also be extended to all who donate prizes, and of course the guests who attend our event and bid generously, that helped us to raise just over \$153,000. It's a staggering amount that is going to take some beating in 2024!

At the end of this year our long term committee member, Claire Grant stepped down, leaving a huge gap and who will be missed very much.

Looking ahead to next year, we look forward to celebrating our 20th anniversary and am optimistic we'll have our most successful Long Lunch ever.

Heidi Gleeson
OPERATIONS
MANAGER



**"ALONE WE CAN DO SO LITTLE;
TOGETHER WE CAN DO SO MUCH."
HELEN KELLER.**

2023 IN NUMBERS

Revenue



\$233,496
Grants
30%

\$315,734
Donations
41%

\$194,270
Fund-
raising
25%

\$34,809
Other
4%

Referrals



224
New referrals
79%

58
Re-referrals
21%

Referral Type



163
Sick Child
58%

71
NICU
25%

31
Bereave-
ment
11%

17
Peri-
natal
6%

Geographical



127
Urban
45%

121
Rural
43%

24
Out of
Region
8.5%

10
Not
Sta-
ted
3.5%

Ethnicity



127
Pakeha
45%

55
Maori
19%

9
Ind.
3%

32
Pacific
Island
12%

59
Not stated
21%

THANKS TO OUR SPONSORS

Thanks to the generous support of our major sponsors we are able to continue to deliver our FREE support service to Waikato families facing the toughest of times.

TRUE COLOURS HOUSE

Annah Stretton

VEHICLES

Ingham®

Quality Brands
Quality Service



EVENT

Kerr & Ladbroke
CATERING BY DESIGN

SERVICES



Harkness Henry
SPECIALIST LAWYERS

PARTNERSHIPS



NORTHERN
DISTRICTS
CRICKET



THANKS TO OUR FUNDERS

Community support is the cornerstone of our community trust. Thank you to everyone that made a contribution in 2023.

2023 COMMUNITY FUNDERS

Rodmor Charitable Trust | Grassroots Trust | Trust Waikato |
The Lindsay Foundation | Lottery Grants Board | Trinity Lands Ltd
Community Organisation Grants Scheme (COGS) | Waipa District
Council | WEL Energy Trust | Tidd Foundation | D V Bryant Trust |
St Stephens Christmas Festival | Lion Foundation | Jumble Around
| Aotearoa Gaming Trust | MusicHelps | Glenice & John Gallagher
Trust | Mullane Trust | Bodmin Trust | Cambridge Christmas
Festival |



THANKS TO OUR SUPPORTERS

2023 COMMUNITY SUPPORTERS

Bob Bollen & Benz Industries | AGORA Cafe | CareKids Ltd Chartwell | Cleland Hancox | Colors Hair Co | David Ward | Diane & Keith O'Sullivan | Jenny Lala | Jenni Murphy-Scanlon | The Harris Family | Hannah Maxwell | Quinlan family | Claire & Paul Grant | Anne Reeve | D Clarke | Deborah McConnell | D M Young | Tony & Fiona Reglinski | Karl Tutty | Katherine Walker | Leean Bedwell | Leonie Pope | P J Kimble | Morrinsville Lions | Meg Wilshier | Christine & Peter Renner | R Moar | Rachel Thomas | Louise Ward | Tim Babbage | A Lenihan & T Elkin | Hamilton Central Rotary | Hamilton Mar Thoma Congregation | Jane Cox | Sophie & Dan Harris | Robyn Skynner | Poornima Nair | Tesh & Dave Hearth | Ruixue Antram | Waikato Lyceum Charitable Trust | Olivia Maxwell | Titan Cook | Walton School | Ilyn Wernli | Jeanine Graham | Jon Thompson | Kevin & Gail Laurence | Natasha Tassell-Matamua | Snap Fitness Te Rapa | Sue Harris | Rainbow Kids | Rachel McKenna | Louise McKenna | Rachel Woods | Maureen Anderson | Shane Gleeson | The Village Church | Sue Burgess | Niall Lenihan | Tim Harris | CSC Group | Good Bitches Baking | Nates Toy Run | Beanies for Babies | Industrial Site Services | Carol McColl | Christian Supply | Bloxam Burnett and Oliver Ltd | Te Whatu Ora Waikato & The Hospital Revue | Matt Horan |

A SPECIAL THANK YOU TO OUR WINGS MEMBERS THAT
SUPPORT US THROUGH REGULAR DONATIONS



The Hospital Revue raised \$18,000 for True Colours.

Staff from Te Whatu Ora Waikato entertained the community over two fun filled nights and raised a huge amount for us!



Good Bitches Baking volunteers provide baking twice a week for us to pass on to families, and Agora provide frozen meals that we give out to families in a real time of need.

Their donations enable us to share their kindness with the families we support.



Thanks to the Friends of True Colours and our volunteer gardener who help us raise funds and look after True Colours House.

Claire Grant | Maree Tolley | Murray Williams | Pam Lugton | Sarah Rawcliffe | Vicki Pointon | Sue Burgess

THANKS TO OUR LONG LUNCH SUPPORTERS

The Kerr & Ladbroke True Colours Long Lunch remains our major annual fundraiser. We had an amazing event in 2023 with such generous support from both businesses who sponsored us and donated items, and from those who attended.

Long Lunch Event Sponsors

Kerr & Ladbroke Catering | Wintec Te Pukenga - The Atrium | Sincerity Laundry Group - Linen | Good George | Lugtons | Westpac | Striped Trees Productions | CMYK | band 88mph | Ingham | HGB | Annah Stretton | Prolife Foods | Volare | Meyer Cheese | Hillcrest High School | Coca Cola | The Ned |

Long Lunch Auction Sponsors

Custom Cafe Bikes | Katie Duncan | Kinloch Golf | Tash Martin & Shaun Hoskin, HDS | Lugtons | Ostro Brasserie | Huka Lodge | Annah Stretton | Hobbiton | Hamilton Windscreens | Geoff & Linda Maber | Cape Kidnappers Luxury Lodge | Unichem Grey Street Pharmacy | Unichem Beerescourt Pharmacy | Nes Boutique | Rawcliffe Family | HDS | Sentinel Homes | Diane & Keith O'Sullivan | Greenlea Meats | Gothenburg | Stark Property & Riverbank Lane | Furnace | The Chiefs | J A Russell Ltd & Lyndon Jones Electrical | Rodney Wayne Hair | AJ Hackett | Inghams | Blue Duck Station Adventures | Roger & Robyn Giles | Gull Morrinsville | Claire & Paul Grant | Vicki Pointon & Graham Ray | Faye Willemson-Ward | Gail & Kevin Laurence | Hampton Downs | Inspirit Gallery & Julie Battisti | The Wash Club | Diamond Lab | Ninefivenine Action Sports | Holland Road Gin | MADE | Joanna King Art | Shampoo 'n Things | Heidi Christian Hair | Greenstone Tours | Vilagrad Winery |

A SPECIAL THANK YOU TO EVERYONE THAT DONATED PRIZES FOR OUR
ONLINE AUCTION AND MYSTERY ENVELOPES

"It's not the load that breaks you
down, it's the way you carry it."
-LOU HOLTZ

Our 18th annual
Kerr & Ladbroke True Colours
Long Lunch 2023 was our
most successful yet raising
just over \$153,000!