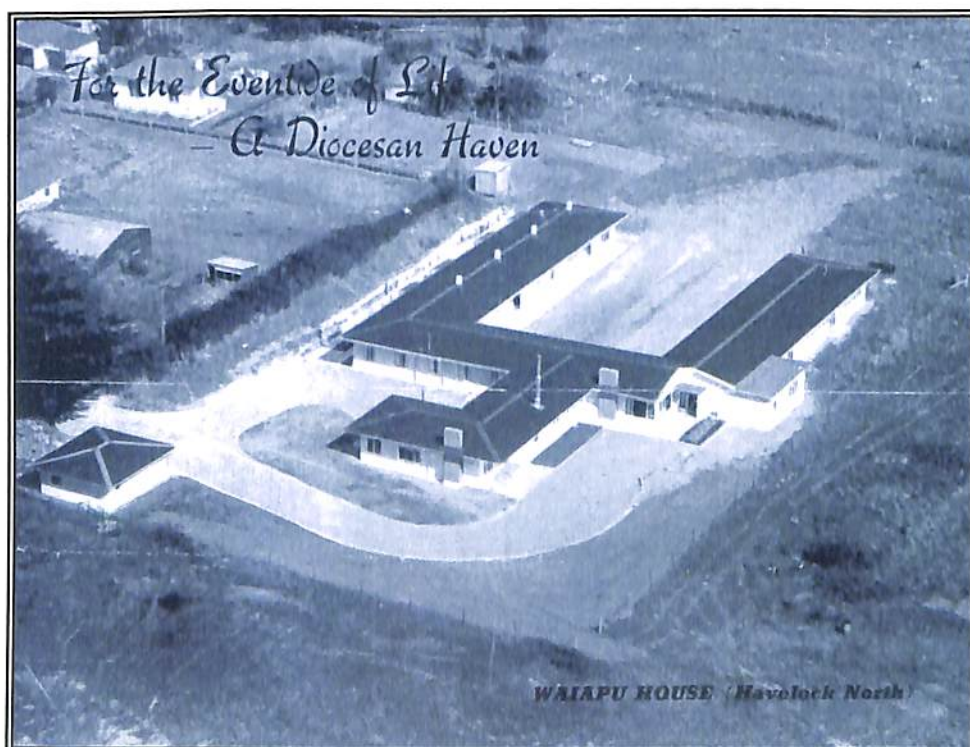


A History of  
WAIAPU HOUSE  
Havelock North

Compiled by

CHERIE BAKER



Waiapu House - 1957

## DEDICATION

I looked out of my study window and saw seven pure white doves sitting on the grey roof of the home.

Then, suddenly, they all flew off into the cloudless blue sky, wings flashing in the sunlight.

Somehow, they seemed to epitomise the spirit of Waiapu House.

Therefore, I dedicate this book to staff and management of the rest home, past and present, who have committed themselves to improving the lot of the elderly, and have cared for them so unselfishly.

## AGE

*Yes, as the years go by  
Our bodies age.  
It is as inevitable as the fact of birth or of death.  
But what of the fact of me?  
I feel no older, right inside.  
Mature, maybe, but not older.  
My spirit still needs new fields,  
Is eager for new opportunities  
Still has the visions of youth,  
Wishes to spread wings and fly...  
Fly to more wonders and mysteries,  
Span time and space in the freedom of love and hope.  
Love never stops growing in my heart.  
There is so much to be grateful for,  
And the wonderful gift of memory  
Can still wash my eyes with tears unshed  
And warm my soul, and nurture me.  
In the life that is still to come  
May I ever keep a youth that is spiritual and growing  
While I accept, with dignity, that physical aging  
That I have been so privileged to attain.  
I will not fight it,  
For it can bring a beauty all its own.  
Not in the eyes of the world, maybe,  
But in the heart of God.  
There may I rest.  
Amen.....so be it.*

*Cherie Baker.*

## Chapter 1

### The Early Days.

In the early 1940's, someone had a dream. Who that visionary was is lost in the midst of time and events, but that dream became a reality. It all started with the appointment of a secretary in 1949, V.A Thomson, followed by a House Committee led by chairman, G.H.Roach in 1952.

The Diocese of Waiapu owned a vacant section of land at the end of a quiet street in Havelock North which was named Danvers Street and a use was found for this good site.

Building started, and at last, the first home for the elderly in the Diocese was built, followed closely by others in Gisborne, Tauranga and Te Puke. The Bishop of Waiapu at that time was Archbishop Norman Lesser, and he laid the foundation stone on of the building on 24<sup>th</sup> March 1956 The plaque commemorating this event can still be seen under the dining room window in the front of the present building.

The original building housed a modest 13 residential rooms and four flats for married couples, and was dedicated by Archbishop Lesser on the afternoon of Saturday, February 2<sup>nd</sup> 1957.

It was only five years later that it became necessary to increase the size of the complex, and two new wings were added, Williams and Russell., providing another 23 bedrooms, together with two sunrooms and a staff flat and more recreational space for residents. By 1964, there were 47 permanent residents with facilities for some short stay people. A chapel was built at the heart of the complex in 1965, for details, see chapter 3. The popularity of the home was demonstrated by need for more growth, and in 1973 a new wing, the Lesser wing, was added. The new Bishop of Waiapu, the Right Reverend Paul Reeves dedicated this wing on Tuesday, 18<sup>th</sup> December when it was officially opened by the Honourable R.J.Tizard, the Minister of Health. The chairman of the House committee at the time was L.H.Williams., the mayor of Havelock North, W.J.C,Ashcroft, was the speaker, and the matron was Mrs K.R.Fawcett

More additions followed, a new matron's flat in 1975, and a men's lounge in 1976. Another lounge, this time added to the Lesser Wing, was built in 1981.

During the 1980's the chalet development began. These were architecturally designed units for independent living on a licence to occupy agreement.

A special care bathroom , a staff room, a new, enlarged entrance, a secretary's office and a reconstructed matron's office were further projects undertaken in that decade.

In those early times, a booklet of guide lines for residents was produced which is a useful document that highlights the many changes that have taken place during the life of the home. We learn that residents in those days were expected to keep their own rooms clean and tidy, and the bedrooms were inspected daily to ensure that this happened. They also had to do their own laundry and to assist in other duties such as Household tasks, kitchen and garden work according to their abilities. There was only one shared telephone, and people were paged for incoming calls, with a time limit of three minutes..

Meals were at much the same time as today, but residents had to clear their own tables and return used dishes to the kitchen slide if able to do so. Visitors could share afternoon tea at a cost of 6 pence per person. Flat dwellers had to provide their own meals if they could manage to do so, or buy meals charged as follows:

Breakfast: two shillings.

Dinner; three shillings.

Afternoon tea: 6 pence

Tea: two and six pence. Ah, those were the days!

## Chapter 2.

### Further Growth.

*Contributed by Bill.Dent.*

*Chairman of Anglican Social Services 1998-2008.*



My first involvement with Waiapu House occurred in 1984 when I assisted the house committee with the financial arrangements for the chalet development. An unusual feature of the development was that the original residents acquired the chalets 'off the plan' and provided the funding for the construction by way of progress payments.

In 1990 I was invited to join the committee. Pat Tennent was Chairman at the time and Marion (Min) Giblin was the manager. The Reverend Duncan Macdonald was also a committee member ex officio in his capacity as the Director of Social Services for the Diocese. Pat retired from the committee in 1992 and John Foster was elected chairman. At that time, the home provided rooms for 69 residents.

During the following decade there were considerable improvements and additions to the Waiapu property. Chalets 12-16 were erected, and two residential flats adjoining the property with a frontage on to St. Hill Lane were purchased, and they became designated as Chalets 17 and 18. A new laundry was constructed and a renewed, enlarged kitchen was developed with modern cooking and catering equipment. The dining room was also renewed and enlarged and the big day room lounge refurbished.

In 1997 the need for higher care services at the home was recognised by the committee. The development of a hospital wing would ensure that residents could remain at Waiapu and receive full nursing care in times of illness or increased frailty

Tauranga architect Evan Roberts was commissioned and his plan for the wing enthusiastically approved by the committee. The initial unit provided for 10 beds but a second stage increased the bed numbers to 20. The Wilson Hospital Wing was officially opened in 1998. The name of the wing recognised the contribution that Canon John Wilson had made to Waiapu House during his years as chaplain.

In 1997, the Diocesan Synod made a significant change in the structure of social service delivery in the Diocese. The Waiapu Social Services Trust Board was established to replace the former Diocesan Council of Social Services. The new board would hold title to all the social service assets which included the residential rest homes and various endowments, trusts and reserves. I was invited to be chairman of the new board, and Duncan Macdonald remained as the director. The residential rest homes included Waiapu, Te Wiremu in Gisborne, Carter House in Te Puke and Hodgson House in Tauranga. The respective house committees had responsibility for all management issues of the homes, including finance.

To the new Board with the responsibility for overseeing the rest homes, it soon became apparent that the present management structure could not continue. The homes were all of a similar age and in order to achieve adequate occupancy levels, major upgrading of the complexes was necessary. While the house committees had the resources to deal with projects of a modest nature, it was considered by the Trust Board that the necessary major upgrading projects could only be achieved in a reasonable timeframe by the finances being centrally managed. In addition, with future funding for rest homes to be provided from the district health boards rather than the Ministry of Health, and increasing reporting requirements, the board considered that the house committees would struggle in the new environment.

The Trust Board's proposal to the committees was that the Board would take complete control of all the financial arrangements for the homes, and the committees activities would be reduced to an advisory role. This proposal was not accepted by any of the committees and following the transfer of control, the committees, including that of Waiapu, went into recess. It was regrettable that this situation occurred as many past and present committee members had devoted a great deal of time over many years and it was understandable that they felt hurt by this turn of events.

There was to be a further change to come within a very short space of time with the rest homes being divested by the Board to a new charitable company, Anglican Care (Waiapu) Ltd. The Trust Board was the sole shareholder of the company. After many demanding years in the social service work of the diocese, Duncan Macdonald left to eventually become the Chief Executive of the Selwyn Foundation in Auckland.

With the new structure in place, Te Wiremu House was the first of the homes to be redeveloped with assistance from a Williams Family Trust. While that work was proceeding, there was action at Waiapu. The

Williams Wing was upgraded with all rooms including en suite bathrooms. A Williams Family Trust also assisted with this project. At the same time, planning was taking place for major development of the home. The principal issues that needed addressing at Waiapu were;-

1. The Lesser Wing had become a problem. It accounted for more than 40 percent of the rest home accommodation, but had extremely low occupancy levels. The standard of accommodation was not acceptable to prospective residents or their families. It was also situated a considerable distance from the dining room which was undesirable and the situation of the wing did not assist nursing organisation.
2. All rest homes rooms needed to include en suite bathrooms.
3. There was an increasing demand for single bedroom apartment accommodation as an alternative to the existing chalets.

After viewing conceptional ideas from several architects, Don Moody of Opus architects was commissioned to proceed with detailed plans. A first viewing of his initial plan can only be described as exhilarating. It provided for;-

- 1 The complete demolition of the Lesser Wing. This area of the property would be developed as 13 single bedroomed apartments with the availability of a large lounge and outside garden area. Parking would be provided underneath the apartments for residents cars and there would be a lift in addition to the staircase from the car park.
- 2 All bedrooms in Russell Wing would be enlarged and refurbished. There would be a new section linking Russell and Williams wings and this would provide additional rooms. At the end of each wing there was provision for a lounge and an outside balcony area.
3. On the opposite side of the main passage, three relatively small wings were to provide additional bedrooms. These wings named Te Mata, Karamu and Kaweka included small lounges and garden areas. In the same vicinity as the rest home wings, a large activities room was provided and a new nurse's station was also in this area together with a hairdressing salon and a library.
4. The reception area was remodelled, the managers office relocated and the lounge adjoining the reception area was to be upgraded with improved connection to the dining room.
5. One striking feature of the design was the attention to the main passage way This was widened and gradually curved resulting in one never being confronted by the full length of the corridor. and added intimacy to each section of the home.

One unfortunate consequence of the design was that there was no longer room for the Loten cottage, and this would need to be sold for removal

Canon John and Mrs Mary Wilson, who were occupying the cottage graciously accepted this situation and were content to move into a chalet for their future accommodation. However, owing to their increasing frailty they eventually transferred to the main complex as rest home residents. Subsequently they moved to Australia to be close to their daughter and her family. Canon John had been a greatly respected chaplain to the home for many years and he and Mary left many fond memories for residents and staff.

As detailed drawings for the development became available, a building committee was established consisting of ACWL CEO Derek Morrison, Mrs Giblin, the architect, two senior nurses Katrina Miller and Julie Arnall and myself. The contribution that the two nurses made to the operational details of the plan cannot be overstated. Meetings invariably included them producing a list of enquiries and ideas from staff members or themselves that would enhance the future operational efficiency of the home. Mrs Giblin retired after 20 years of service during the construction period and both she and her successor Mrs. Cheryl Robinson faced many challenges endeavouring to manage the home and maintain the best possible occupancy levels during the course of the construction programme. The building contract was awarded to Mackersey Construction Ltd., and the company's project manager and foreman joined the building committee which met monthly during the course of the building work which began in 2004 and concluded in 2007.

I retired from the board of ACWL in 2008, but I did continue to serve on the sub committee that oversaw a 10 bed extension of the hospital wing. This project also included the addition of a large lounge and separate dining room for the hospital residents. This work was completed in 2010 and the official opening was conducted by the Bishop of Waiapu, the Rt. Reverend David Rice.

The total cost of these two major projects completed between 2004 and 2010 exceeded 10 million dollars.

Other additions to the property of Waiapu House in recent years included 4 residential properties between Napier Road and the western boundary of the home. At some future date, this may allow for access to the site from Napier Rd., and the possibility of more chalets being built.

One of the special memories I have of my association with Waiapu is of the personalities and talents of the managers and staff. I was privileged to work with Min Giblin during the latter years of her 20 years service. Her

name was synonymous with Waiapu House. When families were considering residential care for an elderly relative, it was a case of going to see Min Giblin! Min had a great rapport with her staff and that was evident from the length of service in many instances. Her special interest in the kitchen and its reputation was always apparent and it was not unusual to observe her attending to some of the more basic duties of staff members in times of extreme activity in the home. It was a pleasure to see Min return to the home as a chalet resident some years after her retirement.

Min's successor, Cheryl Robinson arrived at Waiapu in 2007 when the home represented a construction site. As manager she was required to operate the home as effectively as possible in challenging circumstances. In addition, there were numerous issues to deal with in regard to the final fitting out of the new buildings, and the commissioning of them at completion. Cheryl has established herself as an excellent administrator and manager at a time when rest home/hospital operators are under constant pressure and review by the various health authorities. From my frequent visits to the home I am aware that as a result of Cheryl's leadership and personality and the quality of care provided by the nursing staff residents feel 'at home' at Waiapu.

There are many staff members who have greatly impressed me with their attachment to the home and residents, and if they should ever read these comments, I hope they will realise that I am referring to them.

## Chapter 3

### *Of the Chapel and Chaplains. Contributed by the Reverend Canon Cherie Baker.*

It was on June 5<sup>th</sup> 1965 that the then Archbishop of New Zealand, the Most Reverend Norman Lesser, consecrated the newly built chapel in the heart of the complex to the Good Shepherd.

Owing to the generosity of the Williams family, namely the J.N. Williams Memorial Trust, the chapel was built to the design of a local architect, John Scott in memorial to family members. (in particular for Jack Williams. who was lost while serving as a fighter pilot in the N.Z.A.F. in the Solomon's campaign. during World war 11) The chapel remains today, at the time of writing in 2013, the only purpose built church in any rest home in Havelock North. It is beautifully designed, with coloured glass cleverly placed to enable rainbows of colour to dance on the white interior walls. The sanctuary is placed across one corner allowing perfect viewing from any of the pews. The altar is of solid wood, in a refectory table design.

As years passed, it became necessary to remove some of the pews in order to make more room for the higher percentage of wheel chair – bound people attending

When Waiapu House was first opened, the spiritual needs of residents and staff were met by the Parish and vicar of St. Luke's and in the early years of the Chapel, Holy Communion and Evening services were held on a regular basis, with an average attendance of between twenty and thirty. The parish choir were involved and helped with the singing, and lay readers and curates took turns with the vicar at taking the services. The situation changed in 1981 when the recently retired priest, the vicar of Woodville the Reverend Terrance Loten ( note the unusual spelling taken from diocesan records) donated sufficient finance for a small cottage to be erected at the back of the complex. He moved in the same year, and took over the responsibility of the services in the chapel for the next six years He died on July 15<sup>th</sup> 1988.

The Reverend John Cecil Julius Wilson was born in Adelaide, in 1912, and spent his early years in Bunbury in the region of Perth Australia. He was the son of the bishop of Melanesia, and grandson of Archbishop Julius of Christchurch. He came to New Zealand at the age of 23 and later met Mary Rice whom he married in 1942. He became the Vicar of Havelock North in 1955 and was associated with Waiapu House in that capacity, taking communion services and evensong on a regular basis. In 1961 he was made Canon with responsibility for the diocesan social services. John was vicar at St Luke's for fifteen years, and left in 1970 to become the vicar of Otane until he retired.

With some hesitation, he then accepted the position of resident chaplain of Waiapu, and moved into the cottage with Mary, which was enlarged for their convenience. He proved to be very popular, and stayed in that position until he was 91, when he retired from the position. They continued to live in a chalet in Waiapu village and later, the Home itself until February 8th 2007 when they both returned to Australia to be near their daughter, Lis, who lives in Perth. John died there on February 13<sup>th</sup> 2009, and Mary in 2013 just before the New Year. When the hospital wing was built, it was named the Wilson Wing after John, and today, in the enlarged hospital there are still Wilson wings A and B.

He was followed as the vicar of St Luke's in 1971 by the Reverend David William King, who also became the chairman of the Social Services Committee of the Diocese in 1976, and was, for a while, the deputy chairman of the Waiapu House committee. He resigned in 1978 to become the vicar of Cambridge.

In 1979, the Reverend Peter Atkins was welcomed as vicar, until he was elected Bishop in 1983. He was followed by the Reverend Rex Cauldwell in 1983, and the Reverends Ann and David Dinness in 1994. After their retirement the parish was vacant until the appointment of the Reverend Brian Dawson in 2003. He left for the Wellington Diocese in September 2012, and at the time of writing, the parish remains vacant, being cared for by the Reverend Andrea Bussell as priest in charge, and the Reverend Ruth Dewdney. A new vicar, the Reverend Bryan Carey to be inducted in December 2013.

The next chaplain of Waiapu House was appointed in 2003. I took over from John after retiring as vicar of St Peter's in Hastings, and serving as chaplain to Hereworth School for boys and Woodford House for girls. I increased the number of services to one every Wednesday and

two Sundays a month. I thoroughly enjoyed the work having a great deal in common with many of the residents.

A strange event happened during my last Easter services. On that Good Friday, I went into the chapel to clear the altar, ready for a special service. When I removed the altar cloth I found that the altar itself had split right across the full length. It was quite eerie, remembering that the veil of the temple was torn into two on the day of the crucifixion. My time as chaplain will always be very special to me, as I became a member of the family for staff and residents alike.

I resigned, reluctantly, because of health issues, and for a while, the parish of St Luke's took over, until Rev. Jan Tapper was appointed in October 2009, and is the current chaplain. She is from St James, Mahora, where she is still working in the local ministry team, now under the jurisdiction of a missionary, Rev. Tim Barker in conjunction with St Peter's. Riverslea.

Later, I had the privilege of baptising one of my great grandchildren in the chapel when my granddaughter Michelle Begbie travelled down from near Hamilton with her new son, Lachlan and her husband Michael. Lachlan was, as far as I can tell, the first and only baptism to take place in the chapel.

All through the years, helpers from St Luke's have faithfully come to bring the residents to chapel, helped by members of staff when possible. They have given freely of their time and have served the chaplain faithfully through the years as part of their outreach into the community and continue to do so.



## Chapter 4.

### SNIPPETS.

From 'Hawkes Bay Today '6.11.01

Thank you.  
Waiapu House Hospital Wing.

*We would like to thank all of the staff of the Hospital wing for looking after our mum, Mrs. Evelyn Murray (Cherrie) during her stay at Waiapu House, until her death on Saturday, November 1<sup>st</sup> 2001.*

*We appreciate all of the care and consideration you gave our mum, and would like to say a special thank you for all of the encouragement you gave her, for making each step forward a triumph, and for the love and thoughtfulness which made that period of her life bearable.*

*Words are unable to express our thanks for the support given to us, her son and daughter and to our families, but most especially we thank you for preserving the dignity of a very proud lady*

Michael, Gill and family  
Hilary, Jason and family.

*My name is Chris Hinton, and I have been the resident's hairdresser at Waiapu House for twenty -six years. This would be the most satisfying way to spend ones working days. I am taken into the lives of my clients, and have been privileged to have some wonderful life stories shared with me. Having their hair done is one of the highlights of their week No matter how their bodies are slowing down, hairdo day is top of the list.*

*I would love to share this one funny story of a couple in Waiapu who have now passed away. They had courted for a couple of years and the excited young lady was looking forward to the wonder of her wedding night, but alas, her new kept well away from her. Of course, she was so disappointed, and wondered what was wrong. This was not what her mother had told her! Finally, she plucked up the courage to ask him, to find that his mother had told him to leave her alone, as she would be worn out after the wedding! Much relief and making up for lost time!*

*My dogs have been coming to work with me ever since Madonna (my Bichon) sneaked into my car and came with me. Min Giblin, who was matron at the time, insisted that I go on bringing her and my other dogs I had, as it brought much happiness to my lovely oldies. Hopefully, I will keep my health and go on working for a while yet. I have many more stories to hear.*

Note; Chris has a lovely singing voice, and shares in entertainment for the Home.

Prayer composed by Rev. Canon John Wilson for the opening of the hospital wing:-

*Heavenly Father we have built our new hospital. We think that it is a beauty. Thank you for the work of all those who have planned it, and for the work of all those who have given us what we now have. The drain layers, the builders the painters, the plumbers, the electricians, the landscape gardeners, all who have given their care and skills to make it what it is.*

*Would you help us now to make it a place of love and healing. May your Holy Spirit dwell in the hearts and minds of all those nurses who down the years will make their offering here, and may your peace and the knowledge of your love be with all those who will be patients here.*

*Amen.*



Chapter 5,

*My Memories of Waiapu House and Mrs Marion Giblin.*

Contributed by Reverend Duncan Macdonald.



**A. Background.**

I have been asked to write up my time in working at Waiapu House and with its then manager, Mrs Min (Marion) Giblin. From 1979 to 1998 I served initially as the Social Work Advisor and then Director of Anglican Social Services.

In Waiapu Diocese there were at that time, four Aged Care rest homes all working independently from each other in Tauranga, Gisborne, Te Puke and Havelock North.

One of my tasks was to bring management oversight to these services and work with their local management committees to get good service delivery, proper systems and services, accountability staff management, better community profiles and profitability for each facility.

Working with these committees initially was very difficult because they felt that they were independent and not part of the Waiapu Diocese. In most cases, they saw these services being community focused and not part of the church.

Over a period of six years, by co-operation and through support to the managers and the committees they gradually came together and began to work with one another. This could not have happened if some of the chair people did not co-operate. However the aged care homes working together became a reality as a result of their

managers working together as a unit. Their contribution was very significant in bringing the homes into the 20th<sup>st</sup> century and being run as a professional and profitable aged care health service.

The process was also helped as a result of a new Waiapu Social Services Trust Board being formed through the Waiapu Diocesan Synod, which was ably led initially by Mr Kevin Wearne, then Reverend Noel Hendery and Mr Bill Dent as successive chairpersons. It was also the initial board members who brought to the table real skills in finance, management and strategy to make the board effective in managing Waiapu House, the other homes and wider social services.

Credit must also go to Waiapu House's local chairperson, John Foster as well as Pat Tennent and Bill Dent. Also helping in this process were the manager and staff.

Regarding the managers, the most helpful one in the initial period (and also the closest to Napier) was Mrs 'Min' Giblin. She was proactive, positive, always willing to help and acted as an informal leader among the other managers.

#### **B A special thank you to Mrs 'Mim' Giblin former manager of Waiapu House.**

I worked with Mrs. 'Min' Giblin in a very special relationship for all the time I worked with Waiapu House. I would like to pay tribute to her great people skills, management skills, her flexibility, together with her ability to think and act strategically regarding Waiapu House and its future.

Some pertinent points in working with Mrs. Giblin

##### **1. People Skills.**

Min had an ability to relate extremely well with residents and their families. She was helpful, supportive and fair with them all. In terms of staff, Min acted with love and care, (almost as a mother figure) with regard to their employment and she was a good caring person in all her relationships at Waiapu House.

##### **2. Management Skills.**

As we worked together, focusing on the future of Waiapu House, Min realised that she had to bring more accountability in all areas

of management. While she was reluctant to do this, she did it well and enabled Waiapu House, through her reporting to the committee and more lately to myself, to focus on new services, buildings, resident plans, financial profitability and health care accountability. Frequently she would say 'I'm no good at this stuff', but she would still do it very well.

### 3. Work flexibility.

Min worked at Waiapu House when there were great changes in the care of the elderly in New Zealand. The pressures of change were enormous. It is a reflection of Min's ability that she was able to cope and change in this difficult time, she was superb. Having said this, she was no one's fool. Ultimately she would only move on changes if she believed in them, or on some occasions, was forced to do so..

### 4. Being strategic.

Min was able to see what was needed for the home into the future, and was able to respond accordingly, not just to preserve her own position, but because she could see the common good in terms of future needs. Throughout her life she worked hard and was always motivated in what was best for Waiapu House, its staff and residents.

## Summary

It has been a privilege to write about Min Giblin and Waiapu House because it has been very special to have worked with her at the home for so many years. She was a confidante, friend, manager, and terrific staff member to work with. She gave to me and the home far more than she received in terms of work, and for this we can be truly grateful. I hope this tribute will go some small way to say thank you to Min Giblin for all she did in the lives of so many people involved with Waiapu House.

Min, we salute you for everything you are at Waiapu and in your life.  
*God's love in action.*

## Chapter 6.

### *Towards the Future.*

*Contributed by Cheryl Robinson, facility manager.*

I was appointed to the Manager's position at Waiapu House in February 2007, following the retirement of Min Giblin.

At this time, rest home redevelopment and the building of the apartment complex was well underway. Opus were the architects and project managers, and Mackersey's carried out the building and sub contracting through to completion. Bill Dent ( chairman of the Board) Derek Morrison (CEO of Anglican Care Ltd.) along with Julie Arnall (Clinical Co-ordinator), Katrina Miller ( Quality Co-ordinator,) and I were all active participants at meeting to monitor deadlines and ensure that developments met Waiapu requirements. When this new area was completed, we celebrated the opening in August with Bishop John Bluck officiating.

At this time, plans were afoot to commence the development of the Hospital Wing. This was in response to envisaged community need. The Grant Thornton report and the Ministry projected a future tsunami with baby boomers coming into care and indicated that more hospital beds would be required. Opus architects were given the brief. In determining future residential need, all rooms would have en suites and provide larger space for residents' belongings and furniture.

We are delighted with the outcome with our large doors opening into the outdoor areas. The landscaped gardens have transformed access, giving a sense of beauty and inclusion. The indoor, outdoor flow and natural light throughout this building has enriched the lives of those who have made Waiapu their home.

The board and the Waiapu staff wanted to acknowledge those who supported Waiapu through the years. The hospital signage has acknowledged their contribution by the naming of the wings: John Foster, Bill Dent, Wilson and Tanner wings and the large Thompson lounge.

The building was officially opened in November 2010 by Bishop David Rice and many of those people who have contributed to Waiapu development through the years were there to celebrate our new facility.

At Waiapu House we currently have 74 residents and approximately one hundred staff. The industry has become very over regulated and audit requirements and compliance costs have increased significantly during the past six years. We strive to be seen as a preferred provider and a 'home away from home'

The investment made by Anglican care (Waiapu Ltd.) in refurbishing and in developing quality manuals has supported growth at Waiapu. We have strived to develop our internal systems, procedures and practices that ensure currency with requirements and national standards. In June 2013, our work was acknowledged when we became the first facility in Hawkes Bay to gain four years certification from the Ministry of Health.

Waiapu has amazing staff, we are very multicultural, all dedicated to caring and every person contributes At Waiapu, TEAM is about focus, people being flexible and having the ability to adapt. Nothing remains static in this environment. No one person's role is more important than the next, we are all cogs in the chain endeavouring to provide quality service. Residents are treated as individuals, needs are acknowledged and where possible, met. Our charitable status sets us apart from other providers, and often the association with church and community is what brings people to Waiapu.

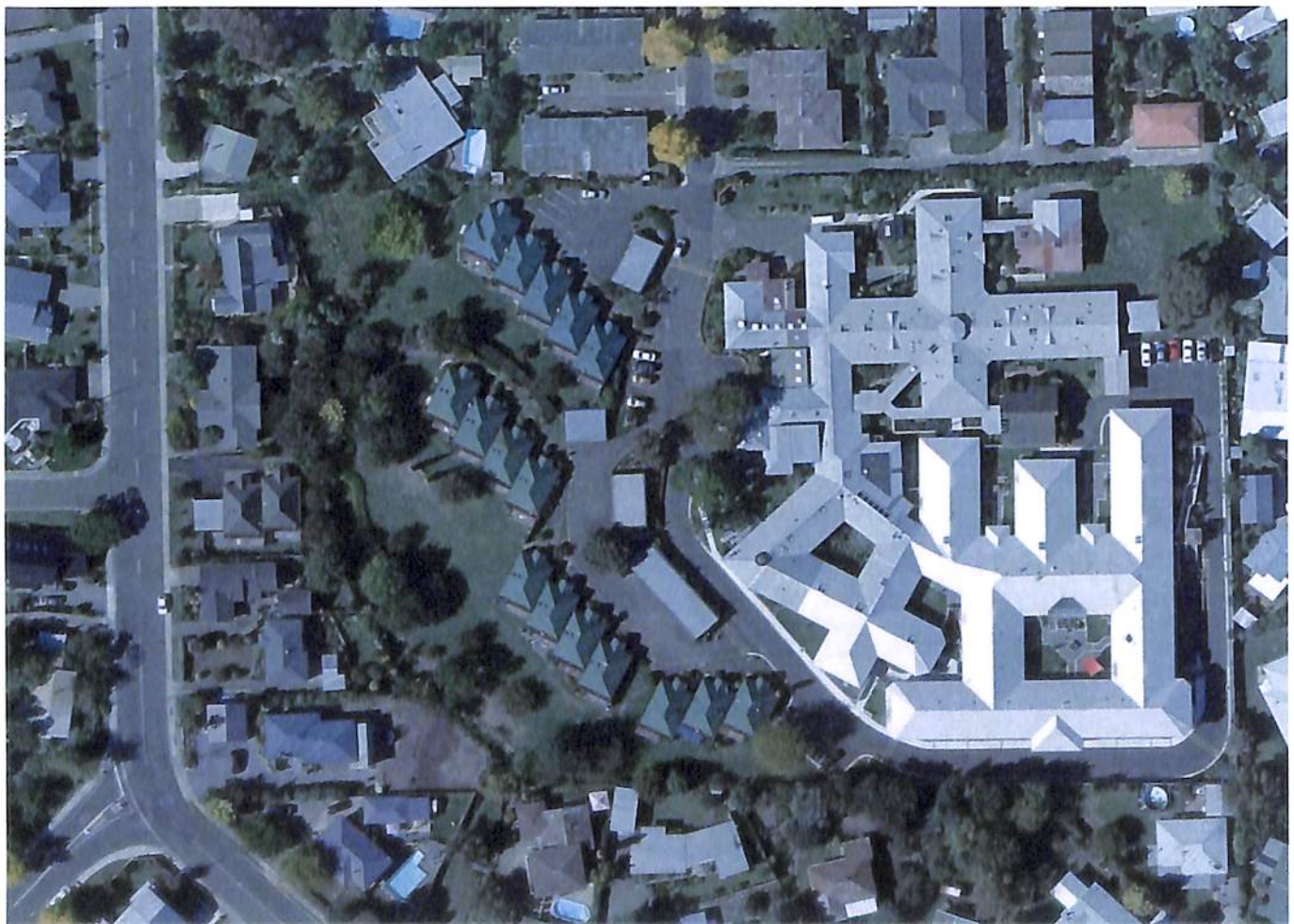
The Village.

Our village consists of eighteen two bedroom chalets, and thirteen one bedroom apartments. In 2012 it was agreed that the chalets required a major refurbishment to modernise and to make the space more functional for independent living. The chalets had been built in the eighties and were in need of update and refurbishment. The board signed off on a plan to upgrade as licences are terminated and to date we have completed two chalets. We are extremely happy with the result, and now find that Waiapu competitively competes with other local retirement villages. In most instances our terms of agreement and fees are more favourable than those of our competitors. We plan to continue the refurbishing plan until all eighteen chalets are modernised.

In looking forward, the four rental properties in Napier Road, Havelock North, may be part of our future development to expand the retirement village. The expansion of the village may well be the way forward in the future to sustain Waiapu as a complex. Though in the current environment this can only occur when demand is established and funds are available.

Anglican Care( Waiapu ) Ltd, along with Anglican Care Social Services underwent a review in 2012 in an attempt to combine the two areas of business under one CEO. The 2013 strategic review defined a plan for moving forward retaining its charitable status with a collective focus of service to the community, through residential and social services. There is a move to consider rebranding and I have been approached to be involved in the focus group for this in 2014.

My stepping into Min's role as manager was quite a daunting experience. Her name was synonymous with Waiapu and I faced a formidable challenge in being accepted, not only with the staff but also within the wider community. While many changes have occurred over the past seven years the fundamentals of 'care' have remained. I am humbled to have had the opportunity to work with dedicated people, to have been part of so many people's lives, and to be a involved in the wider Anglican Care (Waiapu Ltd)



Waiapu House - 2011

#### Matrons/managers.

1957-1968	Miss Russell
1968-1971	Mrs. Butcher.
1971-1974	Mrs. Fawcett.
1974-1975	Mrs. Jamieson
1976-1986	Mrs. Joan Kay.
1986- 2007	Mrs. Marion Giblin
2007( current at time of writing)	Mrs. Cheryl Robinson.

#### Chairmen of house Committee

1952-1958	G.H. Roach.
1958-1961	H.P.Kay.
1961`-1971	L.H.Williams.( died in Erebus disaster.)
1980-1981	T. Kraavener & M.J.Foster ( interim)
19681-1987	J.J..Palmer.
1987-1991.	S.Tennet
1991-1998	J.Foster.

#### Anglican Care (WaiapuLtdl)

1998-2008	W.J.Dent.
2008...(current at time of writing)	John Palairt.

#### Secretaries./Treasurers

1949-1963	V.A.Thomson.
1963-1973	Nancy Tanner.
!973-1977	Shirley Ormerod.
1977-1984	Roma Quayle.
1984-1985	E.Phillips.
1985-1987	Lyn Greig.
1987-1998	David Evans.
1998-2005	Julianne Curson.
2000...( current at time of writing)	Ann Hartley,
2004-2012	Neta Ross
2012 (current)	Belinda Lategan

Note: The office of secretary has varied through the years.

The tenure dates of the following are unavailable:

Marjorie Patuko, Maree Winter, Hayley Powell, and Jane Hopkins.

#### Receptionist

1990-1995	Phillipa Chambers.
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Chief Executive Officer: 1998 (current) Derek Morrison.

## THE RIVER OF THE YEARS

*And I was young again,  
Viewing the world with curious excitement.  
I found that I stood at a river's mouth,  
The waters deep and calm, holding  
Unfathomable mysteries in their depths.  
The other bank, far distant, was shrouded in cloud  
Like a charcoal smudge on the horizon.  
And the river was called  
                  'The River of the Years.'*

*And then I walked alongside  
Over hills and dales, through sunshine  
Rain and storm, ever following the river's course  
Which flowed faster with every step I took.  
Along the way, I tasted life to the full.  
I found love and caring, friendship and fun,  
And the bitterness of loss and sadness, safety and danger,  
Misunderstanding and forgiveness  
                  All that it is to be human.*

*And then it seemed, quite suddenly  
The once great river had become a bubbling stream  
Ever smaller, the other bank ever closer,  
Clearer and more inviting.  
I realised that it would soon be but a step  
To cross and walk with my loved ones in the green pasture  
And beside the waters of peace,  
And then I will dwell in the house of the Lord forever  
                  And we will be united again.*