

Te Kahu Pairuri
o Te Tairāwhiti



hospice

Tairāwhiti



ANNUAL REPORT

1 July 2022 – 30 June 2023



CONTENTS

Board of Trustees & Hospice Tairāwhiti Staff	4
From the Chair & General Manager	5
About Us	6
Population Profile	7
The Big Picture	8
Hospice now part of Robbie's 'Choir of Angels'	11
Summary of Financial Position	12
Summary of Financial Performance	13
Statistical Summary	14
Donors, Partners & Sponsors	15

BOARD OF TRUSTEES

Jane Williams (Chair)

David Ure (Deputy Chair)

Glenda Stokes

Tina Swann

Daryl Keast

Nigel Campbell

HOSPICE TAIRĀWHITI STAFF

General Manager

Barbara Grout

Hospice Doctors

Dr Anna Meuli (medical lead)

Dr Laura Gilding

Dr Sarah Callaghan

Dr Robin Briant (locum)

Palliative CNS (hospital liaison)

Joy Cairns

Palliative CNS (aged care liaison)

Jayda Taiepa

Community Hospice Nurses

Elke Saeys (team leader)

Jude Francis

Julie Abrahams

Summer Battisti

Family Support Coordinator

Rochelle Walker

Administration

Nikki Archdale

Tina Rangihuna

Education Coordinator

Clarice Alderdice

Fundraising & PR Coordinator

Kj Danielle

Volunteer Co-ordinator

Jane Kibble

Shop Managers

Brenda Kinder

Carolyn Grandiek (assistant)

Huriana Kereru (assistant)

Hospice Tairāwhiti is supported by

158 volunteers

List as at 30 June 2023

FROM THE CHAIR & GENERAL MANAGER

It is our pleasure to present this year's annual report. In yet another year of extraordinary challenges, we are proud of what Hospice Tairāwhiti has achieved, and the care and services we have provided to the people of Tairāwhiti.

With covid restrictions lifting we were finally able to have our official building opening, almost a year after moving in. A small group of stakeholders, contributors and supporters joined us in a morning of karakia, whaikōrero and waiata, followed by the cutting of the ribbon by the Hon Kiritapu Allan, MP for East Coast, and the sharing of kai. In the afternoon we had an 'open home' where the wider community took the opportunity to look around the building and learn more about the services we provide.

Just as we felt we were emerging from our covid bubble, the challenges for Tairāwhiti were to continue with Cyclone Gabrielle hitting the country in February. For Hospice this resulted in a significant loss of power and water, and a week with no internet or cell connection - but thankfully no physical harm to our staff or property. Unfortunately the same could not be said for some areas of our region and this continues to be a challenge for many. This has created complexities to service delivery, with roads closed, people having to relocate, and financial and emotional struggles for whānau. Through this experience we learnt where our strengths and weaknesses lie in a civil emergency and have been able to address service improvements, however there will always be some circumstances out of our control. We would like to acknowledge and thank the team for their exceptional work during this time.

Demand for our services continues to grow year on year however there was a significant increase in this reporting period. We saw a 17% increase in referrals, an 8% increase in admitted patients, and a 29% increase in average daily case load. The clinical team report they are seeing more complex cases than previously possibly due to pressures on other healthcare services.

This year we provided specialist care to 233 people and their whānau, an increase of 6% on the previous year. Those receiving our services ranged in age from 19 to 100 and 12% resided rurally. One of our goals is for people to be able to die in their place of choice, whether that be home, hospital, or aged care. Of the 141 people who died during the year 84% were able to do so in their place of choice.

The Trust Board and Leadership Team worked together to review our strategic plan, charting the direction of Hospice Tairāwhiti through to 2025. As a result of this work planning has begun on providing new services within our building such as outpatient clinics, carers' education, and day programmes.

Additional funding was received from Te Whatu Ora tagged for nurses' salaries from 1 April 2023. This funding has allowed us to increase our rates to be more competitive with nurses working in a hospital environment, and will hopefully help with recruitment. While appreciated, this does not address the 32% funding deficit reported this year and the rising costs of operational expenses. Hospice Tairāwhiti, like all other hospice services throughout NZ are still reliant upon



Jane Williams



Barbara Grout

donations, grants, and fundraising to cover the cost of core services.

We would like to acknowledge and thank our dedicated volunteer team who support and complement the work done by paid staff. This year this group contributed 16,502 hours of their time, equivalent to eight full time employees. Without our volunteers we simply could not provide our current level of services.

Thank you to our board who donate their time and expertise and have a strong belief in our service.

We are grateful to all those who support us financially or in kind, ensuring that we are able to continue to provide services free of charge to the people of Tairāwhiti. Whether you support by donating, gifting, attending fundraising events, shopping at the Hospice Shop, or some other way, you are all making a difference and we thank you.

Finally, thank you to the entire hospice team for their ongoing commitment and passion for the work we do. The nature of our work can be hard emotionally and we must never forget, or take for granted, that our team are people and feel loss and grief just like everyone else. This year has been particularly challenging for our small team and we would like to acknowledge and honour those who have passed, their whānau, and those who have surrounded and supported them in their grief.

Ehara taku toa I te toa takitahi. He toa takitini - My strength is not as an individual, but as a collective

Jane Williams

Chair

Barbara Grout

General Manager

ABOUT US

SERVICE PROFILE

Hospice Tairāwhiti is a not-for-profit organisation who has been caring for the terminally ill and their families in the Gisborne/ East Coast area since 1980, formerly under the name Gisborne Palliative Care Service. Hospice Tairāwhiti is a member of Hospice NZ.

The service functions as a resource facility, working with existing services in a complementary way, providing the extra support and expertise that is required whether the patient is at home or in hospital.

All services are provided free of charge.

PURPOSE

To ensure that everyone in our community who is dying and their whānau have access to the best possible end of life care and support with our help. Through:

CARE | ADVICE | EDUCATION | ADVOCACY

VISION

To work in partnership with our community to positively support and care for our dying.

VALUES

PATIENTS COME FIRST - every decision we make is based on this belief

CARING - we genuinely care about our people, patients and their families' needs

PROFESSIONAL - in all instances we will act professionally and with compassion

PASSIONATE - we are passionate about the quality of care and services we provide

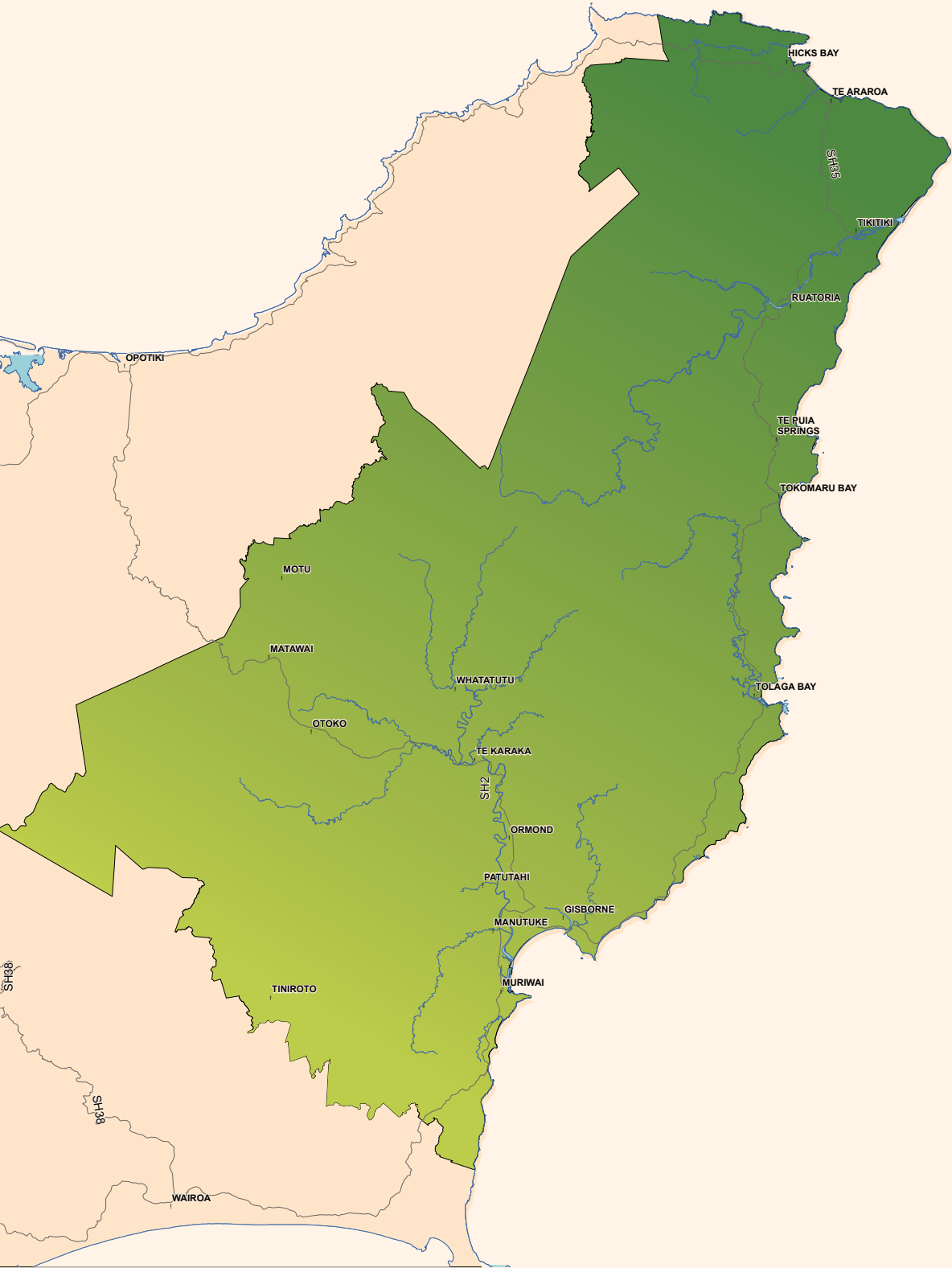
WORKING TOGETHER - we strive to work in partnership with and in our communities

RESPECTFUL - we demonstrate respect in all our dealings with patients and their families, recognising diversity



POPULATION PROFILE

Hospice Tairāwhiti provides palliative care services at no cost across the Te Whatu Ora Tairāwhiti region. It is an area of 8,351 square kilometres and makes up 3 percent of New Zealand’s land area with a population of 47,517. Three quarters of the population live in Turanga-nui-a-kiwa (Gisborne) being the largest population centre and the location of our Administrative centre.



THE BIG PICTURE

233

people and their whānau received care and support from hospice

Hospice provided
45 HOURS
of professional
education sessions
with attendance
numbers of **284**

28%

of people referred had a non-cancer diagnosis, the most common being cardiovascular and respiratory conditions

38%

of people referred identified as Māori

48% of people died at home

27%

in aged residential care

25%

in hospital

7,548

visits made by staff and volunteers to people under our care and their whānau

83%

of people were able to die in their place of choice

88%

of people cared for lived in the city and **12%** rurally

16,502 HOURS
of volunteer time

491

after hours calls were responded to by Hospice nurses

HOSPICE SHOP

TURNING SECOND-HAND GOODS INTO FIRST CLASS CARE



\$297,804
Funds Raised



152,913
Items sold

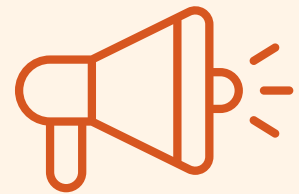
44,185
Customers served



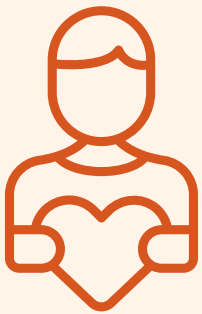
VOLUNTEER SERVICES



13,421
HOURS
Shop &
Fundraising



559
HOURS
Songsters



1,533
HOURS
Hospice Hosts



686
HOURS
Patient
Whanau
Support



303
HOURS
Other



HOSPICE NOW PART OF ROBBIE'S 'CHOIR OF ANGELS'



Robbie Sheriff Photo by The Black Balloon

It wasn't that long ago that Robbie Sheriff learnt that Hospice Tairāwhiti isn't just about helping at the end of a life.

"I was surprised," says the 74-year-old. "I thought they only dealt with people at the end . . . like in the last month of their lives, but now I have realised what an incredible organisation they are. They've joined my choir of angels."

Robbie has motor neurone disease. When he was first diagnosed they wrapped a support team around him that included a physio and social worker, and he was asked if he wanted to be contacted by Hospice. "I thought it was a bit early and would be admitting I hadn't long to go."

But he talked to one of his health care workers and she encouraged him. That set in motion a very special relationship he now has across the organisation – from the nurses to the doctors, the social worker and of course, the volunteers.

"After talking to them I understood that by being proactive, they would understand everything about me as I came through and I began to understand just what Hospice is."

Robbie has no family in Gisborne. He moved to the region after leaving an Auckland job and coming down for the Easter break with the lady who owned the boarding house he was staying in. "I stayed five weeks then went back to get my stuff and came home. I have no intention of leaving. I love the pace, the quiet, the friendliness, and that it can be a modern town in a relaxed way."

He regularly sees members of the Hospice medical team as well as the counsellor and volunteers too.

He has completed a biography with a hospice volunteer, and looks forward to his weekly catchups with the counsellor and patient support volunteer. "The biography was fun but it was hard to remember back 70-odd years," he says. "It was enjoyable to do that."

It was previous hospice nurse who helped him move to Kiri Te Kanawa Village in October.

Hospice has helped him navigate his way, and for that he is very grateful. "They help me get things done. It makes a big difference," says Robbie.

"As things get worse I will have to ask for more from Hospice. They do all sorts of things they don't need to, but do it out of the goodness of their hearts. I do appreciate it," says Robbie. "I may have been reluctant at first, but now they are part of my choir of angels. I am so pleased about that."

SUMMARY OF FINANCIAL POSITION

ASSETS	ACTUAL \$ THIS YEAR	ACTUAL \$ LAST YEAR
Current Assets		
Bank accounts and cash	888,140	1,905,075
Debtors and prepayments	96,526	82,192
Other current assets	1,921,140	620,917
Total Current Assets	2,905,806	2,608,184
Non-Current Assets		
Property, plant and equipment	3,266,746	3,173,033
Investments	20,108	80,265
Total Non-Current Assets	3,286,853	3,253,298
Total Assets	6,012,801	5,861,482

LIABILITIES	ACTUAL \$ THIS YEAR	ACTUAL \$ LAST YEAR
Current Liabilities		
Creditors and accrued expenses	12,952	141,719
Employee costs payable	156,979	143,631
GST	9,928	18,900
Total Current Liabilities	179,859	304,251
Non-Current Liabilities		
Loans	-	80,000
Total Non-Current Liabilities	-	80,000
Total Liabilities	179,859	384,251
Total Assets less Total Liabilities (Net Assets)	6,012,801	5,477,232

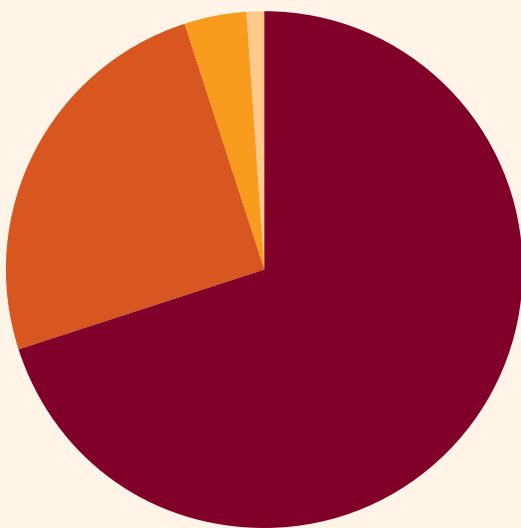
FUNDS	ACTUAL \$ THIS YEAR	ACTUAL \$ LAST YEAR
Accumulated Funds		
Accumulated surpluses (or deficits)	2,178,671	1,792,655
Reserves – Building Fund	3,094,130	3,023,146
Reserves – Operational	740,000	661,431
Total Accumulated Funds	6,012,801	5,477,232

SUMMARY OF FINANCIAL PERFORMANCE

REVENUE	ACTUAL \$ THIS YEAR	ACTUAL \$ LAST YEAR
Donations, fundraising and other similar revenue	492,709	213,269
Revenue from providing goods or services	1,362,810	1,271,827
Interest, dividends and other investment revenue	74,816	15,332
Other revenue	19,666	31,175
Total Revenue	1,950,002	1,531,602

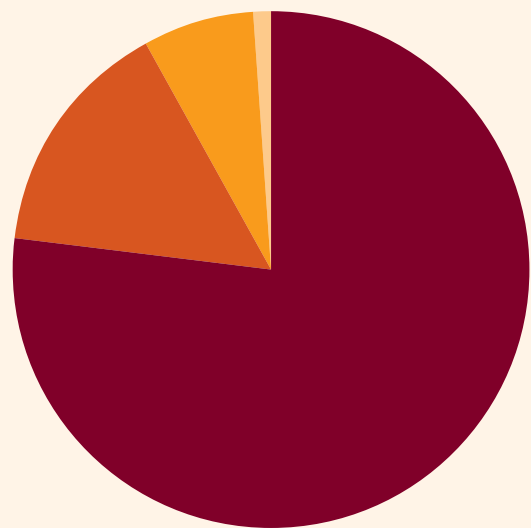
EXPENSES	ACTUAL \$ THIS YEAR	ACTUAL \$ LAST YEAR
Expenses related to public fundraising	13,722	4,009
Volunteer and employee related costs	1,111,613	997,259
Costs related to providing goods or services	220,411	210,895
Other expenses	68,686	63,673
Total Expenses	1,414,433	1,275,836

Surplus/(Deficit) for the Year	535,569	255,767
---------------------------------------	----------------	----------------



ANNUAL INCOME

- 70% Revenue from providing goods or services
- 25% Donations & Fundraising
- 4% Interest Income
- 1% Other Revenue



ANNUAL EXPENDITURE

- 77% Volunteer & Employee related costs
- 15% Costs related to providing goods or services
- 7% Other Expenses
- 1% Costs related to public fundraising

STATISTICAL SUMMARY

	2022 / 2023	2021 / 2022
New Patients	186	172
Diagnosis		
Malignant	58%	72%
Non-Malignant	42%	28%
Ethnicity		
European	58%	56%
Māori	38%	38%
Other	4%	6%
Geographical Distribution		
Gisborne City	88%	87%
East Coast	6%	7%
Western Rural	7%	6%
Total Patients Cared For	233	219
Number of Deaths	154	141
Place of Death		
Home	48%	50%
Hospital	25%	25%
Aged Care Facility	27%	25%
Average Duration of Care Days	99	83
Total Patient/Whānau Contacts	7,548	6,373
Average Daily Caseload	59	49
Total Volunteer Hours	16,502	14,883

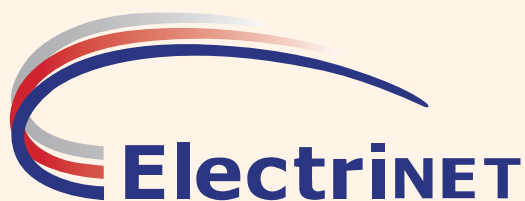
THANK YOU

To the following groups and individuals who made cash grants, donations, and bequests of \$1,000 or more

Lotteries Commission
Mangatawa Beale Williams Memorial
Trust
Sunrise Foundation
C M Laing Trust
Estate of MS Rider
Estate of PM Stewart
Estate of WJ & CE Friar
Farmers Trading Group
Electrinet
Te Wananga O Aotearoa (Art
Exhibition)

Double J Smallwoods
BNI Gisborne
BNI First Light
JN & AJ Faram
Daryl Keast
June Hall
Marla Williams
Tautini Glover
RB McIntyre
Wendy Ledger

PARTNERS & SPONSORS





Get in touch

Hospice Tairāwhiti

c/- Private Bag 7001, Gisborne 4040

P: 06 869 0552 | **F:** 06 869 0566

E: hospice@hospiceTairāwhiti.org.nz

Where to find us

We are on the Te Whatu Ora Tairāwhiti,
Gisborne Hospital grounds,
421 Ormond Road

www.hospiceTairāwhiti.org.nz