

Living Every Moment



hospice

Tairāwhiti



ANNUAL REPORT

1 July 2020 – 30 June 2021



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BOARD OF TRUSTEES

Barry Atkinson (Chair)

Jane Williams (Deputy Chair)

David McLean

Glenda Stokes

Tina Swann

David Ure

June Hall (to Oct 20)

Dr Gillian Hayward (to Oct 20)

HOSPICE TAIRAWHITI STAFF

General Manager	Barbara Grout
Clinical Leader	Dr Moira Cunningham
Hospice Doctors	Dr Anna Meuli Dr Laura Gilding Dr Robin Briant (locum) Dr Sarah Callaghan (locum)
Clinical Nurse Specialist	Joy Cairns
Palliative Nurse Liaison	Linda Hauraki
Community Hospice Nurses	Elke Saeys Jude Francis Julie Abrahams Jayda Taiepa Laura Robertson
Family Support Coordinator	Rochelle Walker
Administration	Kama Laing Nikki Archdale
Education Coordinator	Clarice Alderdice
Funding & PR Coordinator	Vacant
Volunteer Co-ordinator	Jane Kibble
Shop Manger	Brenda Kinder Jacqui Ritchie (assistant)
Hospice Tairawhiti is supported by	180 volunteers

List as at 30 June 2021

FROM THE CHAIR & GENERAL MANAGER

It is our pleasure to present this year's annual report. In a year of uncertainty and challenges, we are proud of what Hospice Tairāwhiti has achieved, and the care and services we have provided to the people of Tairāwhiti. We acknowledge that none of this would have been possible without the tireless work of our staff and volunteers, and the support of the community.

This year we provided high-quality, specialised care to 217 people and their whanau, a number consistent with previous years. Referral numbers are currently stable and we have not yet seen the growth in referrals expected due to the aging population.

In September 2020 we undertook a He Ritenga Assessment with HealthShare on behalf of Hauora Tairāwhiti (DBH) designed to review our organisation's cultural competency. It was a valuable opportunity to self-assess, discuss with our evaluator, and learn from the process. This was followed in February 2021 by a contract audit to determine compliance with our obligations under the terms of our contracts and other relevant legislation and guidelines. 95% of areas audited were assessed as fully attained, while the remaining 5% were partially attained and determined to be low risk. Both of these exercises provided valuable and pleasing feedback for the team, who can all be very proud of the results.

In this covid environment recruiting has become very difficult, resulting in some areas being understaffed for long lengths of time. Our thanks to our team for willingly picking up additional hours and duties when required. While operating in the not for profit space, the ability to compete financially with the private and public sector is becoming increasingly difficult. This coupled with our rurality makes recruiting a real challenge.

Our Charity Auction 'Celebrate Gisborne 2020', postponed due to covid restrictions was finally able to go ahead in April 2021. We were privileged and thankful to be able to hold this event at Te Poho o Rawiri Marae which enabled us to cater for 300 people, our largest event to date. A huge thanks to the organisers, sponsors, contributors, and attendees who made this such an outstanding event, raising \$119,000 for our new build.

Our new build was scheduled to be complete by the end of this reporting year, however construction was impacted by delays in materials due to covid affected supply chains. After five years of planning and fundraising, we are hoping for a November 2021 move in date. We look forward to being able to enhance the services we provide to our community with this additional space. We would like to extend our thanks to Trust Tairāwhiti, New Zealand Community Trust, Eastern & Central Community Trust, John Logan Campbell Residuary Trust, Gisborne Wainui Lions Club, Nigel & Ava Faram, Claire Kizlink, and all those who have contributed financially to the project. It certainly has been a community effort.



Barry Atkinson



Barbara Grout

We would like to acknowledge and thank our dedicated 180 strong volunteer team who support and complement the work done by paid staff. This year this group contributed 16,248 hours of their time, equivalent to almost eight full time employees. Without our volunteers we simply could not provide our current level of services.

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. We say this every year, but it truly is a privilege to be part of such a special team.

Barry Atkinson
Chair

Barbara Grout
General Manager

ABOUT US

SERVICE PROFILE

Hospice Tairawhiti 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 Tairawhiti 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.

PURPOSE

To ensure that everyone in our community who is dying and their whanau 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

All services are provided free of charge.



THE BIG PICTURE

217

people and their whanau received care and support from hospice

Hospice provided
133 HOURS
of professional
education sessions
with attendance
numbers of **773**

30%

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

38%

of people referred identified as Maori

48%

of people died at home

28%

in aged residential care

24%

in hospital

5,984

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

89%

of people were able to die in their place of choice

85%

of people cared for lived in the city and **15%** rurally

16,238 HOURS
of volunteer time

502

after hours calls were responded to by Hospice nurses

SHARED PASSION TO HELP

Hospice is an inter-generational thing in the Meredith household... and it just comes naturally with Mum and daughter Annie and Rosa unknowingly both signed up to help Hospice Tairāwhiti.

Annie says she has always been drawn to supporting people at the end of their lives. "Twenty years ago I thought I might become a funeral director but took a different journey and went down education and just loved teaching," says Annie. "I was quite happy to keep teaching but always had a calling to be of service for end of life."

She helps across the board in Hospice, assisting with the biography service as well as volunteering as patient support. Her 15-year-old daughter Rosa is a youth ambassador for the organisation. "We have a pay it forward day at school and it is an opportunity to go and do some good in the community. A few of us spent the day at the Hospice Shop and it was very cool," says Rosa.

While there she heard about the youth ambassador programme so followed that up . . . the rest is history. As an ambassador, she and other teens help out at events like the Strawberry Festival. "I really enjoy helping and am very happy to be a part of it. It is a great programme for students. Out of the many organisations and charities, Hospice is one I am so glad to be putting my time towards."

She encourages other students to step forward. "This is a chance to give back what you can to the community, so if you

are looking for something to fill that cup, becoming a Hospice youth ambassador is a great opportunity to demonstrate that."

Annie is also an end of life doula and funeral celebrant, something Rosa says has opened her eyes to the importance of end of life care. "It has definitely influenced me to contribute where I can."

For Annie, end of life is "an essential time" of life. "It is about love and connections and Hospice enable people to stay in their own home, provide information and help them. I see real value in being able to volunteer and support Hospice which supports our community. We want compassionate communities that work together to make end of life a time about empowering families with knowledge and resources," she says.

It was while she was studying the Fundamentals of Palliative Care that she decided to help Hospice. She adores working with patients on their biographies. "The biography service is a real gift – I had one family who wrote to thank me for the taonga. To them it was a real treasure. I know the value of capturing stories and if we capture their words before they die those words can last forever. I love hearing the stories."

The two will continue to contribute where they can to Hospice. "Hospice nurses are the jewels in the crown of our community," says Annie. "They are truly terrific people."

Rosa & Annie



STRATEGIC GOAL 1

Offer Valued Hospice & Palliative Care Services

To continuously offer quality palliative care and support services to our community, through coordinated primary care teams and effective community partnerships.

Initiatives and Outcomes

Specialist Support and Advice

Waipuna Hospice in Tauranga provide 24/7 specialist telephone advice to our staff, including peer support and review for clinical staff. This service extends to Waipuna specialists visiting Gisborne annually to deliver palliative care education to hospital staff and general practitioners.

Maori Health Objectives

Our Maori Advisory Group meet quarterly to provide support and advice to management and staff of Hospice Tairāwhiti on tikanga issues and service planning for Māori. 11% of staff and 9% of volunteers identify as Maori as at 30 June 2021.

Community Partnerships

We continue to work closely with GP's, District Nursing Service, Ngati Porou Hauora, and Turanga Health to provide shared care to our patients and whānau.

Aged Residential Care Liaison

Hospice Tairāwhiti works in partnership with ARC staff to promote and support the delivery of effective best practice palliative care for residents. This relationship is strengthened by the dedicated Palliative Care Nurse Liaison (ARC & Rural) who is present in the facilities on a regular basis. 8% of our face to face patient/whānau visits took place in aged residential care facilities.

After Hours Service

Hospice Tairāwhiti provide a 24/7 advice service for patients and whānau. This year nurses received 502 after hours calls.

Stakeholder & Whānau Satisfaction

In our 2020/21 satisfaction surveys, 73% of health professionals rated their overall experience of working with Hospice Tairāwhiti as 5/5 (very good), while 86% of whānau rated the overall care and services received 5/5 (very good).

STRATEGIC GOAL 2

Provide & Coordinate Quality Care Standards and Education

To be the custodian of, and experts in, palliative care standards and education in the community.

Initiatives and Outcomes

Fundamentals of Palliative Care

This year we moved to delivering the Fundamentals training over a two day period, while still running the final individual sessions so attendees could complete the series. Thirty three hours of education was delivered to total of 87 attendees. Forty-one people were able to complete the full series and received their badges this year, making a total of 143 completing the full programme since its inception.

Palliative Care Seminars

Whakatuwhera te Tatau: Opening the Door was a half day seminar presented by Kay Ryan. Eighteen community, hospital and ARC healthcare professionals attended.

Pot Pourri of Palliative Care was presented by Dr Murray Hunt, first to 35 SMOs, House Officers and Registrars and then to 15 community, hospital and ARC healthcare professionals.

Aged Residential Care Education

Two education sessions were delivered on site to Aged Residential Care Facilities with a total of 21 staff attending. The subjects included Te Ara Whakapiri and Pain Management.

Advance Care Planning

Hospice Tairāwhiti's level 3 ACP trained facilitator delivered two level 1A session on behalf of Hauora Tairāwhiti, to 18 participants. In addition, ACP information was presented to community groups including the St Johns Cuppa Club, Aging with Dignity Expo, and Kaupapa Hapori at Ruatoria.

Healthcare Professionals

The Hospice NZ monthly Palliative Care Lecture series remains popular, with a total of 97 people attendees hosted at our facility this year. Sixty-six people attended syringe driver certification training.

We continue to provide regular education to Turanga Health, Ngati Porou Hauora, Gisborne Hospital, NetP programme, and nursing and healthcare courses at EIT.

STRATEGIC GOAL 3

Lead & Resource our Organisation

To lead, develop and sustain our people, our services and our finances.

Initiatives and Outcomes

Staff Training & Education

Hospice Tairawhiti acknowledge the importance of keeping education current and relevant, and encourage staff to take advantage of any educational opportunities that arise. 73% of our clinical staff hold, or are working towards a formal qualification in palliative care. Over the year our 18 staff undertook over 1,743 hours of staff training and personal development.

Hospice Shop

The Hospice Shop continues to exceed our expectations financially, significantly reducing our reliance on grants to cover operational expenses, thanks to the support of the community, including donors, shoppers, and volunteers. This reporting year shop takings made up 34% of our total trading income.

Volunteer Workforce

Our 180 strong volunteer team contributed 16,238 hours this year, equivalent to 7.8 full time employees. While the majority of hours were worked in the shop, significant hours were also spent providing support for patients and whanau, assisting in the office, baking, and general fundraising.

Formal processes are in place to recognise and acknowledge the contribution of volunteers. Recruiting and training is a continual but valuable process.

Facilities Review

Building of our Administration and Day Services building began in June 2020 and was expected to be completed before the end of this reporting year. However delays due to weather and obtaining materials have pushed this date back to later in 2021. We are looking forward to moving into the new facility before the end of 2021.

STRATEGIC GOAL 4

Maximise the Community's Awareness of Hospice

To build awareness of Hospice, our people and our vision for the community.

Initiatives and Outcomes

Hospice Shop

This reporting year the Hospice Shop engaged with 52,853 shoppers. The shop plays an important role in promoting hospice services and events, with an engaged group of volunteers who are wonderful ambassadors for Hospice.

Quarterly Newsletters & Annual Supplement

The supporter's newsletter currently has a circulation of over 900 via mail and email as well as being posted on our website and facebook page. Our Hospice Awareness Week supplement is distributed with the Gisborne Herald who have a readership of approximately 8,500.

Social Media

Social media is one of the most effective ways of connecting with our supporters and sharing information. We continue to learn and build our online presence and are currently active on Facebook, Instagram and LinkedIn.

Fundraising Events

Included this year were the Tree of Remembrance, Strawberry Festival, Long Lunch, a major raffle, hospice week Pop-Up Café, and our charity auction 'Celebrate Gisborne'. All events were well supported and raised both funds and awareness of hospice services.



HOSPICE WHĀNAU HUGE HELP FOR FAMILY

The Rickard family were hit with a double whammy in 2020, losing both Glennis and Prince Rickard within six months of each other.

Glennis was diagnosed with terminal cancer in March 2019, and died in September 2020, with Prince diagnosed with pancreatic cancer in September 2019 and passing in March 2020.

Before her death, Glennis, who had done volunteer work for Hospice Tairāwhiti both in the shop and as an avid baker well known for her peanut brownies and Louise cake, wrote to thank her hospice 'whānau'. "It has been quite an experience to have this feeling of warmth, love, caring and professional care you have bestowed on us both," she wrote. "This is why I have taken the liberty of calling you whānau as we feel you are part of our family. The respect you have shown ourselves and our children has been amazing."

Glennis admitted her journey after being told she had cancer was one of sadness. "But with your help, I have now accepted it as part of life that is dealt out to some of us. Then when Prince was diagnosed it was a huge shock for him. It has not been easy."

However, the visits by Hospice to their home had made things a little easier. Glennis said she had come a long way thanks to the love and support of so many. "This is all I can ask for – just to be able to spend quality time with my children and my beautiful mokopuna and mokopuna tuarua."

Her thoughts are reiterated by her daughter Aileen. "We have no words for what Hospice do – they are always there and just keep on going . . . we as a family are so thankful."

The Whangarei-based woman is the oldest of the three Rickard children, with her younger brothers Frank and Lionel in Whanganui. It was easier for her to make the trip to Gisborne and stay with their parents for three week blocks with the boys giving a week's respite.

"Our parents were pretty independent. It was only towards the end where it was harder but we had a lot of family support."

Both Prince and Glennis (nee Campbell) come from large families, who all rallied around to help where they could. "Dad was very stoic – he just thought 'right, I am going to keep plodding along'."

A farmer for 55 years up and down the coast with the Williams family, Prince, who was 79 when he died, was known across the Tairāwhiti. Glennis, who was 75 when she died, was born in Tokomaru Bay but it was while she was working in Napier that Prince courted her, and finally convinced her to come home to the coast.

It was Glennis who knew Hospice needed to be involved early on. She had lost a granddaughter to cancer and had seen just how valuable the input had been.

"Hospice were just marvellous," said Aileen. "We had to just pick up the phone if there was something we couldn't figure out. Sometimes they would just call by for a chat, but they also had a counsellor who could help or had someone who would accompany us to specialist appointments too. It can be overwhelming, so to have that support means a lot. It is truly an incredible organisation."

It was the wish of both Prince and Glennis that they die at home. "Mum did know a lot of the Hospice people who called by. If it hadn't been for Hospice they would have died in hospital and that's not the best thing for them or our family."

Aileen says as tough as the journey was, it was thankfully not too long. "It was only months, and they spent their lives looking out for us. It was unfortunate it happened during COVID but we aren't the only family who went through that."

Image: Glennis and Prince Rickard
(picture courtesy of Gisborne Herald)

CELEBRATE GISBORNE CHARITY AUCTION TE POHO O RAWIRI MARAE

16 April 2021

Tickets on Sale Now



VENUE:
Te Poho-o-Rawiri Marae
Queen Drive
Gisborne

BOOK TODAY:

Phone: 0212221701

Email: admin@hospicetairawhiti.org.nz

Visit: hospicetairawhiti.org.nz

TICKETS:
\$120 each or
\$1,150 for a Table of Ten



LONG LUNCH THE VINES



SUMMARY OF FINANCIAL POSITION

ASSETS	ACTUAL \$ THIS YEAR	ACTUAL \$ THIS YEAR
Current Assets		
Bank accounts and cash	2,665,930	1,585,529
Debtors and prepayments	89,806	97,529
GST	71,381	2,407
Other current assets	614,968	1,288,476
Total Current Assets	3,442,084	2,973,941
Non-Current Assets		
Property, plant and equipment	2,216,040	536,322
Investments	120,473	120,473
Total Non-Current Assets	656,795	656,795
Total Assets	5,778,597	3,630,736

LIABILITIES	ACTUAL \$ THIS YEAR	ACTUAL \$ THIS YEAR
Current Liabilities		
Creditors and accrued expenses	227,241	218,906
Employee costs payable	129,937	120,285
Unused grants and donations with conditions	-	127,384
Total Current Liabilities	357,178	466,575
Non-Current Liabilities		
Loans	200,000	-
Total Non-Current Liabilities	200,000	-
Total Liabilities	557,178	464,168

Total Assets less Total Liabilities (Net Assets)	5,221,419	3,164,161
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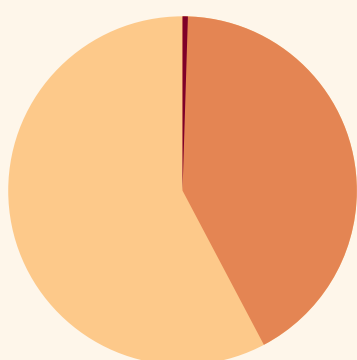
FUNDS	ACTUAL \$ THIS YEAR	ACTUAL \$ THIS YEAR
Accumulated Funds		
Accumulated surpluses (or deficits)	3,964,166	1,710,157
Reserves – Building Fund	1,213,609	1,393,955
Reserves – Work Force Development & New Initiative	43,644	60,049
Total Accumulated Funds	5,221,419	3,164,161

SUMMARY OF OPERATIONAL FINANCIAL PERFORMANCE

REVENUE	ACTUAL \$ THIS YEAR	ACTUAL \$ THIS YEAR
Donations, fundraising and other similar revenue	1,849,659	646,702
Revenue from providing goods or services	1,342,715	1,091,249
Interest, dividends and other investment revenue	23,292	47,504
Other revenue	2,842	115,902
Total Revenue	3,218,507	1,901,357

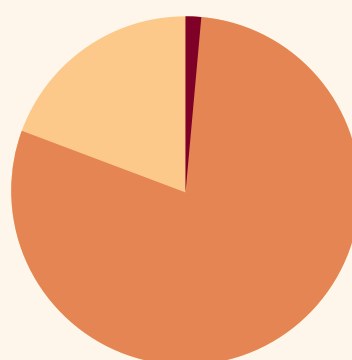
EXPENSES	ACTUAL \$ THIS YEAR	ACTUAL \$ THIS YEAR
Expenses related to public fundraising	74,292	2,654
Volunteer and employee related costs	876,694	820,160
Costs related to providing goods or services	193,447	160,561
Other expenses	16,816	18,839
Total Expenses	1,161,250	1,002,214

Surplus/(Deficit) for the Year	2,057,2528	899,143
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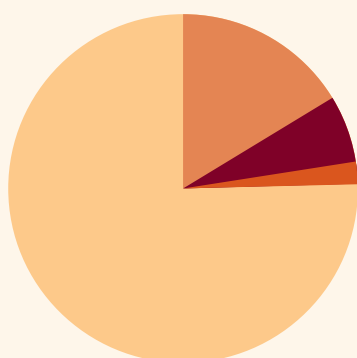
TOTAL INCOME

- 1% Interest Income
- 42% Revenue from providing goods or services
- 57% Donations & Fundraising



INCOME EXCLUDING CAPITAL GRANTS & DONATIONS

- 2% Interest Income
- 79% Revenue from providing goods or services
- 19% Donations & Fundraising



EXPENDITURE

- 6% Costs related to public fundraising
- 17% Costs relating to providing goods or services
- 76% Volunteer & employee related costs
- 1% Other expenses

STATISTICAL SUMMARY

	2020 / 2021	2019 / 2020
New Patients	170	173
Diagnosis		
Malignant	70%	61%
Non-Malignant	30%	39%
Ethnicity		
European	61%	44%
Māori	38%	49%
Other	1%	7%
Geographical Distribution		
Gisborne City	85%	82%
East Coast	8%	10%v
Western Rural	7%	8%
Total Patients Cared For	217	230
Number of Deaths	141	146
Place of Death		
Home	48%	47%
Hospital	24%	24%
Aged Care Facility	28%	29%
Average Duration of Care Days	105	112
Total Patient/Whānau Contacts	5984	6219
Average Daily Caseload	50	51
Total Volunteer Hours	16,238	12,459

DONORS

Thank you to the following groups and individuals who made cash grants, donations, and bequests of over \$1000:

GENERAL

Mangatawa Beale Williams Mem Trust
Sunrise Foundation
C M Laing Trust
Farmers Trading Group
Estate of Margaret Paulson
Estate of R A Borthwick
Estate of Richard Werne
Andrew Harvey
Aratu Forests
Creative Lighting Design
D Dods
Gisborne Wainui Lions Club
JJ Smallwoods Social Club
Property Brokers Gisborne
Te Wananga o Aotearoa
Three Rivers Medical

BUILDING FUND

Trust Tairawhiti
NZ Community Trust
JN & AJ Faram
Claire Kizlink
Brian Hutchinson
BNI Gisborne
June Hall
The She Shed Tour

PARTNERS & SPONSORS





Get in touch

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Where to find us

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