

NEWSLETTER

Spring 2024



A Message from the Chief Executive

Kia ora Hospice Supporters,

I hope this message finds you well. As we move into another financial and reporting year, I want to take a moment to acknowledge the incredible efforts of our hospice staff and volunteers.



Barbara Grout

Our team has faced significant challenges this year, with increased patient numbers and staff shortages. Despite these hurdles, our dedicated staff have continued to provide exceptional care and support to our patients and their whānau. Their resilience, compassion, and commitment are truly commendable, and I am deeply grateful for their hard work.

I also want to extend my heartfelt thanks to our volunteers. Your contributions are invaluable, and your willingness to give your time and energy makes a profound difference in the lives of those we care for. Whether you are providing companionship to patients, assisting with administrative tasks, or supporting our fundraising efforts, your impact is immeasurable.

Thank you to all our supporters for your continued generosity and belief in the work we do. Your support enables us to provide the best possible care to our patients and their families. Together, we are making a difference.

Ngā mihi nui,

Barbara

Alliances Bring Strength to the Regions

A team environment allows diverse perspectives and increases success at finding solutions and so it is for Hospice Tairāwhiti who believe there is much to be gained for the wider Tairāwhiti community through the sector network alliances.



Tairāwhiti is part of the newly renamed Te Manawa Taki Region, which includes Taranaki, Waikato, Taupo, Rotorua, Whakatane, and Tauranga, and was formerly known as the Midland region. This means that Hospice Tairāwhiti works strategically with other hospices in all areas of operation to share experiences, ideas and to work on equitable access across the region and hopefully the motu.

Dr Anna Meuli, doctor and medical lead at Hospice Tairāwhiti is excited that work has started on a new clinical alliance. "It's early days of bringing everyone together," she says. "As a small hospice we can draw on the experience from larger ones and palliative care specialists. It's good to learn about what is happening in other regions as to whether we are seeing the same trends and changes, and if there are ways other services adapted to respond to increasing pressure."

Hospice Tairāwhiti chief executive Barbara Grout has previously been involved with leadership alliances through Hospice New Zealand. She's happy to be part of the Te Manawa Taki alliance and work more regionally. "Hospice services all have the same goal of providing high quality palliative care, but every region works differently and has different challenges. Those differences and challenges bring a wide range of knowledge to the room that we can all learn from."

Barbara is quick to point out that while all were part of alliances across Aotearoa New Zealand, each operated as an individual hospice. "We continue to be our own organisation, we deliver our services in a way that suits our community, all money raised here stays here. With this alliance we won't lose our independence but with all the changes in the health system, the alliance gives us the ability to speak with one voice." There is strength in numbers and working together with others in the sector alliance means a win for all.



MITRE 10

- With us all the way

Our annual Mitre 10 Gisborne raffle is back. Mitre 10 Gisborne is donating a Masport 4 Burner BBQ and accessories worth \$1,349.00.

The raffle starts on 1 November and is drawn on the 11 December – just in time to kick start your summer off. There's plenty of time to be in to win and support Hospice Tairāwhiti at the same time.

Tickets are \$5.00 each and can be purchased from Mitre 10, Hospice Tairāwhiti Office and Shop, Pharmacy 53 and online at www.hospicetairawhiti.org.nz



A Personal Journey of Support

There are various ways to support Hospice Tairāwhiti, as one of our supporters, Claire Kizlink, knows well. Claire has been involved with Hospice contributing in multiple ways: donating goods to the Hospice Shop, dedicating the proceeds from her art exhibitions, and making a significant contribution to the Hospice Building Fund.

Claire's motivation to support Hospice Tairāwhiti stems from her personal experiences with loss. Having been widowed twice, she has faced the pain of losing loved ones. "Watching the end-of-life approach for someone you hold dear is one of the most challenging experiences anyone can face," she shares.

Reflecting on her life in England, Claire recalls how her husband, despite battling colon cancer, continued to train racehorses in the UK until his final days in the hospital in 1975. "Witnessing his strength and determination in the face of illness left a profound mark on me," Claire says.

Claire's involvement with the Defence Medical Rehabilitation Centre (DMRC) in England further deepened her understanding of the importance of support. Established during World War II, the DMRC cared for service men who were severely injured or burned. Claire notes, "Meeting those brave individuals and sharing a simple cup of tea or a glass of beer made me appreciate the incredible work done to support those in need."

Claire believes in the importance of remembering the hospice movement's origins in England and the immense good it has done in offering a helping hand to those facing end-of-life situations. "Hospice provides care and support to patients and their families, reducing stress for caregivers who often feel overwhelmed by their responsibilities," she explains.

Her personal journey of caregiving continued with her late husband, who passed away in Monaco in 2017 at the age of 99. "The last few years were very hard for him, with various health issues. Though mentally sharp, he suffered physically, and we were fortunate to have a little help during those times. He wanted to die at home and he did." "Seeing firsthand the support Hospice Tairāwhiti provides to our community inspired me to help them."



Claire Kizlink

Navigating Approaches for Care Options

Hospice cares for all people who have a life-limiting illness. A life-limiting illness could be cancer or end-stage heart, lung, or renal disease, motor neurone disease, multiple sclerosis, HIV/AIDS, or other medical conditions for which there is no cure.

"It's not so much the diagnosis that determines Hospice's involvement but the patient's palliative care needs," says community hospice nurse team leader Elke Saeys. "Our focus of treatment is on symptom control, comfort, and quality of life rather than cure. We care for people with specialist palliative care needs that can't be met by their regular primary care health provider like GPs, rest homes, or other care facilities."

Navigating a serious illness such as cancer can be overwhelming, and understanding the different types of care available is crucial for patients and their families. Two key approaches in healthcare are treatment of the illness and treatment of symptoms, each with its distinct focus and objectives. While curative care aims to diagnose, treat, and manage illness, often with the goal of curing or prolonging life, hospice care does not aim for control of the disease or illness but focusses on the comfort and quality of life of the patient. Understanding the differences between these two types of care can help individuals make informed decisions about their healthcare journey and ensure that they receive the appropriate support tailored to their needs.

Hospice nurses act as care coordinators and are in regular contact with patients and families to monitor their needs. Whether it be personal cares or support services for the family, nurses ensure the appropriate people are involved. "Our palliative care team works in partnership with the patient's wider healthcare team, family, hospital, and community organisations to ensure the best possible pain and symptom management," says Elke.

By recognising the unique goals and approaches of both curative care and hospice care, patients and their loved ones can better understand their options and choose the path that aligns with their values and healthcare goals.

Another impactful way to support Hospice is through bequests. By including Hospice Tairāwhiti in your will, you can leave a lasting legacy that will benefit future generations. This thoughtful gesture ensures that your values of aroha and care live on, providing support for individuals and families in our community during some of their most challenging times.



Steve King

Spotlight on Supporters

Coffee that Cares Locally

Steve King's journey into the world of coffee began with something as simple as a cup of coffee. Today, he is the owner of Far East Coffee Co and a partner at Mr Clifton's cafe. Steve first got involved in the industry during New Zealand's 'second wave of coffee' in 1996. "I happened to get involved in really progressive coffee companies, and that's how I got into the coffee industry 28 years ago," he recalls. "It was a time of innovation and excitement."

In 2012, Steve and his partner relocated to Gisborne after spending 12 years in the wholesale coffee industry in Wellington and Hamilton. They were attracted by the idea of raising their children in Gisborne. Eighteen months later Steve and Jo soon identified a gap in the local market for quality coffee. Far East Coffee Co was born, starting with coffee roasting, and evolving into a multi-faceted business that includes sales of roasted organic beans through home delivery, the Farmers Market, and online platforms, as well as a café.

"We've always been really community-focused, wanting to provide what our community wants," says Steve. "We aim to be a local supplier for our region, and the team at Far East Coffee Co has been able to achieve this. We have an awesome customer base of loyal customers that we're really appreciative of."

One example of being community-focused is the way Steve gives back to the community by supporting Hospice Tairāwhiti. Every year in May, he provides a coffee machine, beans, and support for their Pop-Up Café. "Hospices are amazing organisations that help people and their families in the most difficult times," says Steve. "My mum received a lot of support from Hospice Waikato, and as a family, we've seen the benefits of what hospice does for people."

Steve emphasises the importance of supporting those who support you. "We're really fortunate to be able to support Hospice Tairāwhiti because of the incredible work they do for our community," he shares. "While we may not always be able to contribute financially, we can give in other ways and that's really important to us as it's the kaupapa of our business."

Enhancing Services Through Volunteer Training



Clarice & Jane

Hospice knows that its 147 volunteers are one of the reasons that patient care consistently rates high in Hospice's annual family satisfaction survey. Recognising their invaluable contributions, Hospice invests significantly in the ongoing training and education of its volunteers.

Jane Kibble, Hospice volunteer coordinator, emphasises the importance of providing relevant training and support. "Hospice provides opportunities to up-skill, educate, and enrich the lives of our volunteers. People who feel listened to, valued, healthy, and supported make great volunteers, and great volunteers enhance Hospice services," says Jane.

Clarice Alderdice, education coordinator for Hospice, works with Jane to develop and facilitate four annual training sessions for patient-facing volunteers after completing a two-day induction programme. These in-service training sessions last 1.5 hours, including a morning tea break, allowing volunteers to interact, debrief, and support one another.

As well as patient-facing roles volunteers work in various other roles within hospice, including the Hospice Shop, patient and family support, biography service, volunteer services support, fundraising, songsters' group, bakers and youth ambassador programme.

Volunteer training begins with a mandatory induction session where they learn about Hospice, the community, confidentiality, and health and safety. After completing the induction volunteers transition into their roles with the opportunity to participate in ongoing quarterly training and education sessions tailored to enhance and support their duties.

Over the past year, training sessions have covered diverse topics such as communication, customer service, respiratory issues, advance care planning, cultural awareness and tikanga, safety, self-care, loss and grief, privacy, lifting and moving patients, infection control, and maintaining professional boundaries.

In addition to workshops led by Hospice staff, external facilitators from community groups have conducted training sessions on subjects on staying safe, managing difficulties in retail, dementia, Motor Neurone Disease, and death care options.

Clarice highlights the integral role of volunteers in the Hospice team. "Our volunteers are an essential part of our team. Providing training and education opportunities for them enhances the care they provide for our patients and, hopefully, makes volunteering for Hospice Tairāwhiti more rewarding," she states.

Hospice's commitment to volunteer training ensures that its volunteers are well-prepared and supported, enhancing the quality of care provided to patients and their families. This ongoing investment in volunteers not only benefits the community but also strengthens the overall mission of Hospice Tairāwhiti.

Hospice Shop Moves Forward

It's countdown until the Hospice Shop open its doors at the new location at the Gladstone Road/Peel Street corner.

It's been a busy six months refurbishing the new premises with Hospice staff, volunteers and local tradies working hard to get the new location ready.

"The new premises has had extensive internal renovations, including, painting, flooring, lighting, security and data systems, and our landlord undertook additional earthquake strengthening," says Hospice Tairāwhiti chief executive Barbara Grout. "We've worked with GDC regarding compliance and negotiating a short-term car park to drop off donated goods to the shop."

It is hoped the new main street location will not only generate an increase in donations and sales, raising essential funds to keep hospice services free in Tairāwhiti, but will also make Hospice more visible to the community. With such a prominent location it can only increase awareness of Hospice and provide further opportunities to inform the community on what Hospice does and how people can get involved.

After a brief close-down period the Hospice Shop is reopening at its new location early in September.



Hospice Shop renovations

Transform Lives Through Giving

Are you passionate about making a meaningful impact on the lives of others? Consider leaving a legacy that echoes your values and compassion. At Hospice Tairāwhiti, we invite you to be a part of something extraordinary—a legacy of care that extends beyond a lifetime.

In New Zealand, September marks Wills Month, an annual reminder to create or update this essential record of your wishes for when you die. Having an up-to-date will gives you peace of mind, ensuring that you have made the best plans possible for the people and causes you care about. It makes it easier for your family and friends to do the right thing when the time comes.

Did you know that including Hospice Tairāwhiti in your will is just as easy as providing for your loved ones? Your bequest can be as much or as little as you want; it can be a one-off gift or an enduring one. Your generosity will support patients, families, and whānau in our community by ensuring they receive free palliative care services.

If you'd like to find out more about leaving something that will live on after you, contact your lawyer or consider contributing to the Hospice Tairāwhiti Special Interest Endowment Fund through the Sunrise Foundation. <https://www.sunrisefoundation.org.nz/assets/Special-Interest-Funds/SI-Posters-new-format/TSF-Hospice-Format-2017-Web.pdf>.

Wills Month is a great reminder of the importance of having a will and updating it regularly. We would love for you to consider including a gift in your will to Hospice Tairāwhiti and leave a lasting impact on our community.



Getting to Know About Hospice

Is your organisation interested in finding out about Hospice Tairāwhiti?

- » What's Hospice and what's it about?
- » What services does Hospice provide?
- » Why are Hospice services free to people in our community?
- » How does Hospice partner with others in our community?

If you and your staff are interested in hearing more about Hospice, contact KJ on 027 254 3671 or email kj@hospicetairawhiti.org.nz

KJ is the marketing and fundraising coordinator for Hospice Tairāwhiti and has been involved in Tairāwhiti organisations in both operational and strategic leadership roles. She says, "I love working alongside our community to help make a difference to individuals and their whānau where living every moment is the focus."



Get in touch

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

www.hospicetairawhiti.org.nz