

Te Kahu Pairuri
o Te Tairāwhiti



hospice

Tairāwhiti



ANNUAL REPORT

1 July 2023 – 30 June 2024



CONTENTS

- Board of Trustees & Hospice Tairāwhiti Staff 4
- From the Chair & Chief Executive..... 5
- About Us 6
- Population Profile 7
- The Big Picture 8
- Manny's Journey Home..... 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)

Tina Swann

Daryl Keast

Nigel Campbell

HOSPICE TAIRĀWHITI STAFF

Chief Executive

Barbara Grout

Hospice Doctors

Dr Anna Meuli (medical lead)

Dr Laura Gilding

Dr Sarah Callaghan

Dr Liza Fairbairn

Dr Robin Briant (locum)

Palliative CNS Liaison (hospital)

Joy Cairns

Palliative Nurse Liaison (aged care)

Summer Battisti

Community Hospice Nurses

Elke Saeys (team leader)

Julie Abrahams

Clare Aitcheson

Marina Robertson

Jude Francis

Family Support Coordinator

Vacant

Administration

Robin Gardner

Lizzy Ngatai-Hawtin

Nikki Archdale

Education Coordinator

Clarice Alderdice

Fundraising & PR Coordinator

Kj Danielle

Volunteer Co-ordinator

Jane Kibble

Shop Managers

Brenda Kinder

Carolyn Grandiek (assistant)

Scarlet Conquest-Mengel (assistant)

Hospice Tairāwhiti is supported by

150 volunteers

List as at 30 June 2024

FROM THE CHAIR & CHIEF EXECUTIVE

It is our pleasure to present the 2023-24 Annual report for Hospice Tairāwhiti. As we reflect on the past year we are grateful for the support and dedication of our community, staff and volunteers. This report is a testament to the collective efforts that have enabled us to provide compassionate care and support to our patients and their whānau during some of the most challenging times of their lives.

After several years of disruption due to COVID-19 and extreme weather events, it has been a relief to experience a more settled period. However, we continue to feel the lingering effects of these challenges. Attracting and retaining nurses has become a significant issue for us, with nursing roles proving difficult to fill. This is largely due to the well-documented exodus of New Zealand nurses and the inability of our hospice, along with others, to compete with Te Whatu Ora in terms of salaries. We appreciate and acknowledge that our nursing team has been understaffed for an extended period, yet they continue to provide exceptional quality care. This affects all the team and the Board have acknowledged the sustained difficulties the staff face.

Demand for our service continues to grow, with this reporting period showing a notable 13% increase in referrals and a 9% rise in admitted patients. This year we provided specialist care to 263 individuals and their whānau, a 13% increase from the previous year. Our patients ranged in age from 19 to 100, with 16% residing in rural areas. 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 162 people who died during the year 89% were able to do so in their place of choice.

Funding from Health NZ covered 77% of the cost to provide our contracted services, requiring us to raise the remaining amount through fundraising and donations. Our Hospice Shop has been critical in bridging this gap and is vital for the continuation of our service. We are grateful to Michael and Anne Muir, our landlords for the past 10 years, however, with the sale of the building, it became time for us to move on. We have secured a prime location on Gladstone Road and look forward to opening in September 2024. Along with raising much needed funds, this new site will increase Hospice's visibility and provide an opportunity to further educate the public about our service.

In March 2024 the 'Te Manawa Taki Regional Hospice Alliance' was established. The alliance which includes Tairāwhiti, Whakatane, Taupo, Rotorua, Tauranga, Waikato, and Taranaki work strategically to share experiences and ideas, and to promote equitable access across the region. We are already seeing benefits from this collaboration. As a collective we face some of the toughest regional inequities and whilst change is difficult, it is important to recognise whether the way we are providing our service is truly equitable and sustainable going forward. To remain in a silo is not feasible for us as a service.

We would like acknowledge and thank our dedicated volunteer team, whose support and efforts complement the work of our paid staff. This year, our volunteers contributed an impressive 17,540 hours, equivalent to 8.5 full-time employees. Without their invaluable assistance, we simply could not maintain our current level of services.

Thank you to our board members for the generous donation



Jane Williams



Barbara Grout

of their time and expertise, and their unwavering belief in hospice which underpins our whole service. Thanks also to Dr Anna Meuli who in her role as clinical advisor to the board, plays a key role in bridging the gap between clinical expertise and organisational strategy, ensuring that decisions are well-informed and aligned with best practices in hospice care.

The board would like to acknowledge our CE Barbara Grout who has worked within our Hospice for 30 years. Barbara's steady strong presence is not to be underestimated, and her knowledge of the hospice organisation is greatly valued.

Thank you to all the hospice staff for their ongoing commitment and passion for the work we do. Hospice is defined by its people; without their dedication and compassion, our service simply wouldn't exist.

Thank you to everyone who supports us financially or in kind, enabling us to continue providing free services to the people of Tairāwhiti. We are very cognisant of the 'gift of giving' in these challenging times. Whether you contribute through donations, gifts, attending fundraising events, shopping at the Hospice Shop, or in other ways, you are making a significant difference. Let us not forget we are an essential service for everyone facing a life limiting illness, ensuring that those in need receive compassionate care and support during challenging times. Your generosity helps us maintain our commitment to the community, and together, we can continue to make a positive impact on the lives of many.

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

Chief Executive

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

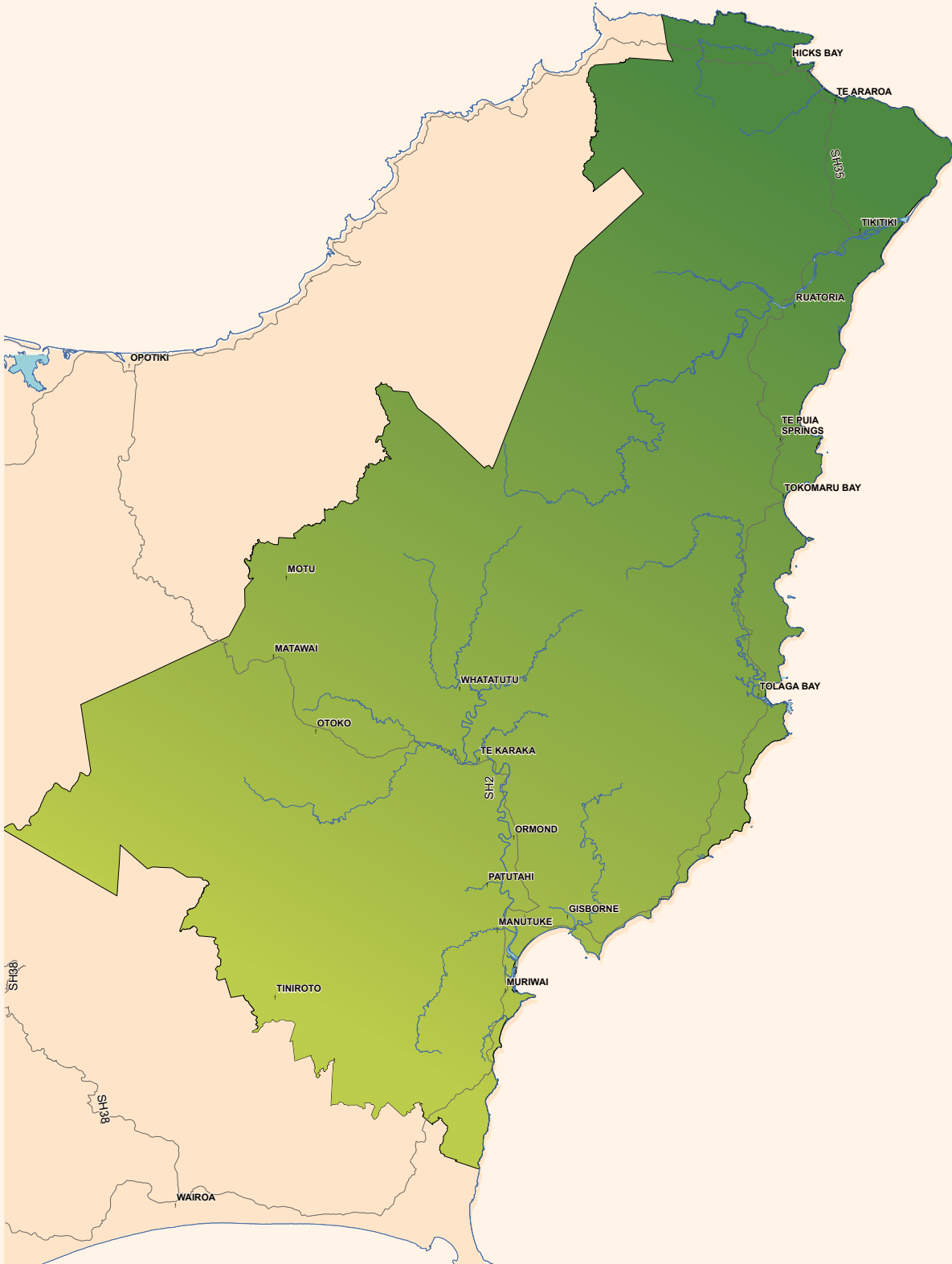
WORKING TOGETHER - we strive to work in partnership with and in our communities

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

263

people and their whānau received care and support from hospice

Hospice provided **93.5 HOURS** of professional education sessions with attendance numbers of **430**

35%

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

47%

of people referred identified as Māori

54% of people died at home

27%

in aged residential care

19%

in hospital

7,537

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

84%

of people cared for lived in the city and **16%** rurally

17,540 HOURS of volunteer time

534

after hours calls were responded to by Hospice nurses

HOSPICE SHOP

TURNING SECOND-HAND GOODS INTO FIRST CLASS CARE



\$316,275
Funds Raised



45,544
Customers served



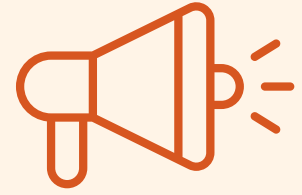
134,188
Items sold



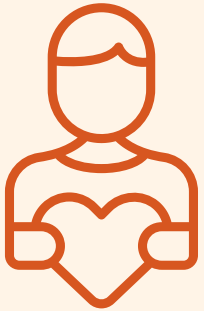
VOLUNTEER SERVICES



13,781
HOURS
Shop &
Fundraising



746
HOURS
Songsters



2,145
HOURS
Hospice Hosts



599
HOURS
Patient
Whanau
Support



269
HOURS
Other



MANNY'S JOURNEY HOME

Manny Kipa's whānau still speak of the much respected koro, husband, dad and mentor in the present tense.

"He's definitely still with us," says wife Kim Whaanga Kipa.

They were together 38 years and have ridden the roller coaster that life often delivers, but theirs is truly a story of love, understanding and betterment.

Manny was diagnosed with stage four lung cancer in April 2022 and passed March 5, 2023. The whānau run the Mauria te Pono Trust – an organisation that is run under a by whānau for whānau kaupapa to support people and their family recovering from alcohol and drug addiction. It was founded 14 years ago in the Manawatu after Manny and Kim couldn't find the right services to help their own whānau.

"Everything was so focused on the individual and as Māori we couldn't find where whānau fitted in," says Kim.

"Manny is absolutely a beautiful soul. He was the youngest of 22. He saw a lot as a child and ended up in addiction at an early age, but it all formed part of our journey to here."

Manny and Kim have now been clean for 30-odd years. They met in Wellington and by Kim's admission have learnt a lot along their addiction journey.

"Manny used to work on the railways. He was a hard worker, charismatic, cheeky and mischief."

Between them they have seven children, including three together, and 21 mokopuna. Their daughters Ngatoia Maumahara and moko Oriwia work in the trust with Kim and run the rangatahi (youth) programme.

"It was one thing to give up alcohol and drugs but the next part was to learn how to live without it and be a whānau again."

Getting clean ignited Manny's interest and passion for his whakapapa which became a central part to their existence.

The couple moved back to Tairāwhiti seven years ago to continue their work and build their papakāinga on Māori land where they have four houses for themselves and their wider whānau. It is an alcohol, drug and violence free environment. Kim hails from Tairāwhiti while Manny's whakapapa is in the Ngati Raukawa ki te Tonga, Rangitane Foxton region. Their life in Tairāwhiti ticked all those very special whānau boxes and going back to the land was one of them.

But everything came to a grinding halt when Manny was diagnosed with cancer in April 2022.

"I remember the night so clearly," says Kim. "He was really sore and achy and just felt off. He eventually agreed for me to call the doctor who suggested we go to A and E to get checked. By then the pain was excruciating for him."

There were lots of tests, welcome pain relief and then the news he would have to stay overnight.

"The next morning the bomb hit us. The scarring they found on his lung was cancer. We sat there like stunned mullets. There were more tests to be done and a six week wait until we were told he had stage four lung cancer. It was advanced, so treatment options were limited."

Within a week their children started coming home and the whānau were introduced to Hospice Tairāwhiti to help Manny with pain management. "We didn't understand the language so asked many questions. There was a lot to take in and Manny was whakama or shy."

He didn't want chemotherapy or radiation and sought rongoā – a holistic Māori healing approach that included everything from massage to karakia and medicine.

"Manny didn't want us to think of him as dying. He didn't want us to focus on or give power to the cancer, rather into his journey back to his ancestors and whānau."

Every day his plan was to stay present. "He wanted to clear the way and encouraged us not to carry stuff into the following day. He wanted to make memories and to sing him home. Our daughter Maumahara and moko Oriwia both have the most beautiful voices. Manny set the stage."



Music was in Manny's DNA – he would hear it and start dancing, moving, singing and whistling. "It was a big part of his being."

Manny left tangi instructions and continually reminded the whānau to celebrate life. "Everything was thought of," said Kim. "Thank goodness for our recovery basis which helped us to prepare for this journey. Every day became special and he asked never to be left alone."

Their extended whānau, including their Kaupapa whānau oranga recovery whānau, came together to celebrate and walk beside him and the whānau on this special journey home. All the while Hospice Tairāwhiti were there to support. "As Māori we do things a little differently and going to Hospice can be scary. There is no turning back."

Small things made all the difference to the whānau – a cup of tea and kai. "It was about accepting that things were moving to the next stage. Hospice were on my speed dial and it was so good to know they were there. They would talk to us or come and check on Manny – I so appreciated that."

Hospice ensured Manny had all he needed – from medication to a bed and mattresses, chairs and anything else to make him comfortable. "They were fantastic and helped ease so much of the questions we had when walking in this unknown territory."

In November 2022 he had to concede and have radiation when a tumour on his spine grew so large he could hardly walk. "He was gutted and I don't think he was the same after that."

Two days before he passed he could hear a baby crying, the next day our moko Maioha was born early, he got to see him and waved out to him.

"We knew as a whānau that they had already met. On the day of his passing Manny kept wanting us to take him to the window where he would stand briefly and look out."

He would call out to Kim and squeeze her hand tightly before the whānau returned him to bed.

"We believe he was getting the karanga from his ancestors and that it was time. Manny had always wanted our youngest daughter Maumahara to get her moko kauae done."

As Manny lay in his bed he held her hand while it was done with Kim sitting on the other side holding her other hand until it was finished.

"Within minutes of Maumahara sitting up, he stopped breathing. His job was complete," says Kim. "He had a special love for all of his mokopuna as he knew they would take him into the future."

Mauria te Pono trust continues in his spirit, continuing to do the good work he so dearly wanted and dedicated his life too.

SUMMARY OF FINANCIAL POSITION

ASSETS	ACTUAL \$ THIS YEAR	ACTUAL \$ LAST YEAR
Current Assets		
Bank accounts and cash	1,074,823	888,140
Debtors and prepayments	214,498	96,526
Other current assets	2,015,000	1,921,140
Total Current Assets	3,304,321	2,905,806
Non-Current Assets		
Property, plant and equipment	3,235,543	3,266,746
Investments	-	20,108
Total Non-Current Assets	3,235,543	3,286,853
Total Assets	6,539,864	6,192,659

LIABILITIES	ACTUAL \$ THIS YEAR	ACTUAL \$ LAST YEAR
Current Liabilities		
Creditors and accrued expenses	33,252	12,952
Employee costs payable	154,199	156,979
GST	31,993	9,928
Total Current Liabilities	219,445	179,859
Non-Current Liabilities		
Loans	-	-
Total Non-Current Liabilities	-	-
Total Liabilities	219,445	179,859
Total Assets less Total Liabilities (Net Assets)	6,320,420	6,012,801

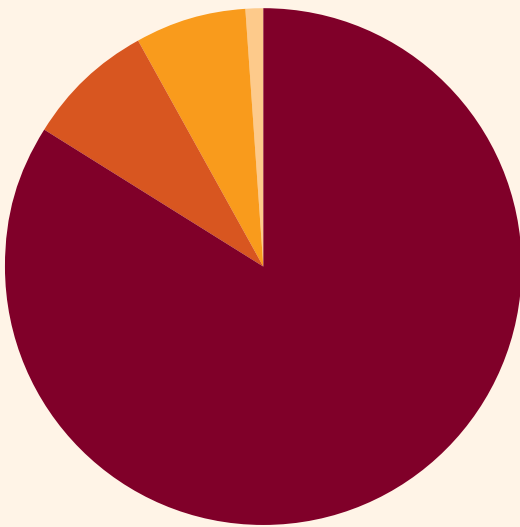
FUNDS	ACTUAL \$ THIS YEAR	ACTUAL \$ LAST YEAR
Accumulated Funds		
Accumulated surpluses (or deficits)	2,440,457	2,178,671
Discretionary Reserves	3,879,963	3,834,130
Total Accumulated Funds	6,320,420	6,012,801

SUMMARY OF FINANCIAL PERFORMANCE

REVENUE	ACTUAL \$ THIS YEAR	ACTUAL \$ LAST YEAR
Donations, fundraising and other similar revenue	131,366	492,709
Revenue from providing goods or services	1,528,526	1,362,810
Interest, dividends and other investment revenue	151,315	74,816
Other revenue	17,253	19,666
Total Revenue	1,828,460	1,950,002

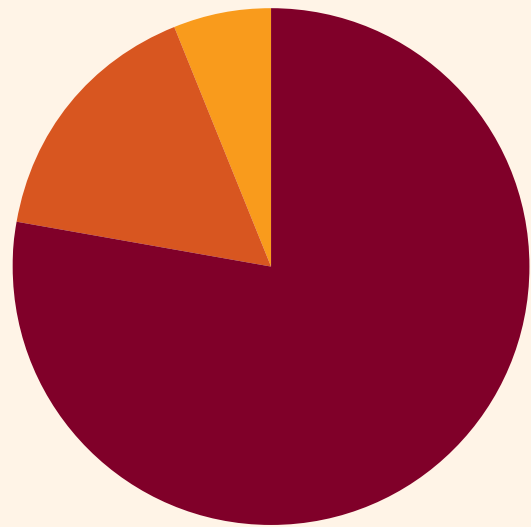
EXPENSES	ACTUAL \$ THIS YEAR	ACTUAL \$ LAST YEAR
Expenses related to public fundraising	3,232	13,722
Volunteer and employee related costs	1,179,051	1,111,613
Costs related to providing goods or services	250,282	220,411
Other expenses	88,277	68,686
Total Expenses	1,520,842	1,414,433

Surplus/(Deficit) for the Year	307,619	535,569
---------------------------------------	----------------	----------------



ANNUAL INCOME

- **84%** Revenue from providing goods or services
- **8%** Interest Income
- **7%** Donations & Fundraising
- **1%** Other Revenue



ANNUAL EXPENDITURE

- **78%** Volunteer & Employee related costs
- **16%** Costs related to providing goods or services
- **6%** Other Expenses

STATISTICAL SUMMARY

	2023 / 2024	2022 / 2023
New Patients	202	186
Diagnosis		
Malignant	65%	58%
Non-Malignant	35%	42%
Ethnicity		
European	51%	58%
Māori	47%	38%
Other	2%	4%
Geographical Distribution		
Gisborne City	84%	88%
East Coast	9%	6%
Western Rural	7%	7%
Total Patients Cared For	263	233
Number of Deaths	162	154
Place of Death		
Home	54%	48%
Hospital	19%	25%
Aged Care Facility	27%	27%
Average Duration of Care Days	113	99
Total Patient/Whānau Contacts	7,537	7,548
Average Daily Caseload	61	59
Total Volunteer Hours	17,540	16,502



THANK YOU

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

**Mangatawa Beale Williams
Memorial Trust**

Sunrise Foundation

C M Laing Trust

J & T Hickey Charitable Trust

Estate E S V Hair

Farmers Trading Company

Westpac Gisborne

Fulton Hogan

Three Rivers Medical

Diedrie Twigley

Jan Steele

Matt Hodges

Craig Robinson

June Hall

Daryl Keast

Heather Robertson

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