

# NEWSLETTER

Summer 2024

## A Message from the Chief Executive

Welcome to our final newsletter for 2024!

A big thank you to the team for compiling a fantastic collection of articles that showcase the latest happenings at our hospice over the past few months.

Ongoing education for our staff is crucial to ensure we deliver the highest quality care to our community.

This year, we were lucky to be able to send four of our team members to the Hospice NZ Conference. In this publication, you can catch a glimpse of what they learned.

We've had several staff changes over the past few months. We're thrilled to welcome three new members to our team. At the same time, we're sad to say goodbye to Clarice, who has been with us for nearly 10 years. Her dedication and contributions will be greatly missed.

Our nursing team were thrilled to receive a new car this year, thanks to the incredible generosity of our long-term supporters, Bill and Margie Thorpe. You can read their inspiring story about why they choose to support Hospice Tairāwhiti on page 1.

As we head into the festive season, we know that Christmas can be a tough time for those who have lost loved ones. It's a time filled with mixed emotions, and we want you to know that you're not alone. Our hospice community is here to support you through it all. Please reach out if you need us.

Looking ahead to the new year, let's continue to make a difference together. Whether it's volunteering your time, supporting our events, donating, or spreading the word about hospice, every little bit helps.

On behalf of the Hospice team, I wish you all moments of peace, comfort and joy this holiday season.

Ngā mihi nui,

**Barbara**



Barbara Grout

## Community Support – Heartfelt Giving

**Bill and Margaret Thorpe believe that much of their long-term business success is due to the opportunities provided by the Tairāwhiti region.**

The district and the people have been so supportive and loyal that on reaching retirement Bill and Margaret asked themselves “How can we give back?”

This reflection led them to establish a named endowment fund through the Sunrise Foundation, benefiting both Eastwoodhill Arboretum and Hospice Tairāwhiti. They decided to split their donation between these two organisations, each of which holds real significance for them.

Their choice to support Hospice Tairāwhiti was deeply personal, shaped by their wider family's experiences with hospice care. Margaret recalls how her mother became a supporter and volunteer of hospice 30 years ago, when palliative care was still a relatively new concept in New Zealand. Since then, hospice services have left a lasting impression in supporting other family members. “I saw how hospice made it easier for close family,” Margaret shares. “Just knowing that support was there brought immense comfort.”

Bill also reflects on the exceptional care provided by Hospice Tairāwhiti to his mother, Joyce. “The nurses are remarkable,” he says. “I've heard many others praise the support they've received from Hospice, and universally, the experiences have been outstanding. Given that Hospice operates as a charity that doesn't charge and relies heavily on fundraising, it inspired us to help. If the cost of Hospice's services were to fall on taxpayers, it would undoubtedly be significant.”

Motivated to contribute directly, the Thorpes approached Hospice Tairāwhiti to ask how they could further help. Following discussions with a board member and the chief executive, Hospice identified several capital items essential for maintaining their free palliative care services. Bill and Margaret selected a specific item to fund.

Their recent donation enabled the purchase of a safe and reliable vehicle, ensuring clinical staff can confidently navigate the district's roads while delivering essential patient care. Bill and Margaret see their donation to Hospice as a meaningful way to express their gratitude. “It's our way of saying thank you to both our community and to Hospice for the incredible care they provide.”



Margaret and Bill

We wish you a wonderful festive season and a happy new year.

Thank you for all your support.

# Local Giving for Local Needs

## Ma te Rohe Mo te Rohe

**Happy 10th birthday to the Sunrise Foundation! To mark this special milestone, the team at Hospice Tairāwhiti joined in the celebrations during Sunrise Week in November.**

Hospice's celebration included dressing up in orange, enjoying a shared orange-themed lunch, a collection round for Sunrise, and even an impromptu fashion show. It was a fun way to thank Sunrise for 10 years of supporting our community.

Sunrise Foundation is a local foundation where all donations and bequests are invested in endowment funds in perpetuity (forever). Sunrise is committed to driving transformational change across our region by empowering our community to support causes that resonate with their values and needs. One of the many ways this is possible is through special interest funds, such as the Hospice Tairāwhiti fund.

This fund supports Hospice Tairāwhiti in its mission to provide palliative care for those with life-limiting conditions. Hospice helps individuals make the most of their lives, ensuring they can live every moment in ways that matter most to them and their whānau.

Palliative care services throughout New Zealand rely heavily on the generosity of grants and donations. It is the support of the local community that enables Hospice Tairāwhiti to continue offering their services free of charge to those who need them.

When you give to the Hospice Tairāwhiti special interest fund at Sunrise, you are not only supporting vital care but also showing compassion for those navigating some of life's most challenging moments.



Happy faces at the Sunrise birthday

Your support is invaluable. Together, we can ensure Hospice Tairāwhiti continues to bring comfort, dignity, and care to those who need it most.

To learn more or make a donation, visit:  
<https://www.sunrisefoundation.org.nz/our-funds/special-interest-endowment-funds/hospice-tairawhiti>

Thank you Sunrise Foundation, for your support of Hospice Tairāwhiti and our community!



Marina Robertson

## Coastal Connections

**Hospice Tairāwhiti community health nurse, Marina Robertson focuses on rural communities, travelling up the coast monthly to provide palliative care to patients.**

A key part of her role involves collaborating closely with rural health nurses in Matakaoa, Tāwhiti, Tiki Tiki, Ruatorea, Tokomaru Bay, Te Araroa, and Uawa. Marina emphasises, "The rural nurses play a vital role in the well-being of coastal communities, and Hospice is committed to ensure the palliative care services it offers support the kaupapa of healthcare on the coast."

Recognising the importance of seamless, continuous palliative care for these communities, Marina and her colleagues are collaborating with rural health providers to strengthen communication to enhance patient-centred care. To support this, the team is exploring regular hui and developing processes. "We're all striving toward the same goal: delivering the best care possible. Achieving this requires understanding the factors influencing healthcare on the coast, identifying what works best for patients and their whānau, and ensuring the resources are in place to support these services," Marina explains.



## Donating makes a difference

**The Hospice Shop has officially opened its doors at a brand-new location, and the community support has been incredible.**

To make donating even easier, Hospice is now offering pickup services for small household items, clothing, and other goods bagged or boxed for collection. Pickups are available every Tuesday and Thursday morning within city limits.

If you have high-quality items but can't make it into town, no problem—just give Hospice a call 863 1071 to schedule a pickup. Every donation helps make a meaningful impact on the lives of those in our hospice community.

## Coming & Going

**It's been a busy month with people coming and goings, so we thought we'd fill you in on what's been happening!**

We farewelled Clarice Alderdice, our education coordinator, in November. Clarice has been with us almost 10 years. "It is with mixed emotions that I am resigning from my position at Hospice Tairāwhiti, says Clarice. "I have thoroughly enjoyed my time with this awesome organisation and have gained so much, both personally and professionally. But you have not seen the last of me. As I plan to join the ranks of the volunteers."

**On the same day we said haere rā to Clarice, we said haere mai to others.**

**Jen Clarke** is a Gisborne local and a busy mum to two young girls who keep her busy when she's not supporting patients and their whānau. Jen just stepped into her new role as Family Support Coordinator and is excited to get out into the community, connecting with those accessing hospice services. Coming from Oncology at Gisborne Hospital she draws on her experience of the challenges patients face — like navigating treatments, appointments, and dealing with the emotional toll. "Working in palliative care has been a long-time dream for me," says Jen. "My placement with Hospice as a social worker student in 2022 confirmed for me that this is exactly where I'm meant to be."

Some of you might already know **Jemma Torrie** — she's a Gisborne local, born and raised. Jemma studied for her Bachelor of Nursing in both Auckland and Gisborne, and she's been here ever since. Jemma spent eight years working at Gisborne Hospital completing a Postgraduate Certificate in Health Science along the way. Jemma says, "I feel privileged to be joining the Hospice Tairāwhiti team to support our community and look forward to further study in palliative care."

**Fathima Muhammed Sha** was born and raised in southern India, where she completed her nursing studies in 2013. Reflecting on her career, Fathima shares, "I have experience in medical-surgical nursing and women's health, working as a registered nurse in both India and the UAE across inpatient and outpatient settings." In 2024, she relocated to New Zealand and joined the Hospice Tairāwhiti team as a community hospice nurse.

**Henarata Pishief and Rosa Meredith** once again joined Hospice's Summer Student Programme at the Hospice Shop. This initiative supports local youth pursuing tertiary education by offering valuable work experience and helping them develop employment skills for their future careers. Rosa says, "I have been involved with Hospice for many years and they have supported my family through the passing of my Nana. I am super proud to be working here and helping such an important organisation." And Henarata adds "I've always loved going op shopping and so it's been an amazing experience seeing how it works on the other side. It's been even more fulfilling doing this at the Hospice Shop, since I volunteered for Hospice throughout high school."



Clarice

Rosa and Henarata



Jemma Torrie, Jen Clarke and Fathima Muhammed Sha

## Cultural Capability



Lizzy Ngatai-Hawtin

**At Hospice Tairāwhiti, around 50% of those referred are Māori, reflecting the region's strong cultural identity. Hospice is dedicated to enhancing its services for Māori patients and their whānau by building cultural capability, ensuring Māori feel supported and confident to exercise mana motuhake in their healthcare. An aspect of this cultural capability is growing staff's confidence, safety and space to deliver their area of service cohesively with whānau Māori partnership for the best possible outcome.**

An increasing number of patients wish to spend their final days at home. However, for Māori, there are often limited resources and support available for whānau who are new to this situation. Since the launch of Mauri Mate, the Māori palliative care framework for Aotearoa, in 2020, it has become

an invaluable resource for hospice staff nationally and Hospice Tairāwhiti has an additional resource to draw on.

Lizzy Ngatai-Hawtin, recently rejoining Hospice in a dual role of Office Administrator and Māori Liaison, will play a key role in strengthening the cultural capability of the team. "At a recent hui of hospice kaimahi across Aotearoa, it was emphasised that the need for patients and whānau to either reconnect with their culture or to move forward in their palliative journey guided by Tikanga as the pou tokomanawa/guiding principles becomes more important as people reach the end of their lives," says Lizzy.

With a high Māori population across Tairāwhiti, Lizzy believes Hospice will not be exempt from these challenges. "It's exciting to have a strong network of kaimahi across Aotearoa who have faced these challenges and who are a resource we can draw on," says Lizzy. "Hospice Tairāwhiti is in a good position to develop an intentional practice that gives us the best possible chance of establishing a strong foundation of information and support for whānau Māori to access."

Feedback from hospices with a dedicated Māori role, was that not only do patients and their whānau find comfort in this specific area of support, but that staff also feel supported and more confident in their service delivery to Māori patients.

# Strengthening Partnerships – Enhancing Care

“It’s timely and relevant to Hospice Tairāwhiti,” say clinical team members Dr. Anna Meuli, Joy Cairns, and Elke Saeys, reflecting on their recent attendance at the Hospice New Zealand Palliative Care Conference in Wellington. The trio found the event inspiring, as it showcased the passionate work being done in palliative care across New Zealand and globally, while addressing shared challenges faced by hospices nationwide.

Dr. Anna Meuli, Hospice Tairāwhiti’s doctor, highlighted the practicality of the information shared. “The discussions around clinical management, referral processes, service development, and collaboration with other providers, like St John Ambulance, are directly applicable to our hospice. We can adapt these insights to benefit our local community.”

Elke Saeys, Team Leader and Community Hospice Nurse, emphasised the importance of partnerships. “The conference reinforced the value of working collaboratively with other community providers. With increasing pressure on healthcare services across New Zealand, it’s clear that partnerships are key to ensuring palliative care remains equitable and sustainable. For Hospice Tairāwhiti, this means continuing to initiate local connections to provide the best care possible for our community.”

The growing demand for palliative care, paired with limited funding, underscored the need for innovation. “Most hospices are focusing on ways to provide more equitable services for patients,” explained Joy Cairns, Clinical Nurse Specialist. “This often involves reducing inpatient capacity and increase in-home support, which aligns with the needs of our community.”

All three team members agree: “Our goal at Hospice Tairāwhiti is to deliver the best service possible within the resources we have. Strengthening community partnerships is essential to creating care that meets patients’ needs and improves equitable access to palliative care.”

The team looks forward to an upcoming clinical planning day, where they will focus on further developing clinical tools and approaches for Hospice’s community.



Dr Anna Meuli, Elke Saeys and Joy Cairns

# Learning, Connecting, Growing

Jen Clarke, Family Support Coordinator for Hospice Tairāwhiti, was the recipient of a Freemasons Hospice Charitable Trust Scholarship, enabling her to attend the 2024 Hospice New Zealand National Palliative Care Conference. The scholarship covered her registration costs and contributed to travel and accommodation, providing an invaluable opportunity for professional development.

Having transitioned from an adult healthcare service, Jen found the conference insightful, especially the sessions focusing on young people and children with life-limiting illnesses. “The presentations on working with children and whānau were transformative,” says Jen. “It encouraged me to shift my perspective to consider the whole person. For example, teenage boys with a life-limiting illness have the same needs as any other teenage boy—they deserve to experience life fully, just like everyone else.”

Jen plans to apply these learnings to strengthen her practice. “I’ll be building connections with those who care for children and young adults, gathering resources, and continue to explore evidence-based research. This will help me when I work with children and young people at Hospice, ensuring their needs—and those of their whānau—are met with care and understanding.”

Reflecting on the conference’s overarching theme, Jen emphasised the importance of a patient and whānau-led approach to hospice care. “Whānau and patients are the biggest part of the system but often have the smallest voice,” she says. This approach aligns with Hospice Tairāwhiti’s commitment to delivering holistic care that prioritises the voices of those they care for.



## Thank You

Donations, grants & bequests (\$1000 or over) for the period 1 December 2023 – 30 November 2024

**Hospice Tairāwhiti thanks the following individuals and organisations for their support this year:**

- » JC Steele
- » Bill and Margaret Thorpe
- » Fulton Hogan
- » CA Robinson
- » Farmers Trading Group
- » June Hall
- » Daryl Keast
- » Three Rivers Medical
- » Mr & Mrs Groves
- » Caledonian Society
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- » Sue Peard
- » John Logan
- » C M Laing Trust
- » J & T Hickey Charitable Trust
- » Mangatawa Beale Williams Memorial Trust
- » Freedom Riders Motorcycle Club

## Get in touch

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