

Te Kahu Pairuri
o Te Tairāwhiti



hospice

Tairāwhiti



ANNUAL REPORT

1 July 2024 – 30 June 2025



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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 (locum)

Dr Robin Briant (locum)

Palliative CNS (hospital liaison)

Joy Cairns

Palliative Nurse Liaison (aged care)

Summer Battisti

Community Hospice Nurses

Elke Saeys (team leader)

Julie Abrahams

Clare Aitcheson

Jemma Torrie

Carolyn Bradshaw

Tiara Grayndler-Hollis

Jude Francis (casual)

Family Support Coordinator

Jen Clarke

Administration

Robin Gardner

Lizzy Ngatai-Hawtin

Nikki Archdale

Fundraising & Marketing Coordinator

Kj Danielle

Volunteer Co-ordinator

Jane Kibble

Shop Managers

Brenda Kinder

Carolyn Grandiek (assistant)

Scarlet Conquest-Mengel (assistant)

Hospice Tairāwhiti is supported by

157 volunteers

List as at 30 June 2025

FROM THE CHAIR & CHIEF EXECUTIVE

Welcome to our Annual Report for the year ended 30 June 2025. Each year, this report offers us a moment to pause, reflect on the year gone by, and express our heartfelt gratitude to everyone who supports Hospice Tairāwhiti. It is also an opportunity to acknowledge the incredible people - our staff, volunteers, and the wider Tairāwhiti community - who make everything we do possible.

This past year has brought growth, challenges, and many moments of deep appreciation. We provided care and support to 270 people and their whānau across the district. Patient numbers continue to rise, and cases are becoming more complex. Nearly half of our patients (46%) were with us for 30 days or less. This growing trend places significant demands on our clinical team, who must respond swiftly and compassionately in often intense and complex situations. Each referral requires several hours of assessment before any face-to-face care can begin, highlighting the depth of preparation and commitment involved in delivering timely, high-quality support. Through it all, our staff have delivered exceptional care, and we are deeply grateful for their dedication.

In September 2024, we relocated our Hospice Shop to bright new premises on a prominent corner site in the CBD. The new location has raised our profile and helped more people understand the work we do. The shop remains a cornerstone of our fundraising efforts. We are immensely thankful to the managers and volunteers who keep it running so smoothly, as well as to the many donors and shoppers whose generosity makes its success possible. Together, you embody the community spirit that sustains us.

Thanks to the generosity of our wider community, we raised \$825,000 through local grants, events, donations, and shop sales. A standout moment was our corporate charity auction, which raised an incredible \$80,000. This was a clear sign of the strong support for hospice care in our region, especially meaningful given that we are just one of many deserving charities competing for the community's generosity.

We continue to strengthen partnerships with rural healthcare providers, aged care facilities, and community organisations to ensure care is delivered wherever it's needed. Our palliative education programmes have built capability and confidence across the wider health workforce, helping more people receive high-quality end-of-life care. As providing inpatient care at our hospice is financially unfeasible, these partnerships are vital. We do not deliver palliative care in isolation – these strong partnerships ensure people can access the support they need and have genuine choice about where they spend their final days. Looking ahead, and with a strong focus on reducing barriers related to rurality and ethnicity, we are committed to extending our presence in rural Tairāwhiti. We want to ensure every community in our region can access the support they need.

Supporting our staff is central to our kaupapa. Beyond salaries, we have increased investment in staff wellbeing to ensure our team feels valued and supported in the face of the emotional and physical demands of hospice work. Looking after our people is vital to keeping our service strong and sustainable.

Collaboration is a key part of how we work. Working in an alliance with other hospices in the Te Manawa Taki region,



Jane Williams



Barbara Grout

we share experiences and ideas, explore new models of care, identify opportunities for cost savings, and run joint initiatives in education and professional development. While each hospice retains its independence, these collaborations strengthen our teams, improve outcomes for patients and whānau, and allow us to support each other collegially, something especially valuable for small teams like ours.

Like all hospices across Aotearoa, we are facing increasing financial pressure. The cost of providing care has risen significantly, while funding has not kept pace. This widening gap places even more pressure on the community to help bridge the shortfall, highlighting our ongoing reliance on local support. Chronic underfunding in the wider health system underscores the urgent need for a nationwide review of hospice funding. A fair, sustainable model is essential to ensure that everyone, no matter where they live, can access high-quality end-of-life care.

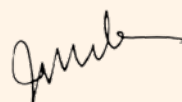
To our staff and volunteers - thank you for your compassion, resilience, and unwavering commitment. To our supporters, donors, and partners - thank you for standing with us. Your belief in our kaupapa sustains and inspires us every day. To our board and advisors - your volunteer time, sage wisdom, and practical experience across all walks of life make our work immeasurably easier. We are deeply grateful.

Together, we are strengthening a sustainable hospice service that continues to reflect the values and needs of our region.

“He aha te mea nui o te ao? He tāngata, he tāngata, he tāngata.”

What is the most important thing in the world? It is people, it is people, it is people.

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

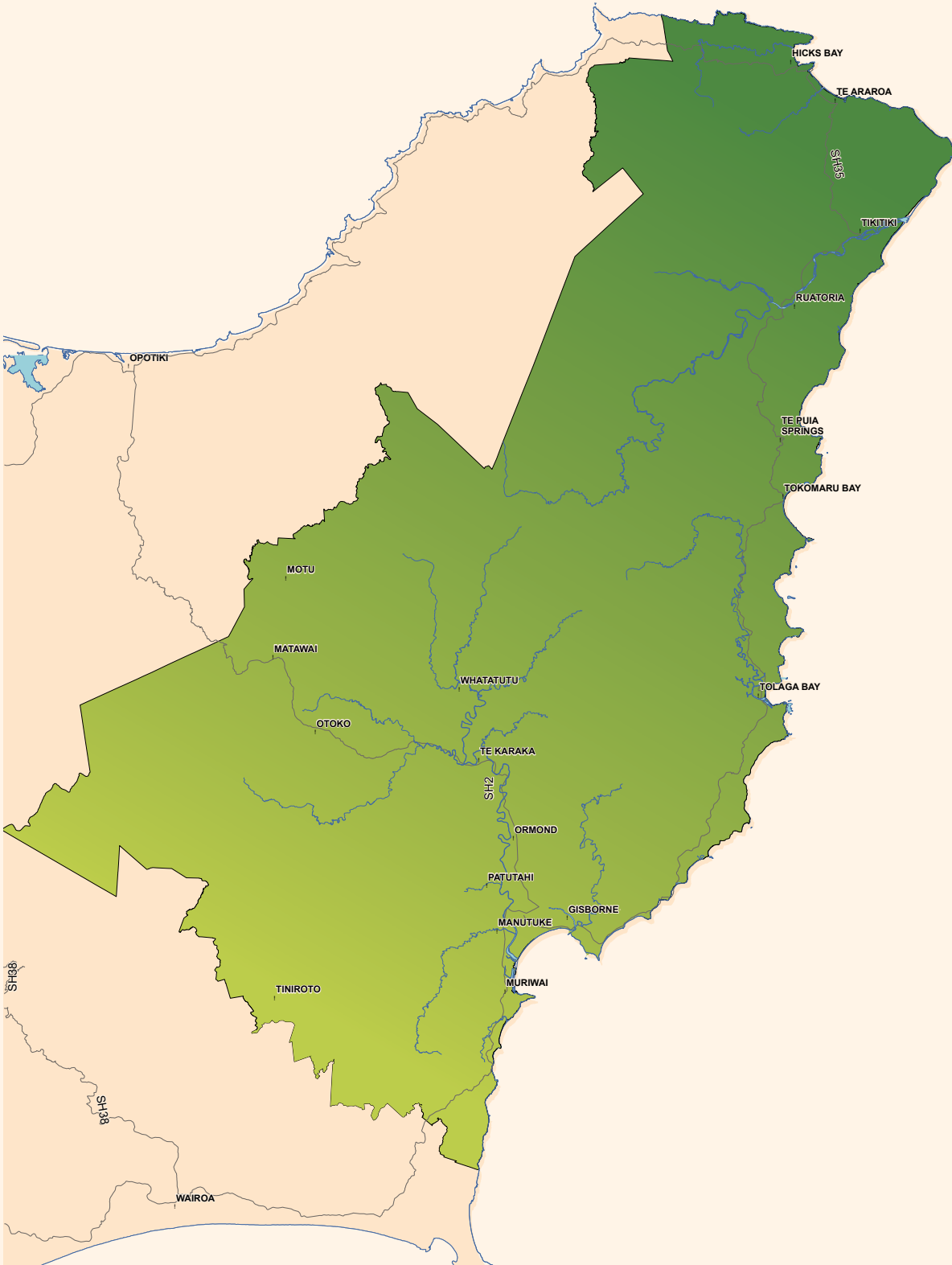
WORKING TOGETHER - we strive to work in partnership with and in our communities

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 approximately 51,500. 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

270

people and their whānau received care and support from hospice

Hospice provided **66 HOURS** of professional education sessions with attendance numbers of **378**

43%

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

39%

of people referred identified as Māori

43% of people died at home

27%

in aged residential care

30%

in hospital

8,194

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

82%

of people were able to die in their place of choice

84%

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

17,805 HOURS of volunteer time

463

after hours calls were responded to by Hospice nurses

1,500 hours of professional development completed by staff

HOSPICE SHOP

TURNING SECOND-HAND GOODS INTO FIRST CLASS CARE



\$279,207

Funds Raised (net)



39,445

Customers served



110,059

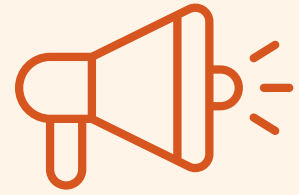
Items sold



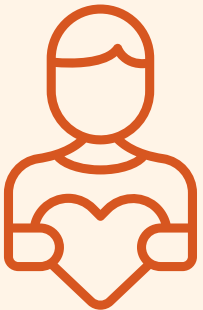
VOLUNTEER SERVICES



13,894
HOURS
Shop &
Fundraising



796
HOURS
Songsters



1,848
HOURS
Hospice Hosts



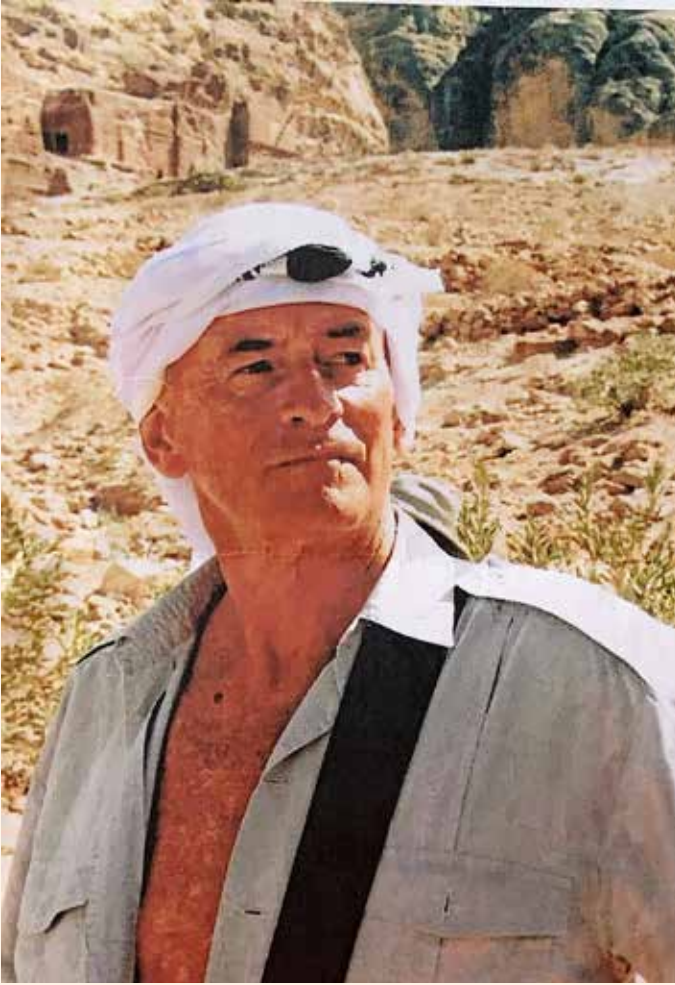
403
HOURS
Patient
Whanau
Support



507
HOURS
Other



MACLEAN'S 'ANGELS' BRING COMFORT TO ALL



Norman Maclean thought the Hospice Tairāwhiti doctors, nurses and support staff who visited him were angels.

"They had a peaceful aura or presence about them that made everyone feel assured and relaxed," said Norman's brother-in-law Robert Hunter.

Their association with Hospice was six rather short weeks. Norman's colourful and very full life meant he had layers of connections right across the community. He was an artist, director, writer, teacher and marriage celebrant who made everyone feel they had his undivided attention. While in hospital he would chat to the nurses and before long knew their life stories and would always share a kind word accompanied by a smile that comfortably rose from his mouth to his eyes.

His sister Coralie Hunter was 12 years his junior and adored her older brother. Norman had gone overseas in October (2023) to see old mates but was forced to come home early because he was in a lot of pain. He died on December 1.

"He knew he was terminal before he left but hadn't told us the bowel cancer was back," says Coralie. "He said he had up to a year but we later discovered that was what his doctor had told him in June. He wanted to go back overseas to tidy up a few loose ends and visit Spain, where he hadn't been before."

It was fitting it was Doctor Sarah Callaghan who he was under with Hospice as she is the sister of his great friend Maria Jefferson. "Hospice were just fantastic," says Coralie. "They helped with pain control and took any fear away – not that Norman was worried but the family were. It's nice they work just as much with the family as they do with the patient."

Coralie felt comforted she could call on a nurse for support or information when she needed it. "They'd be here so quickly to help."

She also attended a Hospice organised talk for caregivers and says it was hugely beneficial. Norman was very family orientated and enjoyed having the comfort of those close to him including his brother Gavin, and nieces Amanda and Lucy, during his last days.

Coralie and Robert's daughter Lucy was very close with Norman and has inherited a lot of his love for art and drama.

"Hospice carefully and gently explained what was happening, the steps and what we could expect to see. They just knew exactly what to do and how to treat the grieving family."

Robert says the Hospice team had formed a real rapport with Norman and the family. "It really struck me how they preserve the dignity of the patient."

Even when he was unwell, he welcomed his friends into his home to talk about everything and anything. "He loved to talk," says Coralie.

He died at home – just as he wanted – surrounded by friends and family.

Norman – he hated Norm, but tolerated it, says Coralie – was born in the Rangitikei town of Marton but spent most of his life in Gisborne. He taught secondary school here for 45 years. Theatre was another a passion and he directed 24 productions for Unity Theatre where he also performed, helped with sets and props, and anything else that needed doing. He also directed for Musical Theatre Gisborne and many high school shows too.

He adored his travel and loved to share his tales and observations, particularly around Greek and Roman history, with many who hung on to his every word. He inspired people to delve into the world of art, literature and history and is surely remembered as one of Tairāwhiti's great influencers – long before being an influencer was even a thing.



MAGICAL MOMENTS CHARITY AUCTION AND DINNER AT BUSHMERE ARMS, 21 MARCH 2025

After a four-year hiatus, we were delighted to relaunch our flagship corporate event - the Magical Moments Charity Dinner and Auction.

Thanks to the extraordinary generosity of our sponsors, contributors, and all who attended, we raised \$80,000 to support the ongoing delivery of high-quality, community-based hospice services across the Tairāwhiti district.

In addition to raising vital funds, the event also helped raise awareness of our services and the importance of sustainable funding for hospice care in our region.

We gratefully acknowledge and thank event organiser Lisa Sherritt, and the following contributors whose support made this event, and its impact possible."



MAIN SUPPORTING SPONSORS



COMFORTING SPONSORS

Coates Associates
Eastland Generation
Fergus Rural
Bronwyn Kay

Sam Gavin - ABC
Designer Builders
Blue House
Computing

CARING SPONSORS

Williams Brothers
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Solutions

Logic Forest
Solutions
Nolans
Emerre & Hathaway
Twisted Citrus

Craigs Investment
Partners
Gisborne Holding
Stonehaven
Gisborne Financial
Advisors

THANKS TO OUR AUCTION DONORS

All Blacks	Holly Tong (Sun People Co)	Portside Hotel
Anna & Ben Roberts	Ingrid Starnes	Poverty Bay Golf Club
Aratu Forests	Izzy Dagg	R&V
Beauty Depot	Jacinda Cole & Tim Smith	Rehette & Deon Stoltz
Bike Rail	James & Pepi	Rere Community
Black Fig	Bolton-Riley	Ro & Eddie Palmer (Te Aratipi)
BMS	Jane & Dan Griffin	Robin Briant
Boydie Te Nahu	Jane and Jeremy Williams	Robyn Tomlinson
Bronwyn Kay	Kate & Matt Long	Rocket Lab
Bushmere Arms	Kate Harris	Sarah & Henry Dods
Business Applications	Katie & Hadley Charteris	Sara Briant (Skin Aware)
Cate King	Krissy Macintosh	Sarah & Simon Higgs (Motu Trails)
Claire Kizlink	Kohe & Jared Gillies	Sina Mikaio
Cordis Hotel	Koko Boutique	The Barrett Brothers
Crawford Road Kitchen	Lisa & Tom Sherratt	The Beauty Depot
Dan & Jan Griffin	Lucy & Bill Reynolds	The Dome
Dana Kirkpatrick	Mahanga Maru (Air Ruatoria)	Therese Anders
David Kirk	Maria Gobie	The Workshop
Eastwoodhill Arboretum	Marie Holden	Tony Field Jewellers
Endemic World	Martins	Trevor Anders
Fenns	Matawhero Cellar	Turihaua Angus
First Light Frozen	Michelle Hawea	TW Wines
Fran Gibson	Mitre 10	Unichem Bramwells Pharmacy
Friends of Rere	Neat Meat Store	Vela family
Guthrie Bowron	Oura Day Spa	White Ferns
Harawira Pearless	Ovation	
Hello Petal	Pip & Johnny Williams	

MATARIKI REMEMBRANCE

This year we thoughtfully aligned our annual remembrance service with Matariki, honouring the star Pōhutukawa, which represents those who have passed.

In the lead-up to the event, we invited our community to take part in a meaningful activity - gathering together to weave flax stars of remembrance. These handcrafted stars, each carrying

personal memories and reflections, were displayed in our hospice shop, and later incorporated into the service, creating a deeply symbolic and heartfelt tribute. The integration of Matariki traditions brought a rich cultural dimension to our remembrance, fostering connection, healing, and shared remembrance across our community.



SUMMARY OF FINANCIAL POSITION

ASSETS	ACTUAL \$ THIS YEAR	ACTUAL \$ LAST YEAR
Current Assets		
Bank accounts and cash	537,363	1,074,823
Debtors and prepayments	108,824	214,498
Other current assets	2,850,000	2,015,000
Total Current Assets	3,496,187	3,304,321
Non-Current Assets		
Property, plant and equipment	3,332,642	3,235,543
Investments	-	-
Total Non-Current Assets	3,332,642	3,235,543
Total Assets	6,828,830	6,539,864

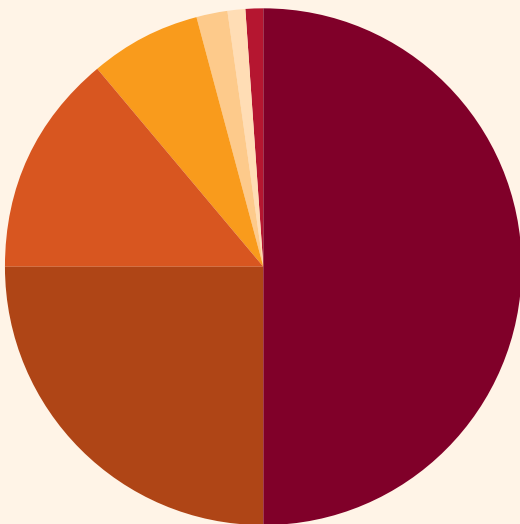
LIABILITIES	ACTUAL \$ THIS YEAR	ACTUAL \$ LAST YEAR
Current Liabilities		
Creditors and accrued expenses	33,082	33,252
Employee costs payable	198,689	154,199
GST	31,115	31,993
Total Current Liabilities	262,887	219,445
Total Liabilities	262,887	219,445
Total Assets less Total Liabilities (Net Assets)	6,565,943	6,320,420

FUNDS	ACTUAL \$ THIS YEAR	ACTUAL \$ LAST YEAR
Accumulated Funds		
Accumulated surpluses (or deficits)	2,685,980	2,440,457
Discretionary Reserves	3,879,963	3,879,963
Total Accumulated Funds	6,565,943	6,320,420

SUMMARY OF FINANCIAL PERFORMANCE

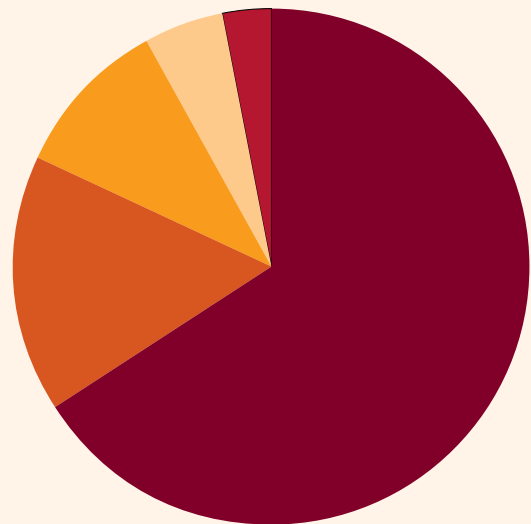
REVENUE	ACTUAL \$ THIS YEAR	ACTUAL \$ LAST YEAR
Donations, bequests, fundraising	279,169	95,079
General grants	47,300	26,287
Capital grants and donations	26,000	10,000
Government service delivery grants/contracts	1,031,994	1,019,672
Revenue from commercial activities	506,493	512,732
Interest, dividends and other investment revenue	151,206	151,315
Other revenue	16,973	13,376
Total Revenue	2,059,136	1,828,460

EXPENSES	ACTUAL \$ THIS YEAR	ACTUAL \$ LAST YEAR
Expenses related to fundraising	49,025	3,232
Employee remuneration and other related expenses	1,205,218	1,057,404
Expenses related to commercial activities	290,793	212,546
Other expenses related to service delivery	175,060	159,383
Other expenses	93,516	88,277
Total Expenses	1,813,612	1,520,842
Surplus/(Deficit) for the Year	245,523	307,619



ANNUAL INCOME

- **50%** Government Contracts and Grants
- **25%** Commercial Activities
- **14%** Donations, Bequests and Fundraising
- **7%** Interest Income
- **2%** General Grants
- **1%** Capital Grants and Donations
- **1%** Other Revenue



ANNUAL EXPENDITURE

- **66%** Employee Remuneration and Other Related Costs
- **16%** Expenses Related to Commercial Activities
- **10%** Other Expenses Related to Service Delivery
- **5%** Other Expenses
- **3%** Expenses Related to Fundraising

STATISTICAL SUMMARY

	2024 / 2025	2023 / 2024
New Patients	209	202
Diagnosis		
Malignant	57%	65%
Non-Malignant	43%	35%
Ethnicity		
European	60%	51%
Māori	39%	47%
Other	1%	2%
Geographical Distribution		
Gisborne City	84%	84%
East Coast	8%	9%
Western Rural	8%	7%
Total Patients Cared For	270	263
Number of Deaths	203	162
Place of Death		
Home	43%	54%
Hospital	30%	19%
Aged Care Facility	27%	27%
Average Duration of Care Days	93	113
Total Patient/Whānau Contacts	8,194	7,537
Average Daily Caseload	56	61
Total Volunteer Hours	17,805	17,540



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 Alma Milne

A & R Leasing

Farmers Trading
Company

Kuru Contracting

Niven Painters

Qube Ports NZ

Shaws Wire Ropes

Rodney & Sarah
Faulkner

June Hall

Graham Johnson

Daryl Keast

Hilary Kennedy

Peter Knauss

Helen Leckner

John Logan

Suzanne Orchard

Ted Parsons

Sue Peard

Pauline & Kevin
Thompson

Bill & Margaret
Thorpe

Shear for Support
Wairoa 2024

PARTNERS & SPONSORS





Get in touch

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E: hospice@hospicetairawhiti.org.nz

Where to find us

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421 Ormond Road

www.hospicetairawhiti.org.nz