



# Hospice Tairawhiti | 2016 Annual Report



# Table of CONTENTS

About Us .....	1
From the Chair.....	2
Board of Trustees .....	2
General Manager's Report .....	3
The Year at a Glance.....	4
Area Reports.....	6
Clinical Service .....	6
Family Support Services .....	7
Education.....	7
Volunteers.....	8
Fundraising .....	8
Stella Career and Life .....	9
The House of Hospice.....	10
Celebrate Gisborne .....	12
Night of Laughs.....	14
Strategic Goals .....	15
Financial Report .....	19
Statistical Summary.....	22
Donors .....	23
Partners & Sponsors .....	23



# About US

## Service Profile

Hospice Tairawhiti is a not-for-profit organisation which 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. The team consists of Specialist Doctors, Palliative Care Nurses, a Counsellor, Education Co-ordinator, Volunteer Co-ordinator, Administration Staff, and a team of 169 volunteers.

All services are provided free of charge.

## 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



# From the CHAIR



**As I sit and reflect on the past year I am reminded that our Hospice Tairawhiti story is about real individuals and their whanau who are experiencing the pain and grief of dying.**

Our role is to assist them with high quality palliative care. The care we deliver is holistic. We draw on the experience and expertise of our staff and volunteers to meet the emotional, spiritual, social and physical needs of our patients and their whanau. We wish to thank all those who are involved in making this work possible. Barbara Grout our General Manager and her team work hard and tirelessly and so often go beyond the call of duty.

Our ever growing Volunteer team help us to deliver the service in so many ways. We are ever thankful for the countless hours and the dedication and commitment they bring. Without this help we would be unable to deliver the service. Our heartfelt thanks goes to them all.

Without the generosity of our community with voluntary time, monetary donations and sponsorship Hospice would not survive to deliver our present service and I recognise those who give in all these ways. Special thanks goes to Electrinet and Bronwyn Kay Real Estate for their continued sponsorship to Hospice.

As our staff continues to grow the need for a more adequate premises becomes more urgent. This has been quite a process for the Board over the past year, as there has been a lot of debate over where the new premises should be and how it should look. It is important to build something that is adequate and will allow for growth and development in the future but will not be over the top. We are in discussion with Hauora Tairawhiti and looking at plans to build on site. We are in the early stages of planning and will be launching a major fundraising campaign. We will be looking for this generous community to really get behind us and help wherever and however they can.

**Glenda Stokes**  
Chairperson

## Board of TRUSTEES

Glenda Stokes (Chairperson)  
June Hall  
David McLean  
Dr Gillian Hayward  
Barry Atkinson  
David Ure  
Tina Swann

# General MANAGER'S REPORT



**It is my pleasure to share with you this summary of the services provided to the people of Tairawhiti this year.**

Thanks to Hospice NZ's advocacy and lobbying on behalf of all hospices we received a welcome increase in DHB funding this year. This additional funding allowed us to increase our nursing hours to cope with the 43% increase in referrals and to expand the services we provide. One of our focus areas has been to improve services to Maori and rural patients. It is nice to see our nurses now regularly travelling up the east coast to visit patients in their own homes and connect with and support the healthcare professionals providing the everyday hands on care for these patients. I would like to acknowledge the dedicated care provided by Ngati Porou Hauora and Turanga Health staff working in our rural areas, often under challenging conditions and with little resources.

Staff and board worked with Alannah Marriott from Switch Consultancy to better understand Maori Health Delivery and to develop a set of Maori Health Objectives for our organisation. As a result of this work a board member has been seconded to bring a Maori perspective to our governance group and plans are in place to employ a trainee hospice nurse with a strong knowledge of Tikanga Maori. We look forward to making good progress on these objectives in the coming years.

Once again we have ended the year with a financial surplus. This has been influenced in particular by a change in accounting reporting requirements, the increase in DHB funding, and capital fundraising projects. This surplus has been transferred into reserve accounts, \$300k to the building fund and \$188k to complete projects.

Thank you to our donors and community supporters – all the people who see the importance in our work and do whatever they can to help. This support is evident in the success of our fundraising events, hospice shop, grants and donations. This year's charity auction 'Celebrate Gisborne' was a fantastic example of community spirit, raising an amazing \$70,000 to kick-start our building fund. Our service would certainly look very different without this support.

And finally, thank you to the hospice team of staff and volunteers for their ongoing commitment and passion for the work we do. It is a privilege to be part of such a special team.

A handwritten signature in blue ink, appearing to read "Barbara Grout".

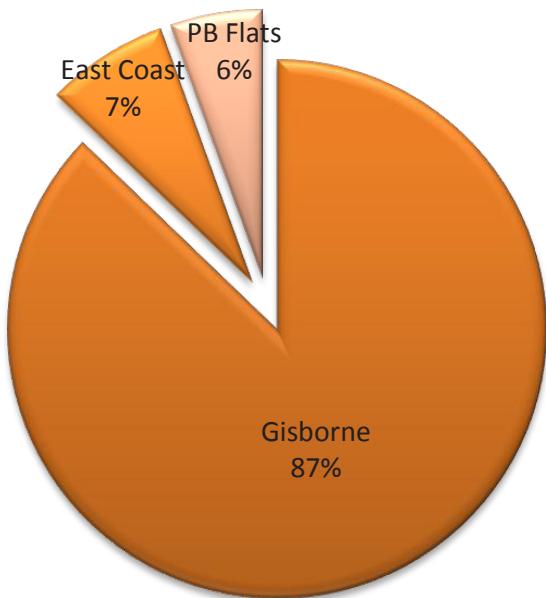
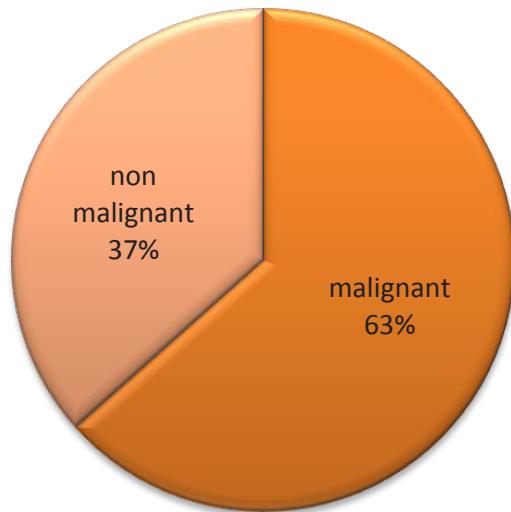
**Barbara Grout  
General Manager**

# The year AT A GLANCE



## New Patient Diagnosis

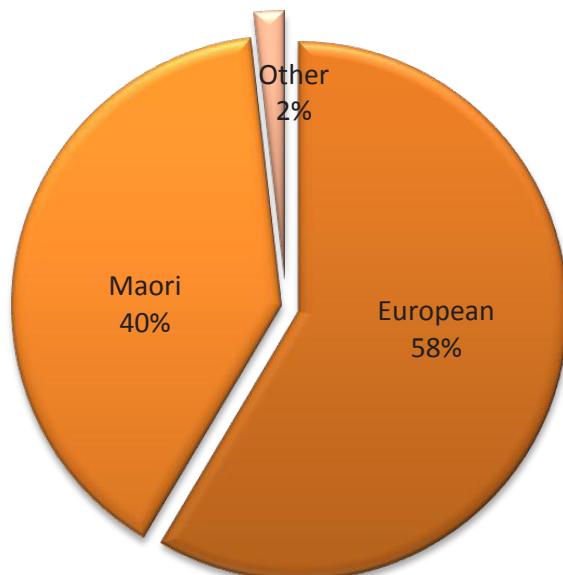
Hospice Tairawhiti provides services to patients with a range of terminal illnesses with the most common being cancer, heart disease, respiratory disorders, renal failure, dementia, and other neurological disorders. This year saw a 5% rise in non malignant referrals. 71% of new Maori patients had a malignant diagnosis, compared to 56% of European.



## New Patient Geographical Distribution

Hospice care can be provided to patients in the Tairawhiti area from Potaka in the north to Morere in the south. Although an increase in nursing hours has allowed us to provide home visits to rural patients on a more regular basis we still rely on extended collaboration between rural General Practitioners and rural Health Nurses.

The number of East Coast people we are seeing is trending upward from 3% in the previous year to 7% this year. Western rural numbers remain static.



## New Patient Ethnicity

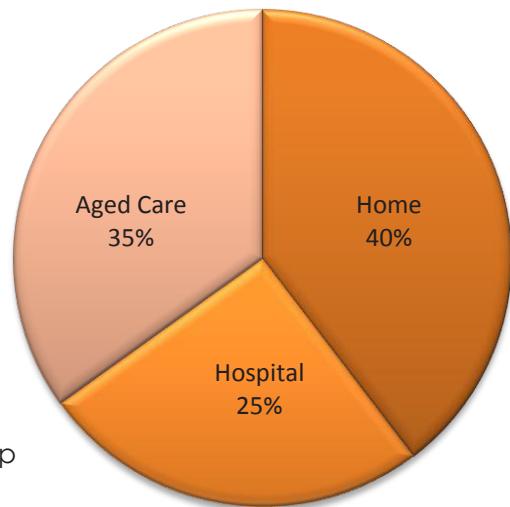
40% of people referred this year identified as Maori. This is the expected number for our region. The average age at referral for Maori was 68, compared to 74 for European.

## Place of Death

It is important that wherever possible people are able to die in the place of their choice, and for many this will be their own home. Hospital deaths have remained static at 25% and we have seen a 6% increase in Aged Care deaths.

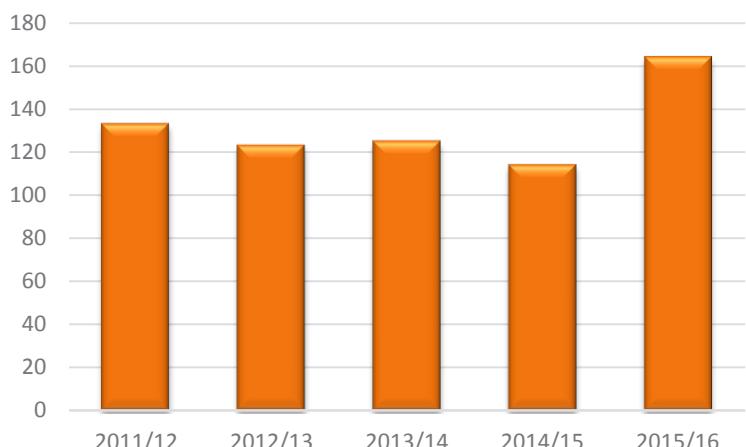
Broken down by ethnicity 44% of Maori died at home but only 35% of European, while 42% of European spent their last days in an aged care facility, compared to 27% of Maori.

The number of Maori who died in aged care was up significantly on the 11% of the previous year.



## Annual Referrals

This reporting year we received 183 new referrals of which 164 were accepted as new patients, 50 more than the previous year.



## Average Daily Caseload

In line with the increase in referrals our average daily caseload increased from 40 to 56, with the average duration of care being 75 days.

The range was between 1 and 730 days, with 3 patients being under our care in excess of 365 days.



# Clinical SERVICES



*Staffing – Clinical Manager/GP special interest (.3 fte), 2 GP special interest (.3 fte), 2 palliative nurses (2fte). Positions are funded by a combination of DHB funding, and general grants and donations. CNS (1 fte) funded by Hauora Tairawhiti, Ngati Porou Hauora, and Turanga Health.*

**Having a full complement of nursing staff has allowed us to continue to provided valued hospice services with a high level of clinical support and good continuity of care.**

The resulting increase in nursing visits, from 1818 to 2667, highlights our ability to be more responsive to any problems that patients may be having, allowing us to sort out issues early rather than having to respond in a crisis fashion as sometimes happened when we were understaffed. Doctor visits increased from 579 to 649, a much smaller percentage increase indicating the increase in nurse only visits. Our average daily patient load has increased to 56 with a total of 163 new patients for the year – a marked increase from 39 and 114 the previous year.

Alongside our increase in nursing staff we have been focussing on doctor upskilling and succession. We are seeing our patient population getting older and with more complex medical issues hence, we need more highly trained and experienced doctors to meet their needs.

We are presently supporting one hospice employed GP to complete her post graduate diploma in Palliative Care. In the next reporting year she will be joined by a further three community based GP's who hospice will also fund through this qualification. This alongside our ongoing efforts at upskilling the primary care providers in Gisborne will hopefully see the end of life needs of the community catered to well into the future.

The in-re ach services provided by our clinical nurse specialist to the hospital, Ngati Porou Hauora, Turanga Health, and aged residential care are well received and utilised. Over 280 consultations have been provided to non-hospice hospital inpatients. These consultations have enabled earlier introduction of palliative care, pain and symptom management input and promotion of advance care planning to persons with progressive, life-limiting illness who have palliative needs but are not necessarily at end-of-life. In other cases, this hospital palliative care presence has meant Hospice input for persons who died of more acute, unexpected deaths in hospital. Hospice Tairawhiti patients admitted to hospital now have greater continuity of care and ongoing Hospice input.

## Comments from 2015/16

FAMILY SATISFACTION SURVEY

**“Very caring & considerate. Not an easy job but well done.”**

**“Amazing service, amazing people, made you feel you could ask any question without feeling stupid. Were genuinely interested in not only patient but the family looking after our mother.”**

**“I could not have expected more from all the people involved during my brother’s illness; everyone was caring, helpful and understanding for which my family and I will be forever grateful. Thank you Hospice.”**

**“Everyone was very helpful and Friendly. They all made everything so easy to deal with.”**

**“Thank you all very much for the care you provided for my mum. It was very reassuring for us knowing that help was there – day and night. Your team are amazing, friendly, patient & didn’t mind explaining things again – sometimes more than once. They were on top of mum’s meds the whole time, to get her comfortable and manage the pain and vomiting etc. The level of care could not have been any better. Thank you very much.”**

**“We really appreciated the care received by the Hospice team not only for our loved one but for the rest of the family too! Having phone contact 24/7 was very helpful and having the Nurse sit with us through a couple of difficult stages was reassuring. The Doctors home visits were appreciated and having things explained helped decrease concerns. Thank you.”**

# Family Support SERVICES

*Staffing – Counsellor (.6fte), funded by DHB funding and general grants and donations*

**Our counsellor continues to offer support to patients and their families from the time of referral through to bereavement care. During this year 200 visits were made to patients and whanau, the majority of these happening in the people's own homes.**

As part of this service we hold a Remembrance Service each year in May which is an opportunity for the community and staff to take time to remember those who have died over the last year with around 80 people attending. Although numbers are not high the service is of great value to those who attend.

Much of our counsellor's time this year has been spent working with a small team on a New Initiative project which has been developed after consultation with GP's, Aged Care facilities and other health professionals. The project is to make available counselling support to all residents and staff in the Aged Care facilities in Tairawhiti and also includes a component on advance care planning.

The counsellor will be available to support staff in having conversations with residents about what care they may want towards the end of their life. We look forward to getting this project up and running in the next reporting year.

# Education

*Staffing – Education Co-ordinator (.4fte), funded by general grants and donations.*

**This year we have nearly doubled the number of education sessions compared to the prior year, serving a total of 1255 healthcare professionals and others serving the needs of palliative patients.**

We were able to offer one full day conference, with over 50 people attending. Dr Michal Boyd presented on Palliative Care in an Aging World. Our promotion of Advance Care Planning included a public event with 115 people attending as well as several events to specific community groups.

We continue to offer the Hospice New Zealand programme Fundamentals of Palliative Care. A total of 22 sessions were presented with 356 people attending. This year 16 participants completed the series.

We also continue to host the Genesis Oncology Palliative Care Lecture series designed for healthcare professionals with an interest in palliative care. In addition, our monthly palliative in-service for hospital staff has increased to include participation from community healthcare professionals.

With the employment of a CNS in early 2015 we are now able to deliver Syringe Driver Training and Health Care Assistant Training programmes using our own presenters. In previous years we have had to source this from other Hospices.

Informal education was also provided by the CNS through monthly hospital in-services, "Tip-of-the-Month" educational tips, case-reviews and presentations at Turanga Health, Ngati Porou Hauora, Rest Home and nursing students at EIT.

We are fortunate to be able to offer all these education opportunities free of charge.

# Volunteers



*Staffing – Volunteer Co-ordinator (.5fte), funded by Lotteries grant and general grants and donations. 169 active volunteers.*

**Much of the work we do in the community is made possible because of the wonderful group of volunteers we have, many of them working behind the scenes.**

Our volunteer service and volunteers are threaded throughout the community services Hospice provides. Whether that be assisting with Patient and family support, biography service, our Hospice shop, oncology clinic hosting, PC Unit, office/reception, songsters, pastoral, fundraising and community events.

Like the diversity of our services our volunteers identify with and are sourced from our community. The option to be involved with short term special event volunteering allows children, youth and those who have full time employment to join us on a casual basis. The developing Youth Ambassador programme with two high schools is also an exciting prospect for the coming year.

All our volunteers are ambassadors for the services we provide and aid with developing positive relationships with other organisations and encourage potential future volunteers to choose Hospice Tairawhiti as their desired place to volunteer.

At the end of this financial year there is a total of 169 registered volunteers, each has given time and talent which contributes to a total of 12,916 hours of assisting support ensuring service needs are met.

# Fundraising

*Staffing – Funding & PR Co-ordinator (.4 fte), funded by general grants and donations.*

**This year saw the employment of a Funding and PR Co-ordinator whose role is to assist with raising funds to meet the operational needs of Hospice Tairawhiti and raise our community profile. While the hours of the role are limited it has allowed us to take a more strategic approach to reaching our funding targets.**

The Hospice Shop continues to perform above expectations and we are very grateful to our donors, shoppers, volunteers and staff who contribute to its success. It is now our second largest financial contributor making up 23% of all income received this year.

We were delighted to build on the relationship established last year with Farmers and their Caring Connections initiative. The Tree of Remembrance raised \$8,162 this year and with Hospice being mentioned to every customer also raised awareness in the community.

Our charity auction returned after two years hiatus, rebranded as 'Celebrate Gisborne'. The event was our most successful ever, raising over \$70,000 to kick-start our building fund. We received phenomenal support for this event and our thanks go out to the sponsors, donors, and attendees.

A new event on our calendar was the Hospice Tairawhiti Annual Night of Laughs. Justine Smith, Ben Hurley, and Jamie Bowen, three well-known comedians took to the stage, dispelling the myth that Hospice is all about sadness. We look forward to Night of Laughs becoming a regular event on our fundraising calendar and a flagship event for Hospice.

# Stellar Career AND LIFE

**Inscribed on Nellie Brooking's headstone is the word 'courageous' which sums up her life, says her husband of 38 years, Richard Brooking.**

Nellie passed away on April 26, 2015 aged 59 and her unveiling and a celebration of her life were held at Easter.

Nellie waged a 24-year battle with breast cancer which returned five times. She was a young mother aged 35 with an 18-month-old daughter when she first found a lump in her breast. She had a mastectomy but a few years later, she discovered a lump in the other breast resulting in a second mastectomy and later breast reconstruction.

Life returned to normal until a cancerous ulcer appeared in her breast a few years later. Nellie refused chemotherapy and radiotherapy, opting to use natural therapies. The ulcer healed thanks to her commitment to a very stringent diet, says Richard.

In 2012, when the ulcer and other infections reappeared, Nellie was admitted to a clinic in Germany. By that stage her health had deteriorated but she was tough and after 10 days of naturopathy, the latest technology and cancer specific medication, she was back on her feet again.

Early in 2014, Nellie stopped taking the pills from the clinic, wanting to fight the cancer with natural remedies. By mid-2014, the infections returned and after her health took a turn for the worse, she was admitted to hospital in December 2014.

During Nellie's final few weeks, she was nursed at home surrounded by loved ones. "What we appreciated most was that we could call Hospice Tairawhiti staff day or night and they would respond immediately," says Richard. "We were under enormous stress supporting Nellie so not having to see her in pain was a Godsend. The support from Hospice staff and our whanau was tremendous."

Nellie was a courageous, highly-talented woman who went from being a clerical worker in the Department of Labour to Director of the Department of Social Welfare, Director of Gisborne Courts, CEO of the High Court in Auckland and finally CEO of Ngati Porou Hauora, says Richard.

During her final two years, she did Meals on Wheels, served on the Manutuke School Board, chaired the Ohako Marae Trust Board and studied for a Bachelor of Social Services. She graduated on April 15, 2015 and was also awarded a Graduate Diploma in Applied Management. The Otago Polytechnic professor came to Gisborne to confer the degrees at home.

"Being a wonderful mum to Kamaea and a loving wife to me created a great atmosphere in our home," says Richard. "Nellie was a brilliant cook and spent her spare time looking after her beautiful gardens. She also supported her staff and colleagues whenever she could." Unconditional love for her whanau coupled with an amazing drive to overcome cancer, kept Nellie going through her 24-year battle with the disease.

"She had a stellar career and life despite the cancer. She never let it hold her back."



Richard and Nellie Brooking



Cute kids: Max and Romie Roseman modelling the latest winter kids-wear from the Hospice Tairawhiti shop. Photo by Raph Heria Photography

## House of HOSPICE

Story by Justine Tyreman, The Gisborne Herald

**There was high excitement behind the scenes at the Hospice Tairawhiti shop this week as manager Brenda Kinder marshalled her models and make-up artist Juana Vincent put last minute touches to lipstick and blusher.**

The event was the shop's twice-yearly fashion parade, a sell-out soirée where guests jostled for the front row to watch the models sashay their way up and down the 'catwalk' wearing the latest outfits.

Brenda had selected the garments from among the racks and racks of clothing donated by members of the public including some top labels such as Ashley Fogel and Helen Cherry.

"We had 36 models aged from five to 70ish, including seven men and four boys," says Brenda who has run many a fashion show in her 15 years of retail.

The winter collection featured pyjamas, onesies, jeans, check shirts, winter coats, long boots, skinny jeans, chunky knitwear, beanies, scarves, handbags and gloves. Each model wore three outfits and then they all appeared in the finale in PJs and onesies so that's four changes of clothes each. It was pretty hectic out the back of the shop where 15 Hospice Tairawhiti volunteers helped with the dressing as well as serving fruit punch and nibbles.

The show was a huge success, the highlight being the extreme cuteness factor of the kids. We had 11 young models, including four boys, aged from five to 14. Their audience appeal was beyond all the adults combined as they paraded like true professionals in denim jackets, winter coats, brightly coloured scarves, stockings and beanies.

MC Brenda kept up a lively commentary as she introduced each outfit, saving the most ribbing for her son and husband who were roped into modelling.

"It was a sell-out well before the doors opened at 6pm," says Brenda. "We sold 80 tickets and had 25 door sales so the numbers were well up on last year's event. We are very happy with the outcome. It's all about letting people know what we have to offer in the shop."

"The calibre of the stock here is overwhelming. We get such amazing donations and public support, it's just fabulous and very humbling."

Hospice Tairawhiti has touched lots of people in this community so many have had a personal experience and a connection with the organisation. "People really seem to want to thank the staff and give back to an organisation that's helped them and their families."



"The shop has been operating for two and a half years now and is performing well above expectations", says Brenda. They not only stock clothes and shoes but also homewares, books, linen, furniture, cutlery and crockery.

There's also a special cabinet full of expensive Royal Albert and other fine china, all donated.

"Judging from the glowing feedback I've received, people say it was an excellent show with brilliant models, great clothes, delicious food and a wonderful atmosphere."



# Celebrate GISBORNE

**Sell-out event proves what a valuable community resource we have.**

**Celebrate Gisborne proved a winner for Hospice Tairawhiti. It had been hoped to raise \$50,000 to kick-start a capital fundraising project but the sell-out March event surpassed the target raising a whopping \$70,000.**

The money will be used towards new premises for Hospice Tairawhiti, which has long outgrown its building.

The team were absolutely blown away by the support. The incredible success was thanks to the generosity of the community. We extend a huge thanks to the sponsors, the people who donated items for auction, produce and services for the actual event, and of course, those who attended.

There are many deserving charities people can give to and we are so grateful that people choose us and see Hospice as a valuable resource for the community.

## **Thank you to sponsors:**

Electrinet	Pultron Composites	Emerre & Hathaway
Bronwyn Kay Agency	De Lautour Medical	City Medical
3 Rivers Medical	Hands Out East Orthopaedics	Universal Engineering
Jackson & Blakeman Chartered Accountants	Skindeep Clinic	Dave Gooch Spray & Signs
Swanson Electrical	Kiri Te Kanawa Retirement Village	Stonehaven Memorials
The Gisborne Herald	Stone Studio	D Stevens Ltd
Blue House Computing	Beetham Healthcare	Evans Funeral Services
Intergated Safety Solutions	David Moore Pharmacy	McInnes Driver Training
Riversun Nursery	Craigs Investment Partners	

Venue – The Vines Photos – Raph Heria Photography





Thursday 23rd June 2016 7:30pm

Featuring...



Ben Hurley



Justine Smith



Jamie Bowen

IN ASSOCIATION WITH



mediaworks

PROUD SPONSORS



War Memorial Theatre

Tickets available from Stephen's Photoplus

# Annual night of LAUGHS

The event raised over \$3,500

Story by The Gisborne Herald

**Justine Smith reckons she is one of the most dedicated Hospice Shop shoppers in the country but, in fact, her connection goes deeper than that.**

The Auckland-based comedian had cause to use a service dedicated to the care of the dying in the lead-up to her dad's death last year. "He passed away after a lengthy demise due to Alzheimer's and was in hospice care in Christchurch for about two years," she says. "The nurses and caregivers there were \*\*\*\*\* amazing."

It doesn't sound like a lot of fun but Gisborne organisation Hospice Tairawhiti says death and dying isn't all a downer, and has organised a Night Of Laughs to prove it.

On the bill will be Smith, of course, joined by two other award-winning Kiwi comics, Ben Hurley and Jamie Bowen.

But while the trio are performing on the same night, Smith says they won't be in the same sketches. "This is definitely not a sketch group so we'll all be doing our own sets of stand-up," she says.

Charged with organising the fundraising event is Kelly Simpson, who hopes the hospice-related hilarity will become an annual event. "We want people to know that Hospice isn't all sadness, so we created an event that will be lots of laughs," she says.

Meanwhile, although the Night Of Laughs is all for an organisation devoted to care for the dying, Smith — admittedly not renowned for her delicate approach — says even she will be setting some limits.

"Death can certainly be funny, but not other people's pain or grief."



DID YOU HEAR THE ONE?:  
Kiwi comedian Justine Smith says that while death can certainly be funny, people's pain or grief is most certainly not so, for her hospice and other shows, she declares that a no-go area. NZ Herald picture

## Thank you to sponsors:

Electrinet

Bronwyn Kay Agency

Mediaworks

Senator Motor Inn

# 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

We continue our agreement with Waipuna Hospice in Tauranga to provide 24/7 specialist telephone advice to our staff, including peer support and review for clinical staff. As part of this service Waipuna specialists have come to Gisborne to deliver palliative care education sessions to hospital staff and general practitioners.

#### 👉 Improve Continuity of Care

In January 2015 Hospice Tairawhiti employed a Palliative Care Clinical Nurse Specialist (CNS) in partnership with Tairawhiti District Health, Ngati Porou Hauora, and Turanga Health. The CNS works across all the organisations upskilling staff, consulting on patients not under our care, and working to make the services as seamless as possible for the user.

#### 👉 Expanding Rural Services

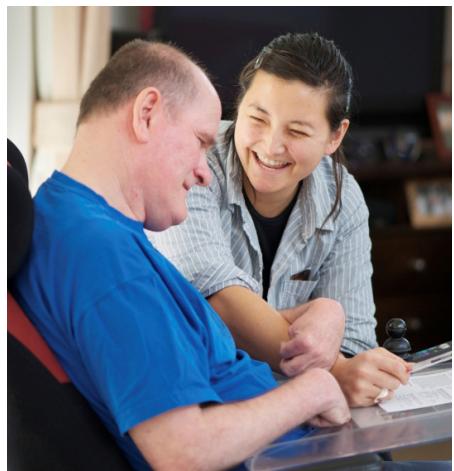
Implemented monthly visits to the East Coast area. Our nurses visit patients in their homes and support both family and health professionals caring for them.  
We signed a Memorandum of Understanding with Ngati Porou Hauora around the provision of equipment for people in their area in an effort to address inequities for rural patients.

#### 👉 Maori Health Objectives

Staff and Board attended comprehensive training on Maori Health Delivery and Maori Health Objectives were developed.

#### 👉 PalCare – Electronic Patient Management System

Progress was made towards an electronic patient management system and we will be going live on 1 July 2016 with PalCare.





# 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**

A total of 42 people have completed the fundamentals programme, with 16 of these completing this year. To date 332 individuals have attended one or more modules.

#### **Externally Purchased Education**

Michel Boyd, Palliative Care in an Aging World – 53 attendees

#### **Hospital Education**

Hospice staff provide regular in-service education to hospital staff. This year we delivered seven sessions to a total of 42 attendees.

#### **Aged Residential Care Education**

Twelve education sessions were delivered on site to Aged Residential Care Facilities with a total of 99 staff attending. The subjects included Last days of Life, Advance Directives, Pain Management, Nursing skills, and Individual case reviews.

#### **Advance Care Planning & Last Days of Life Care Plan**

Hospice Tairawhiti champion both Advance Care Planning and Last Days of Life Care Plan. This year staff delivered seven education sessions on Last Days of Life to health professionals and held a large public session on Advance Care Planning attracting 115.

#### **QPS Benchmarking Project**

We continue to participate in this benchmarking programme which enables us to measure and compare our respective services with other Hospices around NZ.



# Strategic

## GOAL 3

### Lead & Resource our Organisation

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

#### Initiatives and Outcomes

##### 👉 **Increased Staffing**

To cope with additional demands on the service, community nursing hours have been increased and a Funding & PR Co-ordinator position established. Plans are in place to take on a trainee nurse in the next reporting year and an additional counsellor.

##### 👉 **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. We currently have staff members studying towards a Post Grad Diploma in Palliative Care and one completing a Diploma in Not for Profit Management.

##### 👉 **Fundraising**

Two new events on our calendar this year were Celebrate Gisborne and the Hospice Tairawhiti Annual Night of Laughs.

##### 👉 **Hospice Shop**

The Hospice Shop exceeded our expectations financially and has contributed approximately 50% of our shortfall in funding.

##### 👉 **Facilities Review**

The board investigated several options for new premises. The decision was made to build on hospital grounds and this is progressing with a draft land lease and concept plan in place.

##### 👉 **Board of Trustees**

A board member has been seconded to bring a Maori perspective to our governance group





# 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

#### 👉 **Fundamentals of Palliative Care**

The Hospice Shop is now the face of Hospice Tairawhiti, engaging with over 28,500 shoppers this year.

#### 👉 **Quarterly Newsletters**

The supporter's newsletter now has a circulation of 500 via mail and email as well as being posted on our website and facebook page.

#### 👉 **Annual Supplement**

Our annual Hospice Week supplement was once again distributed with the Gisborne Herald to a readership of 8,500. We always have positive feedback on this publication with people looking forward to receiving it.

#### 👉 **Social Media**

Hospice Tairawhiti remains active on social media with our Facebook page now having over 575 followers.

#### 👉 **A Time to Remember**

As part of our Hospice Week initiatives we invite the community to a special Time to Remember.

#### 👉 **Community Education**

Hospice Tairawhiti representatives presented to several community groups this reporting year including holding a 'Die-alogues' Evening focussing on Advance Care Planning and attending a Health Expo at Te Karaka.

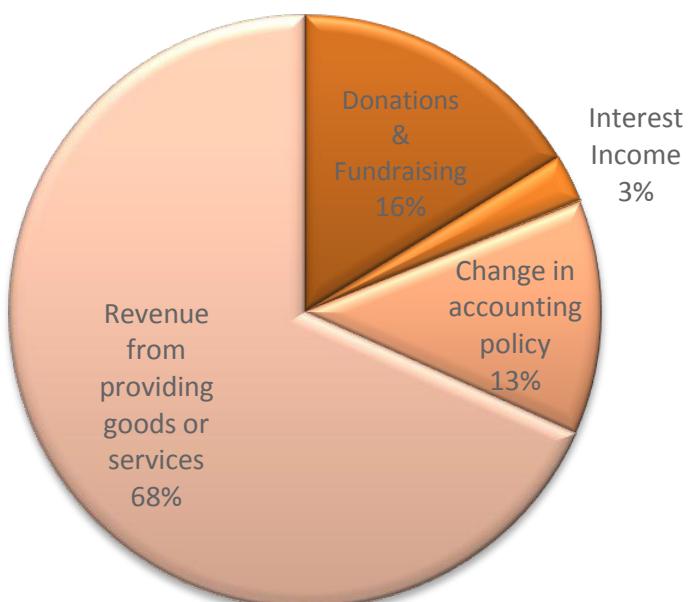
#### 👉 **Fundraising Events**

Included this year were the Strawberry Festival, Tree of Remembrance, Pumpkin Festival, Hospice Cuppa, Fashion Show, Annual Night of Laughs, and Celebrate Gisborne. These are all fantastic initiatives raising both funds and awareness.



# Financial REPORT

## Annual Income

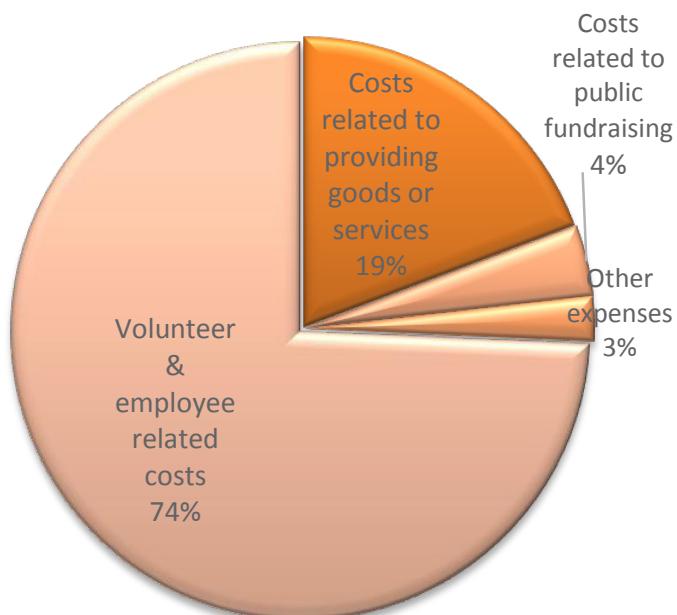


Hospice Tairawhiti is well supported by the local community with donations, bequests and fundraising making up 16% of our income this financial year.

Revenue from providing goods or services includes income from DHB contracts and our Hospice Shop.

13% of the total income shown this year is a result of a change in accounting policy. DHB funding held for the purpose of workforce development and previously shown as a liability has been brought into income and moved to a reserve account in line with the new reporting standards

## Annual Expenditure



We were fortunate and grateful to receive two bequests this year. The Trust Board continue to invest any bequests conservatively, with interest from these investments generating income to help fund general operating costs.

# Summary of FINANCIAL POSITION



	Actual This Year \$	Actual Last Year \$
<b>Assets</b>		
<b>Current Assets</b>		
Bank accounts and cash	626,043	473,034
Debtors and prepayments	97,329	49,592
Other current assets	348,701	159,507
<b>Total Current Assets</b>	<b>1,072,073</b>	<b>682,133</b>
<b>Non-Current Assets</b>		
Property, plant and equipment	99,357	95,113
Investments	306,386	320,379
<b>Total Non-Current Assets</b>	<b>405,743</b>	<b>415,492</b>
<b>Total Assets</b>	<b>1,477,816</b>	<b>1,097,625</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Creditors and accrued expenses	50,690	25,703
Employee costs payable	85,693	60,658
Unused donations and grants with conditions	0	*201,769
<b>Total Current Liabilities</b>	<b>136,383</b>	<b>288,130</b>
<b>Total Liabilities</b>	<b>136,383</b>	<b>288,130</b>
<b>Total Assets less Total Liabilities (Net Assets)</b>	<b>1,341,433</b>	<b>809,494</b>
<b>Accumulated Funds</b>		
Accumulated surpluses or (deficits)	852,554	809,494
Reserves – Building Fund	300,000	0
Reserves – Work Force Development & New Initiative	188,879	0
<b>Total Accumulated Funds</b>	<b>1,341,433</b>	<b>809,494</b>

# Summary of OPERATIONAL FINANCIAL PERFORMANCE

	Actual This Year	Actual Last Year
	\$	\$
<b>Revenue</b>		
Donations, fundraising and other similar revenue	221,667	241,727
Revenue from providing goods or services	*1,104,127	588,182
Interest, dividends and other investment revenue	35,191	30,900
Other revenue	992	80
<b>Total Revenue</b>	<b>1,361,977</b>	<b>852,889</b>
<b>Expenses</b>		
Expenses related to public fundraising	32,771	18,343
Volunteer and employee related costs	616,780	471,105
Costs related to providing goods or services	159,993	132,606
Other expenses	20,494	25,851
<b>Total Expenses</b>	<b>830,038</b>	<b>647,905</b>
<b>Surplus/(Deficit) for the Year</b>	<b>531,939</b>	<b>204,984</b>

\*Note: due to a change in accounting policy \$174,066 of 'unused donations and grants with conditions' have been moved into income and transferred to a reserve account for 'significant grants with conditions which have not been recorded as a liability'. This change is to meet the new charities commission reporting requirements.



# Statistical SUMMARY

2015/16      2014/15

New patients	164	114	
Diagnosis	63%	68%	Malignant
	37%	32%	Non malignant
Ethnicity	59%	57%	European
	40%	39%	Maori
	1%	4%	Other
Geographical Distribution	87%	91%	Gisborne City
	7%	1%	East Coast
	5%	8%	Western Rural
Total Patients Cared for	194	166	
Number of deaths	106	114	
Place of death	40%	46%	Home
	25%	25%	Hospital
	35%	29%	Aged Care Facility
Average duration of care	75	123	Days
Total visits	4093	3068	
Total volunteer hours	12,916	11,117	
Cost of service per day	\$1,887	\$1,458	
Cost per patient/per day	\$34	\$37	

# Donors

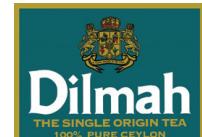
## THANK YOU

To the following groups and individuals who made cash grants, donations, and bequests of over \$500



Electrinet	10,000
Eastland Community Trust	5,000
Mangatawa Beale Williams Memorial Trust	5,000
CW Laing Trust	3,375
J & T Hickey Charitable Trust	2,500
COG's	3,000
Lotteries Commission	5,000
Classic Bushmere Arms Giant Pumpkin Competition	9,500
McGreevy, Les	9,000
Farmers Trading Company	8,162
Craft Group	3,077
Auckland Bound Account	2,569
Gisborne Tatapouri Sports Fishing Club	2,500
Hutchins, Patricia	1,000
Wicks, Mabel	1,000
Mahuika, Karin	1,000
Gisborne Wainui Lions Club	800
Bronwyn Kay Agency	600
Noel Leeming	536
The Antique Fair Charitable Trust	526
Johansen, Lorraine	500
Derbyshire, M	500
Estate of Frank Anderson	25,000
Estate of McIldowie	1,000

# Partners and SPONSORS





## Hospice Tairawhiti

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