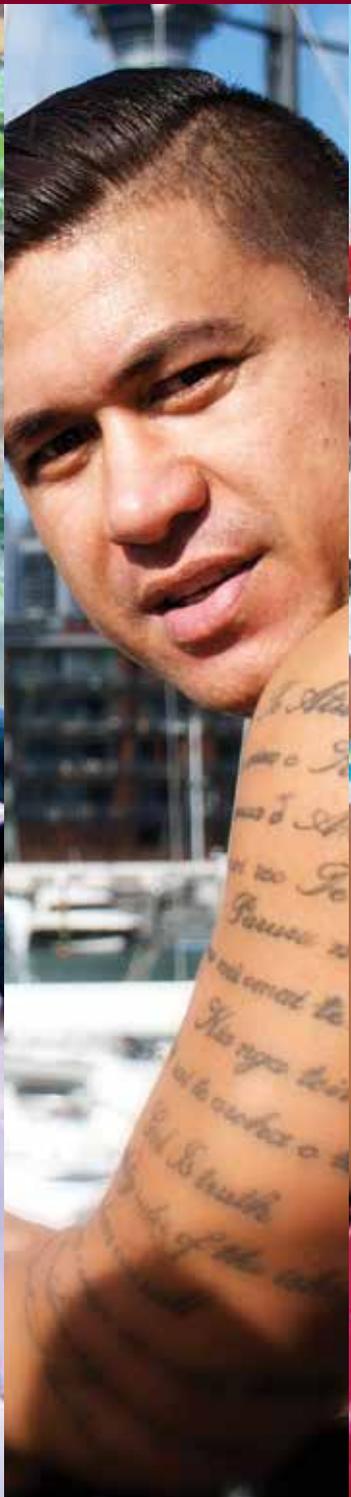
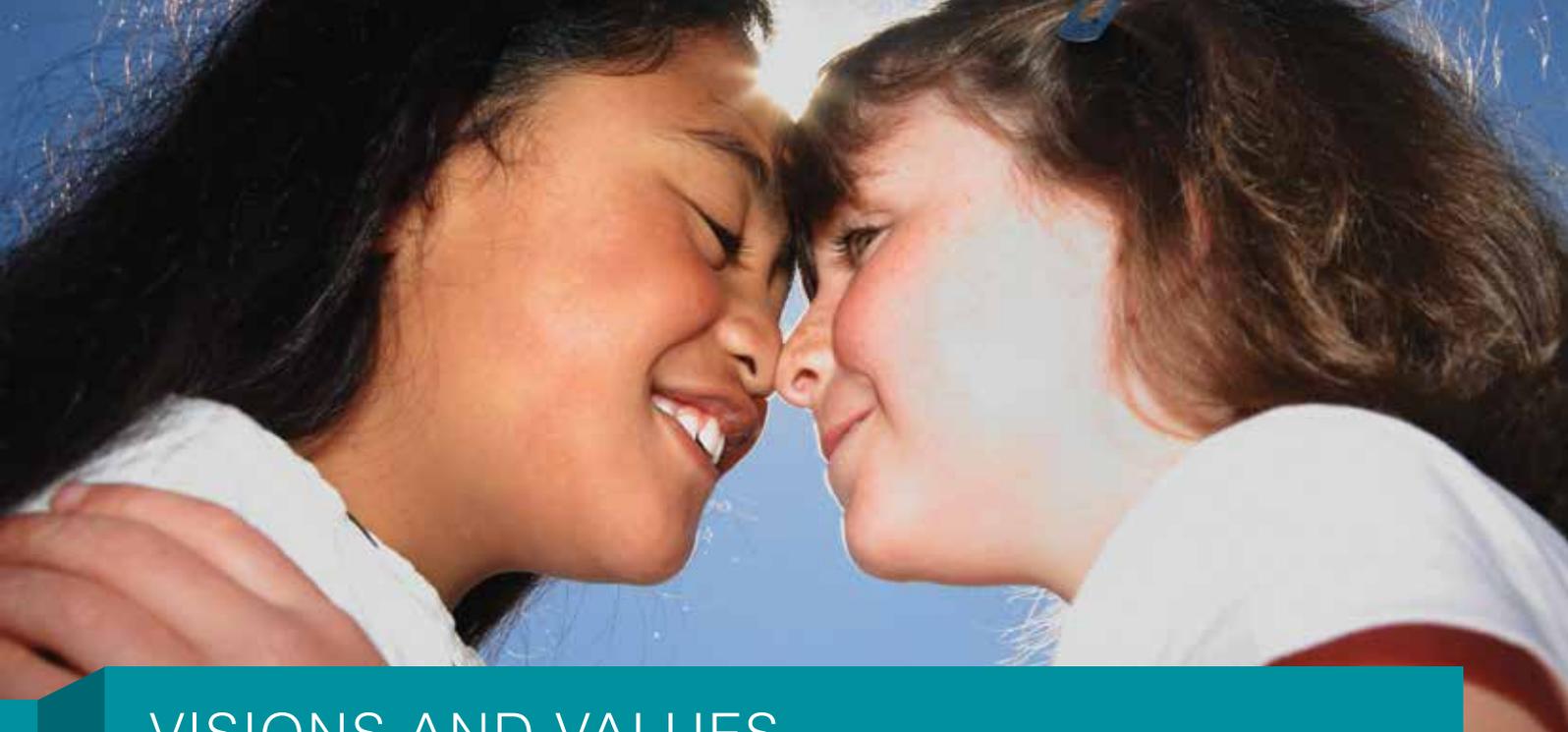


2017 ANNUAL REVIEW





VISIONS AND VALUES

Our Vision

For everyone with a life limiting condition, and their family and whānau, to have access to the best possible palliative care.

Our Values

Be member focused
Be professional
Be respectful
Be strategic
Work collaboratively
Honour diversity

Board of Trustees

Lisa Roberts
(Chair)
**Chair of the Board,
Hospice West Auckland**

John Peters
(Deputy Chair)
**Chair of the Board,
Nelson Tasman Hospice**

Peter Buckland
**CEO, Mercy Healthcare
Auckland**

Biddy Harford
**CEO, Te Omanga
Hospice**

Dr. Richard Thurlow (PhD)
CEO, Waipuna Hospice

Clinical Advisors

Dr. Brian Ensor
**Director Palliative Care,
Mary Potter Hospice**

Wayne Naylor
**Director of Nursing,
Hospice Waikato**

Hospice New Zealand Team

Mary Schumacher
CEO

Rachel Wilson
**Communications
Manager**

Mandy Gill
Executive PA

Chris Murphy
Project Leader

Anne Morgan
Practice Advisor

Hadley Brown
**Policy and Advocacy
Manager**

Moira Marcroft
Corporate Partnerships

Karla Ellicock
Project Advisor



A MESSAGE FROM...

Our Chair – Lisa Roberts

There is no shortage of literature in the public domain as to the challenges an aging population poses for our country's health care sector. As Hospice NZ looks ahead to the years ahead, we know that demand for end-of-life care in New Zealand will grow exponentially, and that we as an organisation, and you as members, will face many challenges. Yet, we look to the future with purpose and determination.

Hospice NZ exists to lead the hospice movement to ensure that every New Zealander has access to quality palliative care. As such, we are continually looking for ways to work innovatively and creatively, build capacity, forge new partnerships in the sector and extend the reach of all aspects of our work.

In 2017, Hospice NZ continued to strengthen the quality and develop the depth of our national data and information set with your help and input. Accurate, timely and consistent data is invaluable for our organisation as it helps us to understand how we are meeting the need for palliative care, and the extent to which we are responding to the diversity of our society. Hospice NZ's work around 'outcome measures' this year is also vital for providing evidence and transparency around the impact of our services, and most importantly, achieving the best possible service for the patients, families and whānau.

As part of our ongoing relationship with the Ministry of Health, in 2017 we continued to advocate for hospices to ensure that increasing palliative care needs and cost pressures are recognised and funded. We also focused on actively promoting palliative care with respect to the proposed changes in euthanasia legislation.

I would like to thank my fellow Board members for their strategic governance over the past twelve months, and of course Mary Schumacher and the team at Hospice NZ for their hard work and dedication. My grateful thanks also to Jo Seagar, our Ambassador and Patron, for her tireless energy and enthusiasm for all things hospice.

The success of Hospice NZ's national programmes and partnerships rely a great deal on the collaboration and input of hospices across the country. We are sincerely grateful to our members for their ongoing support, and for enabling their teams to contribute their time and expertise throughout the year.

Along with all those who support our work in the community, together we will continue striving to ensure that everyone with a life limiting condition, and their families and whānau has access to the best possible palliative care – today and in the future.

Yours faithfully,

Lisa Roberts
Chair, Hospice NZ





Our Chief Executive – Mary Schumacher

In 2017, Hospice NZ remained focused on forging ahead with the implementation of our national strategic plan.

A key highlight for the team this year was the Hospice NZ *Outcomes Symposium*, which brought together our colleagues from aged residential care, hospital, hospice and research settings. The symposium was the first step towards developing a common language and future approach in how together we might measure palliative care outcomes for patients and whānau across all care settings. This is proving to be an innovative and exciting journey, with the potential to greatly improve the lives of patients and caregivers across New Zealand in the years to come.

Another highlight for me personally was the opportunity to visit seventeen of our members, with a focus on hospices serving small or rural communities. In each of these areas, I was struck by the excellent services provided by professional, dedicated, highly skilled and resourceful teams, and the way these hospices are so fully embraced and supported by their local communities. Their collaboration and integration with local primary care providers, hospitals and other sector partners is also exemplary, and reflects their willingness to both collaborate and innovate.

2017 was also a year of many highlights with our corporate partners. The Farmers *Caring Connections in our Community* campaign raised a record \$768,162 for our member hospices, we were delighted to welcome the Harcourts Foundation as proud supporters of the

Hospice NZ Grants Programme, and we celebrated a significant milestone with our partner BNI New Zealand who have raised an extraordinary \$1.5 million for hospice services since our relationship began in 2007. We are sincerely grateful to you all, and for the continued generosity and goodwill of our partners at House of Travel, our supporters Dilmah NZ, Craigs Investment Partners and Quest Apartment Hotels, and the generous trusts, foundations and donors supporting our work.

I would like to thank and acknowledge the team at Hospice NZ for the professionalism and commitment they bring to work each day. Together, we are grateful for the ongoing support of our members, the guidance of our Board, and the dedication of staff and volunteers across the country.

I am proud to share with you our Annual Report for 2017.

Warm regards,

Mary Schumacher
Chief Executive





Our Patron – Jo Seagar

Gosh – you'd think that after 18 years in my role as Ambassador and Patron for Hospice NZ, not much would surprise me any more! Yet, each year as I visit hospices around the country to support their events I hear first-hand the stories of people who have been touched by hospice, and I can't help but continue to marvel at the way Hospice makes a difference in people's lives, and in the lives of their families and carers.

In 2017 as in previous years it has been a pleasure to be involved with the Farmers *Caring Connections in our Community* campaign. You only need to catch a glimpse of the thousands of cards hanging on remembrance trees in Farmers stores across the country to realise that this very special event captures the very essence of hospice. What an extraordinary success it was again this year too – thank you to everyone involved in making this campaign possible, and to all those who bought a bauble or donated in memory of a loved one and in support of their local hospice.

Of course, without fail, an absolute highlight for me each year is meeting wonderful people across New Zealand who volunteer their time and talents in support of their local hospices. The ways in which they help are extraordinary. You'll find some people sorting treasures out the back of a hospice shop, others capturing a patient's precious memories on paper as part of a life review, offering governance on a Board, arranging flowers to brighten an inpatient room,

whipping up strawberry sundaes to help raise funds or offering a patient a warm, friendly smile and a lift to an appointment – you name it.

Often volunteers say to me, "Oh, it's nothing", but I can promise you, it is truly something. To each and every person who volunteers, and to everyone involved with hospice services across the country, a heartfelt thank you.

With love,

Jo Seagar
Patron & Ambassador for Hospice New Zealand





THE BIG PICTURE

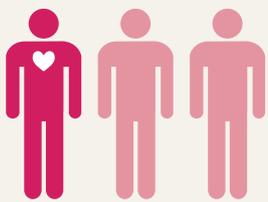
We acknowledge all the patients, families and whānau who are represented in this national picture of hospice services for 2017. We have created this snapshot of services based on FY2017 data supplied by New Zealand hospice services.

18,364

families were supported by hospice

Hospice services are for the person living with a life limiting condition and their family and whānau both before and after the death of their loved one.

51%
of hospice patients were male and **49%** female



1 in 3

people who died in New Zealand were supported by hospice

54%

of people using hospice services who identified as Maori died at home in the community

30%

of people using hospice services had a non-cancer diagnosis such as respiratory disease, end stage kidney disease or dementia.

Many people are not aware that hospice can provide support for people with any life limiting condition.

Where do people using hospice services die? During 2017, **10,029** people died supported by hospice

103

different ethnic groups were identified by people using hospice services

In 2017 more than **12,000** people volunteered their time to work in a variety of roles. Most people gave their time working in the 125+ second hand shops around the country which raise funds to ensure services remain free of charge. In total over **1.5 million hours** of time were donated by the volunteer teams.

People of all ages use hospice services. In 2017, **just over half** of all people using hospice services were aged between 65 & 84 years



LEADERSHIP

Collaboration with Member Hospices

As a member driven organisation, Hospice NZ works hard to provide 'one voice' for hospices, while also recognising the diversity of our members and the communities they serve. A key aspect of Chief Executive Mary Schumacher's role is building strong partnerships with each of our member hospices, and providing advice and support to hospice Chief Executives and Board Chairs.

Professional Network Workshops

Hospice NZ works in collaboration with many national organisations and groups to ensure hospice interests are represented across a wide range of groups who have an interest in end of life care and to help ensure the hospice philosophy is integrated into all areas where palliative care is delivered.

In 2017, this has included working with national groups and organisations such as;

- Palliative Care Advisory Group
- Hospital Palliative Care NZ
- Palliative Care Nurses NZ
- ANZSPM
- Whitireia Community Polytechnic
- Canterbury School of Nursing
- Home & Community Health Association NZ
- NZ Aged Care Association
- NZ Association of Counsellors
- University of Auckland Dementia Resources Project
- NZ Dementia Cooperative

- Aged Concern NZ
- Geneva Healthcare
- Careerforce

Te Rōpū Taki Māori (HNZ)

Supporting the palliative care needs of Māori is a key strategic goal for Hospice NZ. The advisory group *Te Rōpū Taki Māori (HNZ)* was established to provide support and advice to our organisation and our Board of Trustees. They assist us with tikanga me kawa (procedures and protocols), and ensure the values and preferences of Māori are reflected in Hospice NZ projects and initiatives. We are grateful to the members of this group and their hospice organisations for their continued expertise and support throughout 2017.

Te Ara Whakapiri: Principles and guidance for the last days of life

In June, we hosted and facilitated a meeting of national sector leaders to discuss how we might lead and support the implementation of *Te Ara Whakapiri: Principles and guidance for the last days of life (2017)* across all sectors and healthcare providers of care in the last days of life.

Representatives from the Ministry of Health, New Zealand Aged Care Association, New Zealand Home and Community Support Association, Royal New Zealand College of General Practitioners, Canterbury District Health Board, Health Valley Health District Health Board, Compass Health Primary Health Organisation, Hospice and Hospital Specialist Palliative Care discussed how we can work together to use these new guidelines to improve care for people in their last days of life in the setting of their choice.



Professional Network Workshops

Hospice NZ supports a wide range of clinical and non-clinical professional networking groups. Our annual networking workshops give hospice professionals throughout the country the opportunity to network with colleagues, share information and ideas, and explore the different ways in which each hospice approaches their programme.

Ten workshops were held in 2017 with strong representation from hospices across New Zealand:

- Family Support network – 20 attendees representing 17 hospices
- Fundraising & Marketing network – 25 attendees representing 19 hospices
- Kaimahi Hui network – 24 attendees representing 14 hospices
- Managers of Volunteer Services network – 19 attendees representing 19 hospices
- Medical Directors network – 14 attendees representing 14 hospices
- Educators network – 32 attendees representing 23 hospices
- Nurse Leaders network – 21 attendees representing 18 hospices
- Quality network – 18 attendees representing 17 hospices
- Retail Managers network – 28 attendees representing 25 hospices
- Spiritual Care network – 17 attendees representing 17 hospices

Ministry of Health Innovation Funding

In 2015, the Government committed \$7 million to hospices for supporting new, innovative services specifically working with aged residential care and primary care. The 17 innovations funded by this investment are all underway with many hospices collaborating regionally in 'clusters' to deliver the new services. The benefits from the innovations are already being realised with many hospices forging even closer relationships with residential care and primary care providers. This partnership approach has helped with the timely identification of patients with a palliative care need and then supporting residential and primary care staff in the care provision.

With the innovations well embedded, a national evaluation of these new services which started in November 2017 is being undertaken by a team from the University of Auckland.

HammondCare Hospice NZ Palliative Care Nursing Scholarships

In June this year, two HammondCare (Australia) nurses were awarded a nursing scholarship to learn more about the way hospice care is provided in New Zealand.

The two registered nurses were hosted by the Hospice NZ team before travelling to Otago Community Hospice and Hospice Taranaki respectively for a week of observation and learning.

Hospice NZ would like to acknowledge and thank the teams at Otago Community Hospice and Hospice Taranaki for their commitment and time in helping to make this opportunity happen.



PUBLIC AWARENESS

Euthanasia

During the year, Hospice NZ continued to promote our key messages around euthanasia and our position that we did not support any change to legislation in New Zealand.

In July, we hosted Baroness Illora Finlay and Robert Preston, two sector experts from the UK. Due to their visit, we were able to facilitate a presentation via teleconference. Hospice NZ offered this opportunity to a wide audience including hospices, aged care, hospital services and other interest groups free of charge. The subject was: “End of life or ending life? An analysis of the medical implications of legalised ‘assisted dying’”, over 70 sites around the country dialled into this presentation, with over 480 people attending.

As an organisation, we worked with members in providing resources for hospice staff, updating and reconfirming our position statement and developing a large-scale media engagement strategy.

We are very grateful to members who contributed to the various working groups guiding these pieces of work, your time and expertise is appreciated by the Hospice NZ team and Board.

Awareness Week

Hospice Awareness Week is an opportunity for hospices to profile and celebrate the services they provide in their local communities, to address misconceptions that people may have around hospice care, and to encourage the New Zealand public to support their local hospice.

In 2017, Hospice NZ coordinated a national awareness week in conjunction with our members. We provided member hospices with a range of personalised materials to give a consistent look and feel to the overall campaign.

National Branding

Twenty-four hospices now operate under the national branding. During 2017, we continued to support hospices using the ONE brand – supplying imagery from the image library and developing collateral using the brand.

Guide for Carers

Hospice NZ's booklet, A Guide for Carers draws on the skills and combined experiences of all the hospices in New Zealand. The objective of this resource is to provide carers with information that will help them to feel supported, less isolated and empowered to access support services during a difficult time.

In 2017, thanks to the generous support of Craigs Investment Partners, we reprinted this resource and delivered copies to hospices throughout the country for them to distribute in their communities. An electronic version of this guide is also available through the Hospice NZ website.



WORKFORCE CAPABILITY

Cancer Research Trust New Zealand Palliative Care Lecture Series

Hospice NZ continued to offer monthly palliative care lectures to healthcare professionals with an interest in palliative care throughout 2017.

Please be aware that the Genesis Oncology Trust has recently rebranded to Cancer Research Trust New Zealand but continues their generous financial support for the series.

During the year, our national and international guest speakers presented on a range of topics such as, *Dying and growing old in a foreign land – an Asian nurse migrant’s perspective*, *Use of cannabinoids in symptom management*, *Euthanasia*, *Cardiac issues at the end of life* and *Managing late stage dementia*.

The lectures are delivered and presented via teleconference at hospices and other registered sites throughout the country. They are attended by many health professionals from across the health sector, including our colleagues in aged residential care, primary health and hospitals. 918 of the total attendees were visitors to these sites.

In 2017, an average of 50 registered sites hosted the lectures each month. A total of 4,815 attendees attended via teleconference throughout the year; with an average of 438 people per lecture.

The generous funding from Cancer Research Trust New Zealand enables these lectures to be accessed free of charge.

BNI Palliative Care Scholarship Programme

Since 2007, our national partner BNI New Zealand has supported hospice staff members across the country to complete postgraduate education via the *BNI Palliative Care Scholarships Programme*. Over the years, BNI has donated more than \$137,000 to fully fund the programme.

The focus for the 2017 round of scholarships was the professional development of hospice psychosocial and allied health teams. Hospice NZ received 28 high calibre applications and awarded 13 scholarships for a variety of study.

Our sincere thanks to our national partner BNI New Zealand for their continued support of this valuable programme.

Foundations of Spiritual Care

The Foundations of Spiritual Care programme targets the spiritual care training needs of staff and volunteers in hospice teams. The programme is delivered by cultural and spiritual care advisors and explores spirituality, wairuatanga and spiritual care at the end of life.

The aim of the programme is to improve the spiritual wellbeing of staff working at the hospices and the provision of spiritual care for patients, families and whānau.

In 2017, Hospice NZ continued to support our member hospices to deliver this programme. We have started a process to review the support and resources for the presenters and facilitators of the programme.



Fundamentals of Palliative Care

The Hospice NZ's Fundamentals of Palliative Care programme of 10 packages is designed to provide all health professionals who work with patients, families and whānau facing a life-limiting illness with a range of skills and knowledge. The aim is to enable and prepare them to provide palliative and end of life care competently and with confidence. Based on national and international best practice, the information is relevant for health care professionals, administration and support staff.

In 2017, New Zealand hospices delivered a total of 899 packages to 12,218 attendees. 883 people completed the full programme and received badges to acknowledge their achievement.

Hospice NZ Education Programmes: Syringe Driver Training Programme

Hospice NZ's Syringe Driver Training programme is a practical, skill-based training programme delivered by hospices to nurses responsible for administering medications to patients via a syringe driver.

In 2017, 265 full competency workshops were delivered across New Zealand to a total of 1,931 nurses. A further 172 update workshops were delivered to 1,097 nurses.

Palliative Care for Caregivers Training

The Palliative Care for Caregivers Training programme is a newly updated course aimed at health care assistants who provide palliative and end of life care to people in aged residential care and the community. This year, 94 workshops were delivered throughout the country, with 852 health care assistants completing the training.



ADVOCACY

Ministerial Briefings

Hospice NZ's Chief Executive Mary Schumacher met regularly with representatives from the Ministry of Health in 2017 to discuss issues facing the sector, highlight areas of focus that require attention and discuss our key priorities going forward.

As a national organisation, we remain committed to influencing the development of national policy, raising the profile of hospice care with key decision makers, and demanding equity of access for all New Zealanders to specialist palliative care.

Data and Information

The Hospice New Zealand Data and Information project continues to provide a crucial understanding about hospice activity and service need nationally. For example, the survey reinforced just how diverse our society is with over 100 different ethnicities being cared for by hospices in the year ending June 2017.

In 2017, the project provided new insights on a national basis as to when patients get referred and admitted to hospice services. These insights can assist hospices organise their resources and communications with other healthcare providers. Another key development has been a research project conducted by the Te Arai Group at University of Auckland to expand the project approach to other palliative care settings such as hospitals and residential care.

Palliative Care Advisory Panel

The Palliative Care Advisory Panel (PCAP) was established to provide advice to the Ministry of Health on palliative care services for adults, and to inform and support the Ministry's palliative care work programme. Hospice NZ Chief Executive Mary Schumacher is an appointed member of the panel, alongside representatives from the aged care, consumer, District Health Board and research sectors.

Costing Project

The Hospice Costing Project provides a consistent and comprehensive approach to identifying both the cost of hospice care and costs associated with revenue generation for hospices such as retail. The information from the project enables participating hospices to compare their costs against a national average and support decisions around resource use.

In 2017, some similarly sized hospices have started to share their cost information with each other for accurate benchmarking. Another development is the project is examining some discrete costs in providing key services such as inpatient beds.



QUALITY OUTCOMES

Hospice NZ Standards & Quality Review Programme

The Hospice NZ Standards for Palliative Care were first launched in 2012. They support quality management, quality improvement and some benchmarking at local, regional and national level. The Quality Review Programme supports the member hospices to implement and review their service against these Standards.

This year Hospice NZ started a review process to update the Standards and the Quality Review Programme to meet the needs of all our member hospices.

Outcome Measures

In February 2017, Hospice NZ held an interactive symposium on Outcomes Measures to stimulate discussion and collaboration across the New Zealand palliative care sector, while benefiting from international expertise and experience. Internationally, there is a growing emphasis in using Outcomes Measures in healthcare to ensure patients physical, psychological and spiritual needs are being met.

Following the Symposium, Hospice NZ has committed to piloting two clinical outcomes measures across the majority of hospices with the intention of a wider rollout on completion.



FUNDRAISING FOR SUSTAINABILITY

CAMPAIGN PARTNERS

Farmers Caring Connections in our Community

2017 was the fourth year Hospice NZ & Farmers collaborated to raise a record breaking \$768,162 nationwide. Thanks to the generosity and support of Farmers 100% of everything donated is given to the local hospice service in each area to ensure services remain free of charge.

There are two ways in which Farmers customers can support their local hospice service through this campaign – by donating to the Tree of Remembrance or by purchasing a limited-edition hand painted bauble.

This is the largest national campaign for our organisation in terms of funds raised and just as importantly raising awareness of services. Many thanks to all the team at Farmers and their customers for so generously supporting this campaign and their local hospice service.













NATIONAL PARTNERS

House of Travel

House of Travel is New Zealand's largest independent chain of travel agents offering overseas travel deals, holiday packages, airfares, coach tours, cruise and travel tips. House of Travel has been a national partner of Hospice NZ since 2005. Nationally, House of Travel helps Hospice NZ raise awareness of hospice services, particularly during Hospice Awareness Week, and stores throughout the country support their local hospices in ways as diverse as their communities.

In 2017, highlights included teams from House of Travel stores:

- Hosting Armchair Travel sessions – whisking patients, caregivers and volunteers away to foreign countries and places of interest with stories and photos – truly encapsulating the hospice philosophy of 'living every moment'
- Organising for the Netball NZ Silver Ferns to visit children and their families at Rainbow Place
- Sponsoring, attending and providing auction items for hospice fundraising events
- Baking up a storm and providing catering for hospice day stay programmes and remembrance services
- Gifting vouchers for local restaurants to patients and their families
- Collecting and donating second hand clothing to their local hospice shops, and encouraging their customers to do the same
- Running their own events such as quiz nights and BBQs to help raise funds
- Generously volunteering their time to support a wide range of initiatives including coordinating street appeal sites, Trees of Remembrance and Christmas gift wrapping stands
- Providing use of their facilities for hospice special events and meetings
- Sponsoring the cost of running a car to enable Hospice teams to visit people in the community, a 'Creative Hands' programme and drinks trolleys
- Promoting Hospice Awareness Week and other hospice initiatives in-store, online and on social media
- Selling raffle tickets, holding sausage sizzles and purchasing hospice gifts and cards
- Sharing their business knowledge, expertise and contacts with fundraising teams and volunteers and engaging their customers with the work of hospice

Each year, Hospice NZ and House of Travel present an 'Embrace Award' to an individual or team to celebrate the difference that passion, energy and enthusiasm can make to the lives of so many people in our local communities. The recipient of the 2017 Embrace Award was House of Travel Waikato's Steve Edwards. We would like to thank Steve and everyone at House of Travel for their wonderful contribution to hospice services.





BNI New Zealand

BNI New Zealand's underlying philosophy is 'Givers Gain' – giving back to the community and helping people to grow successful businesses within these communities.

Since 2007, BNI New Zealand's special partnership with Hospice NZ has seen BNI chapters nationwide generously raise and donate over \$1.5 million to support hospice services across the country. This year, BNI raised an incredible \$195,000 to help ensure hospice care remains free of charge for patients and their families.

Here are highlights from 2017:

- Running all sorts of events from salsa evenings to pub quizzes, auctions, black tie events and barn dances, raffles, golf days, movie nights and fundraising breakfasts
- Donating special items such as televisions, mini systems and heat pumps for patient rooms, a mobility scooter, a clothes drier for an inpatient unit, vouchers and calling cards
- 'Taking over' a Hospice shop for a day – stocking product, running the till and making as many sales as they could
- Participating in an 'Around the World in 180 Days' fitness and fundraising challenge
- Providing hospices with professional services free of charge or at heavily discounted rates

- Coordinating homeware drives and donating second-hand clothing to hospice retail shops
- Providing mentoring services to hospice youth ambassadors
- Attending, sponsoring and donating auction items to hospice fundraising events
- Donating operational items like kitchen supplies, copy paper and biscuits
- Donating chocolate eggs at Easter and baking goods for Christmas
- Using their networks, social media and websites to help promote hospice events

Each year, BNI New Zealand also sponsors the *BNI Palliative Care Scholarship Programme*. Over \$137,000 has been donated over the years to fully fund it. The programme supports hospice staff members to undertake postgraduate study in their speciality fields and grow as leaders in palliative care.

BNI also provides complimentary membership for hospice staff.

We are very grateful to BNI New Zealand and all its members for being such wonderful supporters and advocates for hospice services.





CAMPAIGN PARTNERS

The Harcourts Foundation

In 2017, Hospice NZ was delighted to partner with the Harcourts Foundation to create an innovative new programme – the *Hospice NZ Grants Programme*.

The primary goal of this unique programme is to assist our member hospices with funding for key projects that directly benefit the people using hospice services in the local community.

The Harcourts Foundation donated over \$50,000 to kick start the programme in 2017, and six grants were awarded as follows;

- Hospice Whanganui, \$10,000 towards a new car, enabling the community nursing team to visit people living in rural areas
- Arohanui Hospice, Palmerston North, \$10,000 towards re-flooring bathrooms in the inpatient facility
- Totara Hospice South Auckland, \$10,376 for four syringe drivers to provide people with relief from pain, and lock boxes to house the pumps
- Hospice Waikato, \$7,442 for three electric beds for use in the community, supporting people to remain in their own homes
- Rotorua Community Hospice, \$6,976 for 14 lock boxes and two syringe drivers
- Otago Community Hospice, \$6,064 for two electric beds for people staying in the inpatient unit

In addition to the commencement of the Hospice NZ Grants Programme, many Harcourts franchises around the country assist their local hospices, both financially and through volunteer work.

Hospice NZ is very grateful to the Harcourts Foundation and Harcourts teams across the country for supporting the work of Hospice.

HOSPICE NZ GRANTS PROGRAMME
PROUDLY SUPPORTED BY



Harcourts
Foundation





NATIONAL SUPPORTERS

Dilmah New Zealand

For over 20 years, Dilmah has donated all the tea each hospice in New Zealand could possibly need throughout the year. This generous donation means hospices can provide the world's finest tea to those in the care of hospice, their families, friends and visitors, and to staff and volunteers. The process of making a cup of tea and the comforting conversations that can occur over a hot cup of tea can be relaxing and therapeutic, no matter the time of day or night. This is at the very heart of Dilmah and its founder Merrill J. Fernando.

Craigs Investment Partners

For over ten years, Craigs Investment Partners has been a wonderful supporter of Hospice NZ. In 2017, Craigs Investment Partners sponsor the printing of Hospice NZ's special resource, A Guide for Carers. This is a booklet designed to help people caring for a loved one living with a life-limiting illness, offering practical advice and guidance to support and reassure caregivers throughout their journey. Thanks to the generosity of Craigs Investment Partners, New Zealand hospices could provide this booklet to families completely free of charge.

Many branches of Craigs Investment Partners throughout the country also have a long history of supporting their local hospices in a myriad of ways – volunteering their time and expertise, sponsoring operating costs, organising golf tournaments and other fundraising events and much more. We are sincerely grateful for their contribution.

Quest Apartment Hotels

Quest Apartment Hotels supports Hospice NZ and our member hospices through their Quest for a Cause programme. Hospice staff receive discounted accommodation at their locations across New Zealand, and Quest staff volunteer and support local fundraising initiatives where possible.

In 2017, 24 Quest Apartment Hotels each offered complimentary Quest Weekend Away accommodation packages to assist hospices in their fundraising efforts. The prizes were used as raffles or auction items at events, and to provide accommodation for guest speakers attending hospice events. Thank you, Quest Apartment Hotels.



CHARITABLE TRUSTS AND FOUNDATIONS

In 2017, we were very grateful to receive grants and donations from a number of trusts and foundations. Our sincere thanks to:

- Pub Charity
- Genesis Oncology Trust (now Cancer Research Trust New Zealand)
- Four Winds Foundation
- GiveALittle via the Spark Foundation
- Perpetual Guardian – James Searle Say Foundation

New Zealand Lottery Grants Board

Once again Hospice NZ received an annual grant to support our operational costs in 2017. We are extremely grateful to the Lottery Grants Board for their ongoing support.

VMD Collier Charitable Trust – administered by Guardian Trust

In 2017, Hospice NZ received a grant to support projects that benefit member hospices throughout the country. Thank you to the VMD Collier Trust for their ongoing commitment to support hospice services in New Zealand.

Online Donations

Hospice NZ provides an online donation facility that allows people to donate securely to the hospice of their choice. We pass on 100% of every donation made to the hospice nominated by the donor.

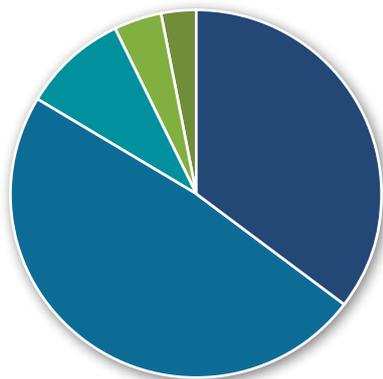
In 2017, our member hospices received over \$43,000 of donations via our website: www.hospice.org.nz. Hospice NZ received just over \$11,000. Thank you for your generous donations towards hospice care in New Zealand.



FINANCIALS

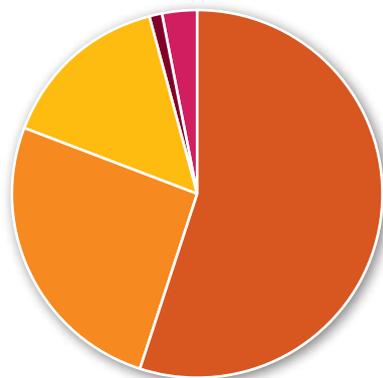
OPERATIONS	31-Dec-17	31-Dec-16
Subscriptions	628,233	\$584,219
Conference ¹	0	\$253,739
MOH contracted projects	124,631	\$133,440
MOH Innovation project	55,490	\$117,399
Other income	42,542	\$44,984
TOTAL OPERATING INCOME	\$850,897	\$1,133,781
Wages and salaries	651,433	\$661,868
Conference costs	0	\$218,920
MOH contracted projects	30,131	\$41,436
MOH Innovation project	14,990	\$77,403
Membership costs	311,761	\$306,975
Overheads/administration	171,042	\$160,396
TOTAL OPERATING EXPENDITURE	\$1,179,356	\$1,466,998
Operating surplus/(deficit) before fundraising	(328,460)	(333,217)
FUNDRAISING INCOME		
Donations	246,434	\$31,500
Grants and sponsorship	220,134	\$330,735
Net Fundraising Income	\$466,568	\$362,235
NET SURPLUS/(DEFICIT) FOR THE YEAR	\$138,108	\$29,018

¹ The biennial Conference was held in 2016, there was no Conference in 2017



INCOME 2017

- Fundraising 35%
- Subscriptions 48%
- MOH contracted projects 9%
- MOH Innovation project 4%
- Other 3%



EXPENDITURE 2017

- Wages & Salaries 55%
- Membership 26%
- Overheads, Administration 15%
- MOH Innovation project 1%
- MOH contracted projects 3%



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