2014 was a productive year filled with highlights for the Hospice NZ Board, team and myself.

It would be difficult to capture an entire twelve months within the pages of this Annual Review so we have chosen to focus on key highlights from each of the five goal areas of our work.

Firstly I would like to thank the Hospice New Zealand Board for giving their time and expertise freely to the governance of our organisation. Particularly Wilf Marley who spends countless volunteer hours working for hospices throughout the country as Chairman of Hospice New Zealand. The team and I appreciate and value the commitment and support from all Board members, enhancing the capability of our small team.

I would also like to take the opportunity to thank all members of Hospice NZ for your engagement, support and positivity towards the work and direction of our organisation. A special thanks to those individuals who lend their expertise to the various governance and working groups that influence the projects of Hospice NZ. Your contribution is greatly appreciated.

SOME HIGHLIGHTS FROM 2014

前不久 Hospice NZ Palliative Care Conference

We welcomed over 350 delegates from New Zealand and overseas to Wellington for this three day Conference in late October 2014. The theme was Reaching Out - Community Engagement, reinforcing that we must reach out and engage with our community to ensure we are providing care that is needed and wanted. Feedback from delegates indicates that the programme was inspiring, informative, often provocative and challenging. We thank everyone – especially our keynote speakers who gave their time freely – for their participation.

Government commitment of $20M funding increase for hospice services

The results of our ongoing and strategic advocacy work with the Minister of Health the Hon Tony Ryall were realised in 2014 with the pre-election announcement of an additional $20M of funding for hospice services. All members of Hospice NZ will benefit from this sizeable funding increase from 2015.
**Caring Connections in our Community – Farmers relationship**

2014 was the first year we worked with Farmers Stores throughout the country raising awareness and funds in the four weeks prior to Christmas. There were three ways in which customers could support their local hospice service – by making a donation, giving to the Tree of Remembrance or buy purchasing a specially commissioned CD by Tim Beveridge – Christmas Is. A phenomenal amount was raised from this campaign – over $618,000 was donated to hospice. We are extremely grateful to all the Farmers team and their customers for making this the largest national fundraiser hospice has ever been involved in. We look forward to a long and mutually beneficial relationship with the Farmers team.

**Strengthening our relationships with the aged care sector**

We recognise the importance of working in partnership with our colleagues in the aged care sector given the increasing need for palliative care in a variety of settings. One really effective way to develop these relationships is via the national education packages – The Fundamentals of Palliative Care. Specifically designed for delivery by hospice staff to aged care staff, the Fundamentals was released in 2012 as a nine package learning series. In 2014 hospices throughout the country delivered over 8180 sessions of the various packages.

Once again thank you to everyone who has contributed to the work of Hospice NZ during 2014, we appreciate your ongoing support.

Warm regards

Mary Schumacher  
Chief Executive, Hospice NZ
Another great year working for hospice – I have to say that I thoroughly enjoy the various events I attend around the country. It is a real pleasure to meet hospice volunteers, staff, patients and families as well as people in the community supporting our organisation.

There was highs and lows personally for me during 2014. My dear Mum died on the very same day that I had the letter from the Governor General to say I had been awarded a QSM in the New Years Honours list for services to the community. My husband Ross, who supports my work for hospice by keeping the home fires burning, and my children were both very proud of this award, as I know my Mum would have been. We all miss her a lot.

During the year I attended a number of hospice functions, held cooking demonstrations and generally flew the hospice flag at every opportunity.

Here is a little selection of the things I have been involved in:

- Hospice Awareness Week in May
- Totara Hospice South Auckland – Ladies lunch event, guest speaker
- Trip to Northland for two days of cooking for Hospice Mid Northland in the Bay of Islands
- Holly Hospice event in the Hawkes Bay for Cranford Hospice

During 2014 I released a new cook book, Jo Seagar Bakes – with a book launch tour to many centres that benefited the local hospice. We went to Oamaru, Ashburton, South Auckland, New Plymouth, Hawera, Palmerston North, Masterton, Wellington, Auckland and Christchurch.

In June I took a trip to Italy to my spiritual home in Umbria. Thanks to Pam Young and the team at House of Travel Motueka who continue to organise these marvellous adventures. Once again every person on the trip nominated a hospice to receive a very generous donation. The same for my September and my October trip to Morocco.

Towards the end of the year I was honoured to be give the Sir Roy McKenzie keynote address at the 21st Hospice NZ Palliative Care Conference. I found listening to my fellow keynote speakers inspiring and thought provoking. Mingling with the delegates also confirmed for me that those who work for hospice are passionate and compassionate human beings. It was a wonderful three day programme – and not bad socially either!

Looking forward to 2015 my husband Ross and I are looking at new challenges – however one thing in our lives will remain constant, that is my commitment to supporting you wonderful hospice people in your work caring for people at the end of their lives. Whilst you still need/want me I shall be proud to wear my hospice hat as frequently as possible.

Thank you for another wonderful year as Patron/Ambassador for hospice.

With love

Jo Seagar
Patron and Ambassador for Hospice New Zealand
Our vision
Anyone who is dying has the opportunity to celebrate their life with the help of hospice

Our 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
Determined – we are driven to work in partnership with our members and community

Our mission
Hospice NZ aims to be the recognised leader of the hospice movement and support our members by:
1. Enhancing quality and consistency in the delivery of hospice care
2. Supporting a high performing hospice/palliative care workforce
3. Advocating for the provision of hospice/palliative care for all New Zealanders and providing central leadership and direction
4. Increasing awareness of hospice services in New Zealand
5. Maintaining a highly effective, well-resourced and well managed national organisation

2014 SNAPSHOT

During 2014 the 29 hospice services across the country provided care and support for over 16,000 people living with a life limiting condition. They also support these people’s families and whanau both before and after a death.

Hospice is a philosophy of care and whilst most hospice services have inpatient facilities the majority of people are cared for in their own home. In 2014 hospice staff made over 142,000 visits to people in the community.

Hospice services are firmly grounded in the community and rely heavily on people giving their time to support our work. In 2014 more than 11,300 people donated their time volunteering to work for hospice.

The generous team of volunteers gave over 1 million hours of their time to support hospice services during 2014. Volunteers do a variety of work in a huge range of roles – we are extremely grateful to anyone who gives their time freely to hospice.
GOAL 1

Community engagement – raise awareness and understanding of hospice services through community engagement.

Living Every Moment – Hospice Awareness Week 2014
In May 2014 we focused our energy on raising awareness of hospice services by coordinating a national awareness week in conjunction with our members. We provided member hospices with a range of personalised materials which whilst personalised to each hospice service, gave a consistent look and feel to the overall campaign. Our national partners supported the campaign by sending a hospice focused message to their customers/clients and our patron Jo Seagar sent an e-letter to her followers. Facebook was a powerful and cost effective tool for publicising the awareness week campaign with 72 new likes during the week, a reach of over 11,000 people and a hospice education video was shared more than 200 times by supporters.

New national relationship with Farmers
Following several months of dedicated planning we were very pleased to roll out a national fundraising and awareness campaign with Farmers stores throughout the country. Titled Caring Connections in our Community, all 56 Farmers stores raised funds and awareness in the four weeks leading up to Christmas. As well as raising over $615,000 for hospice services, each of the 4000 staff at Farmers were acting as ambassadors for our organisation when engaging with customers. During the campaign 61,589 donations were made showing the reach of this community engagement activity.

National branding for hospices
During 2014 we continued the process of adding new elements to the branding guide for hospices. The new elements include the history behind the kowhai and hospice, a secondary colour palette to enable more creativity around hospice colours, member badges to support hospices to display their membership of Hospice NZ and the creation of an image library resource. All aspects of this project have been created to enhance the consistency and usability of the national brand. There are now 21/29 hospices who operate under this branding – with Hospice Waikato joining this group in 2014.
Collaboration with members

During 2014 Mary Schumacher spent considerable time visiting hospices and providing advice and support via telephone to hospice CEO’s and Board Chairs. As a member driven organisation this is a really important role to ensure we keep in touch with the issues facing hospices at a local level.

This support extends into each of the professional network groups we support on an ongoing basis. There are now nine established groups representing a range of clinical and non-clinical staff. The majority of communication with the networks is email based – however in 2014 we continued to provide the annual meeting hosted in Wellington for each group.

In 2014 the annual meetings were well attended by members:

- Quality network – 16 attendees with 15 hospices represented
- Educators network – 25 attendees with 17 hospices represented
- Family support network – 23 attendees with 19 hospices represented
- Spiritual care network – 17 attendees with 17 hospices represented
- Retail shop managers network – 31 attendees with 18 hospices represented
- Fundraising network – 18 attendees with 16 hospices represented
- Managers of volunteer services network – 27 attendees with 22 hospices represented
- Nurse leaders network – 19 attendees with 16 hospices represented
- Kaimahi network – 23 attendees with 13 hospice represented

Collaboration with national groups

Palliative Care Council

During 2014 Hospice NZ CEO, Mary Schumacher became the acting Chair of the Palliative Care Council. The Palliative Care Council of New Zealand was established in 2008 by Cancer Control New Zealand. Its aim is to provide independent strategic advice to the Minister of Health on New Zealand’s performance in providing palliative and end-of-life care across all life limiting illnesses.

ANZSPM

Mary continued to meet quarterly with the Chair, Dr Sinead Donnelly. Work also continued on supporting the All Party Parliamentary Palliative Care Interest Group established in 2012.

New Zealand Aged Care Association

A series of meeting between Board and Management representatives from NZACA and Hospice NZ were held during 2014. The purpose of the meetings was to explore ways in which work could be aligned to better support people living in aged residential care who have a palliative care need.

Last days of life – working group

Anne Morgan, Practice Advisor for Hospice NZ was a member of the Last Days of Life working group. This group was established in 2014 with the purpose of developing recommendations on a national approach to care of people in their last days of life.
Paediatric Palliative Care Group
Anne Morgan, Practice Advisor worked with the Paediatric Palliative Care Clinical Network to establish a Memorandum of Understanding (MOU). The MOU recognises the unique knowledge and skills of the respective services involved, with all agreeing to work together to provide holistic child/young person, family/whānau orientated palliative care.

CANGO
Mary Schumacher, Chief Executive continued to be a member of the CANGO group. A group of NGO’s who have an interest in providing cancer related support and resources to the community and health care professionals.

Asia Pacific Hospice Network
Mary Schumacher, Chief Executive continued to be the elected New Zealand representative to the APHN network attending the annual meeting and Conference.

Perioperative Medicine Conference
Anne Morgan, Practice Advisor was invited to give a presentation to the Australian and New Zealand College of Anaesthetists Perioperative Medicine Conference. Anne took the delegates through how hospice care fits into “their world” focusing on palliative care and futile treatments. Feedback from was extremely positive from the session.

New Zealand Nurses Organisation Gerontology Conference
Working alongside Hospice West Auckland and Hospice North Shore, Anne Morgan from Hospice NZ manned an exhibition stand at the NZNO Gerontology Conference in Auckland. Anne also addressed delegates and presented on hospice and palliative care.

St John Ambulance Services
Anne Morgan, Practice Advisor created and presented two training days for St John Ambulance Paramedic staff. The focus of this training was around caring for palliative care patients, developing relationships with the local hospice service and providing support to families who may be in distress around their loved one who is dying.

 Collaboration with national partners and supporters

Dilmah
For the eighteenth year Dilmah supplied all the tea required by the 29 hospices throughout the country, ensuring that anyone using hospice services is able to have a quality cup of tea whenever they need it. This equates to around 400,000 tea bags at a value of over $30,000. Also in 2014 Dilmah donated 50c from every pack of green tea sold during August and September – this resulted in a donation of $20,000 to Hospice NZ.

Farmers – Caring Connections in Our Community
2014 was the first year in a new relationship with Farmers. The Caring Connections in Our Community campaign ran from 24 November – 25 December with each of the 56 Farmers stores
raising money for their local hospice. Customers could make a donation, purchase a CD or donate and put a remembrance card on the Tree of Remembrance during this campaign. Over $618,000 was donated to hospices from this campaign.

**Quest Serviced Apartments**

Each of the Quest Serviced Apartments around the country partnered with their local hospice – lending their support in a variety of ways during 2014 – donating prizes, doing collections and volunteering for hospice.

**Corporate Supporters and donors**

During 2014 we were very grateful to receive a number of grants and donations from various grant makers, individuals and businesses. With thanks too:

- Four Winds Foundation
- Infinity Foundation
- Pub Charity
- Chainsaw and Outdoor Power
- Phoenix Trading Company
- Ivoclar Vivodent NZ
- Guardian Trust

**Genesis Oncology Trust**

2014 was the 12th year that we received a grant from the Genesis Oncology Trust to fund the Palliative Care Lecture Series. This funding means that we are able to provide the monthly teleconference based lecture series totally free of charge to participants – both hospice members and the wider palliative care community.

**New Zealand Lottery Grants Board**

Once again we received an annual grant to support our operational costs. We are extremely grateful for the ongoing support of the Lottery Grants Board.

**VMD Collier Charitable Trust – administered by Guardian Trust**

In 2014 we once again received a grant to support the 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 2014 hospice members received over $94,000 of donations via hospice.org.nz. Hospice NZ received just over $8,000.
All Party Parliamentary Palliative Care Interest Group
“Palliative Care for All” was held at Parliament with Maggie Barry and Te Ururoa Flavell co-chairing, Dr Brian Ensor, Clinical Advisor to Hospice NZ and Anne Morgan, Practice Development Advisor, presented from a hospice and community perspective with Anne focusing on palliative care for older people.

Representing member hospices at the Ministry of Health
During 2014 Mary Schumacher, Chief Executive met regularly with representatives of the Ministry of Health. These meetings are an opportunity to discuss the work plan of Hospice NZ, issues facing the sector and highlight any areas of focus that might require attention.

Representing member hospices to the Minister of Health
Following a very successful meeting at the end of 2013 with the then Minister of Health, Hon Tony Ryall, Mary Schumacher, Chief Executive and Wilf Marley, President were asked by Minister Ryall to provide further information regarding the provision of hospice services by members of Hospice NZ. This information was supplied as requested and as a result discussion began around a funding increase following the 2014 election.

An announcement following the election confirmed that hospice services throughout the country would benefit from an additional $20M funding from Government beginning the 2015/16 financial year.

With the change in the Minister of Health following the 2014 election, Mary Schumacher and Wilf Marley met with Hon Jonathon Coleman to provide a briefing on the role of hospices in the wider palliative care sector.

Data and information project
To address the growing need for national hospice data and evidence, the data and information project was developed in 2014 with the following aims:

1. To consolidate current national, regional and local hospice datasets where possible and improve standardisation and reliability of New Zealand hospice data.

2. To extract an accurate, reliable national hospice dataset to Hospice New Zealand for analysis, dissemination and advocacy on behalf of members.

3. Engage with regional, national and international bodies to keep abreast of ongoing developments in palliative care data activity.

It is expected that this project will allow hospices and Hospice NZ to gain a more complete picture of hospice care and the impacts of care delivery for patients, families and whānau.

The governance group for this project and investment have been confirmed and the next steps include working group development and a gap analysis of current data collection.
Hospice New Zealand 2014

Genesis Oncology Palliative Care Lecture Series
During 2014 an average of 48 sites hosted the lecture each month for the 11 lecture series. In total there was 4178 attendees for the lecture series during the year – an average of 374 people per lecture. 36% of attendees were visitors to the registered sites.

There have been 643 downloads of the recorded lectures via our website. These are mainly from NZ but also from Mexico, Spain, South Korea, Cook Islands and Australia and the UK.

We were able to provide this valuable professional development opportunity thanks to the continued generosity of the Genesis Oncology Trust. The Trust provides full funding for this project, meaning that we can offer this opportunity to member hospices and the wider health care sector completely free of charge.

Foundations of Spiritual Care Professional Development Programme
The Foundations of Spiritual Care programme targets the foundation spiritual care training needs of hospice teams (all staff and volunteers). The programme is delivered by cultural and spiritual care advisors and explores spirituality, wairuatanga and spiritual care at the end of life. Ultimately the aim is to improve the spiritual wellbeing of organisations and spiritual care for patients, families and whānau.

The programme was launched in October 2013 and by the end of December 2014, 28 hospices had taken part in facilitator study days and 23 hospices have delivered one or more courses. Participants have been from all areas of hospice services including governance, management, clinical and non clinical staff and volunteers. Research and evaluation of the programme will take place in 2015 and will provide us with evidence of programme outcomes and inform refinements for the programme going forward.

Palliative Care Handbook
Due to demand we reprinted the 2012 version of this valuable resource and distributed 2000 to member hospices.

21st Hospice NZ Palliative Care Conference
In October 2014 over 350 delegates were welcomed to Wellington for the 21st Hospice NZ Palliative Care Conference. The theme for the Conference was Reaching Out – Community Engagement, reinforcing the need for us to reach out and engage with our community to ensure we are providing care that is needed and wanted.

Many thanks to our International and New Zealand keynote speakers for their time and inspirational presentations. Thanks also to our Ambassador & Patron Jo Seagar for opening the Conference and setting the tone for the following two and half days. Thanks also to all our delegates who attended and to those who also presented as part of the core conference programme. Finally thank you to the sponsors and exhibitors who are incredibly important to the Conference, their support means that we can ensure the conference fee remains accessible to attendees.
With thanks to the Farmers team 2014
Hospice New Zealand 2014

[Images of different groups of people holding large checks for various amounts, thanking Farmers for their support.]

THANKS for supporting...

[Images of people holding a large check for $23,123.72, thanking Farmers for supporting a hospice.]
Syringe Driver Competency Programme
This practical skill based training programme is delivered by member hospices to health care providers who are responsible for providing syringe drivers to their patients. During 2014 over 1800 people went through this training programme.

Palliative Care for Care Assistants Training Programme
This introductory course is aimed at Health Care Assistants who may be caring for people with a palliative need. During 2014 more than 370 people went through this training. It is important to note that the Fundamentals of Palliative Care programme packages provide a similar but more in-depth education opportunity and this training is slowly replacing the Palliative Care for Care Assistants Training Programme.

BNI Palliative Care Scholarship Programme
2014 was the eighth year BNI provided funding to Hospice NZ to enable us to provide this scholarship programme.

We received 25 applications and awarded 14 Scholarships to a variety of study.

Thanks to the generosity of BNI we were able to provide a Scholarship for a delegate from the Pacific Islands to attend the 21st Hospice NZ Palliative Care Conference. Meaalofa Leota, a nurse from Samoa attended the three day Conference in Wellington and was hosted at Te Omanga Hospice and Mercy Hospice Auckland as part of her study tour. Mrs Leota was identified as someone who is passionate about palliative care and was keen to undertake this professional development opportunity. Meaalofa undertook to organise education sessions for her colleagues to share learnings and the experience of hospice services in New Zealand upon her return to Samoa.

We are grateful to members of the Asia Pacific Hospice Network who worked with us to identify Mrs Leota as a candidate for this scholarship support.

Fundamentals of Palliative Care
During 2014 hospice members throughout the country continued to provide the nine packages from the Fundamentals of Palliative Care to aged residential care facilities in their communities.

Member hospices delivered 8182 packages during the year to participants in the programme.

Also during 2014 we established a Governance and Working group to provide advice and support for the development/review of the Fundamentals. The goal of this work is to create a generic resource, meaning the content of the Fundamentals packages are suitable to be delivered to all settings, with educators tailoring the packages delivered to the audience. In 2015 this will replace the Aged Care focused Fundamentals meaning that all health care professionals can benefit from this education opportunity.
Quality and Standards – enhance the quality and standard of hospice care by supporting members to deliver good outcomes for patients, families and whānau.

**Hospice New Zealand Standards for Palliative Care**

The Standards for Palliative Care were launched in April 2012. The overarching aim of The Standards is to ensure that New Zealanders have equitable access to the best possible care as they approach the end of their lives, no matter where they are living. The Standards are initially designed for a hospice setting, but it is hoped that further versions will extend their reach into other providers of palliative care such as residential aged care facilities, hospitals and the community.

Quality improvement practices are an opportunity to reflect on what we do well, validating the care we provide, do more of what works well for people and refine what is not working so well. The quality review aspect of The Standards is a flexible and enabling process with many ways to demonstrate or evidence achievement of the Standards.

During 2014 Hospice NZ continued to support member hospices through the self-review and then the peer mentor review process.

Since the release of the Standards in 2012, 19/29 hospice services have participated in the self-review process with a similar number having gone through the peer review process.

During 2014 seven hospices completed the self-review process, many beginning a second cycle of the Standards. Eight peer review visits were undertaken in 2014.
2014 was the 9th year that Hospices and House of Travel outlets throughout the country worked together to raise funds and awareness.

The variety of ways in which each outlet works with their local hospice is inspiring and we are incredibly humbled in the way that hospice has become embedded in every aspect of the House of Travel business.

Whether it is a regular monthly activity or volunteering at an event that hospice is benefiting from, donating items from the hospice wish list – all that the House of Travel team does has immense value to hospice and the people who are using our services.

Whether once a week or once a year – we are so grateful for the continued support of House of Travel nationally and locally.

In 2014 the Hospice Embrace Award winner – for the second time – was House of Travel Rotorua.

As previous winners of the Embrace Award (2009), Pam, Ken and the team at House of Travel Rotorua have continued their extensive support of Hospice Rotorua. Here are some words from the hospice nomination:

House of Travel Rotorua formed a partnership with Hospice Rotorua in October 2005 which continues today, during that time they have helped raise over $250,000 to support hospice services in our area.

We are extremely grateful to all the people at House of Travel for their commitment and involvement at all levels of our organisation.

Owners Pam and Ken consistently look for opportunities to extend their support with fundraising events and campaigns, financial sponsorship, donations and their physical presence as volunteers. Their generosity is amazing.

Having the ability to meet and engage with their many business contacts in the Rotorua community extends the ability of Hospice Rotorua to involve more of the local community in our activities. Their positive, passionate and active involvement to support the community’s hospice is seen as a priority in their business. We are very lucky to have such a solid relationship that we hope has mutual benefits for everyone who comes on board.

Many thanks To Pam and Ken and the team, we look forward to many more years of working together.
2014 is the seventh year that Craigs Investment Partners branches have worked with their local hospice services to raise funds to support the hospices work.

With the wonderful results from 2014 as outlined below, the overall total raised in the seven years of partnership now exceeds $1 Million donated to hospice services. A wonderful achievement.

Below is an outline of the activities and achievements of each branch for their partnered hospice service. The combined efforts of all Branches resulted in over $97,000 being donated during 2014.

<table>
<thead>
<tr>
<th>Branch</th>
<th>Activity</th>
<th>Amount Raised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kerikeri and Hospice Mid-Northland</td>
<td>Organised golf tournament and charity auction</td>
<td>$30,000</td>
</tr>
<tr>
<td>Hamilton and Hospice Waikato</td>
<td>Hosted hospice dinner</td>
<td>$2,000</td>
</tr>
<tr>
<td>Palmerston North and Arohanui Hospice</td>
<td>Supported Michael Higgins Memorial Golf Tournament</td>
<td>$18,000</td>
</tr>
<tr>
<td>Invercargill and Hospice Southland</td>
<td>Charity Golf Tournament</td>
<td>$7,000</td>
</tr>
<tr>
<td>Whangarei and North Haven Hospice</td>
<td>Sponsored breakfast for hospice volunteers and supporters</td>
<td>$40,000</td>
</tr>
<tr>
<td>Wellington and Mary Potter Hospice and Te Omanga Hospice</td>
<td>Supported the Strawberry Festival and Christmas Gift Wrap events</td>
<td>$3,500</td>
</tr>
<tr>
<td>Rotorua and Rotorua Community Hospice</td>
<td>Sponsored the hospice newsletter</td>
<td>$2,700</td>
</tr>
<tr>
<td>Blenheim and Hospice Marlborough</td>
<td>Charity Golf Tournament</td>
<td>$6,000</td>
</tr>
<tr>
<td>Wanganui and Hospice Wanganui</td>
<td>Sponsored breakfast for hospice volunteers and supporters</td>
<td>$5,000</td>
</tr>
<tr>
<td>New Plymouth and Hospice Taranaki</td>
<td>Organised Quiz Night</td>
<td>$8,000</td>
</tr>
<tr>
<td>Gisborne and Hospice Tairawhiti</td>
<td>Supported the strawberry festival</td>
<td>$5,000</td>
</tr>
<tr>
<td>Tauranga and Waipuna Hospice</td>
<td>Supported the Strawberry Festival and Christmas Gift Wrap events</td>
<td>$3,500</td>
</tr>
<tr>
<td>Dunedin and Otago Community Hospice</td>
<td>Supported the Strawberry Festival and Christmas Gift Wrap events</td>
<td>$3,500</td>
</tr>
</tbody>
</table>

2014 is the seventh year that Craigs Investment Partners branches have worked with their local hospice services to raise funds to support the hospices work.
In the Hawke's Bay, Cranford Hospice benefited from the Hastings, Hawkes Bay and Wine Country Chapters efforts – donations from their HB Big Breakfast, fines and cuppa break donations.

In Pukekohe the Franklin Chapter participated in the Great Auckland Bed Race and raised funds for Franklin Hospice. They also held a 10 pin bowling event and a World Cup Sweepstake to raise funds for the hospice.

Hospice North Shore in Auckland was the beneficiary of donations from Mega and North Harbour during 2014.

Hospice Waikato benefited from the work of Legends, Matamata, Cambridge and Te Awamutu who sold entertainment books, held a golf tournament and made donations from fines.

Mary Potter Hospice in Wellington were the grateful recipients of the efforts by the various Wellington and Kapiti based Chapters. A movie night, raffle, donations, home baking auction and involvement in the hospice strawberry festival saw a sizeable sum donated.

Mercy Hospice Auckland benefited from the activities of 9 Auckland based Chapters during the year. A charity auction, donations and joker poker all contributed to the money donated.

Nelson Tasman Hospice benefited from the joint efforts of the Nelson Business Boosters and Network @ 9 who joined forces to organise a fashion show, raising an impressive sum for the hospice.

In Whangarei, North Haven Hospice received support from Riverside, B'Nspired and Whangarei Chapters who held a quiz night and made donations to support their work.

In Christchurch Nurse Maude Hospice were the grateful recipients of a collection of goods for the hospice shop and regular donations from Chapter members. A huge thank you to members of Activ8, Emissaries, Phoenix, The Advocates and The Exchange for their hard work during the year. Also for the first time all Chapters worked together to create a signature Black Tie Dinner for the benefit of the Hospice. This was a huge success for the first year – raising an impressive sum and cementing people’s enthusiasm to repeat in 2015.

In Invercargill the Hospice Southland wish list was largely granted thanks to the generosity of BNI Deep South, who also made cash donations and donations of vouchers during the year.

In New Plymouth, Hospice Taranaki were the grateful recipients of a new water fountain at the hospice inpatient facility. This was kindly installed courtesy of BNI First New Plymouth. The Chapter also made donations during the year.

In Lower Hutt Te Omanga Hospice benefited from a movie night organised by Forefront.

In South Auckland, BNI Parnell, Metro, Howick and Best Business supported Totara Hospice South Auckland in a variety of ways. Donations, sponsoring a golf day, organising a steam train excursion, and supporting a variety of hospice events by volunteering. The Metro Chapter entered the Great Auckland Bed Race and raised a huge sum for the hospice.

The Tauranga Chapter organised an auction for Waipuna Hospice which raised much needed funds and awareness for the local Tauranga service.

The Wanganui Chapter volunteered their time for the Hospice Wanganui Golf Day and donated prizes for a quiz night.

In West Auckland the Titirangi and Waitakere City Chapters supported Hospice West Auckland by making donations and also entering a team in the Great Auckland Bed Race.

Hospice Eastern Bay of Plenty received the pre-Christmas fines from the Whakatane Chapter to support their work.

2014 was the eighth year that BNI Chapters and hospice services have been working in partnership throughout New Zealand. Over that time more than $1 Million has been raised and donated to support hospice services. A tremendous achievement.

Nationally BNI provide funds for the BNI Palliative Care Scholarship Programme. 14 hospice staff members were financially supported to undertake further study in 2014 thanks to this generous sponsorship of the Scholarship programme.

In 2013 BNI Chapter member Mike Tennant began the ambitious challenge of running 52 marathons in 52 weeks raising money for hospice. He achieved this mammoth task during 2014 and has presented over $45,000 to hospices throughout the country as a result.

Collectively all efforts from BNI saw more than $196,000 donated during 2014.

Below is a selection of some of the ways in which Chapters supported their local hospice.
FINANCIALS

OPERATIONS

<table>
<thead>
<tr>
<th></th>
<th>31-Dec-14</th>
<th>31-Dec-13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subscriptions</td>
<td>436,401</td>
<td>423,957</td>
</tr>
<tr>
<td>Conference(^1)</td>
<td>232,799</td>
<td></td>
</tr>
<tr>
<td>MOH contracted projects</td>
<td>177,973</td>
<td>223,268</td>
</tr>
<tr>
<td>Other income</td>
<td>11,811</td>
<td>20,477</td>
</tr>
<tr>
<td><strong>TOTAL OPERATING INCOME</strong></td>
<td><strong>$858,984</strong></td>
<td><strong>$667,702</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>31-Dec-14</th>
<th>31-Dec-13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages and salaries</td>
<td>573,222</td>
<td>560,746</td>
</tr>
<tr>
<td>Conference costs</td>
<td>201,755</td>
<td></td>
</tr>
<tr>
<td>MOH contracted projects</td>
<td>46,678</td>
<td>54,862</td>
</tr>
<tr>
<td>Membership costs</td>
<td>196,945</td>
<td>245,986</td>
</tr>
<tr>
<td>Overheads/administration</td>
<td>144,829</td>
<td>151,432</td>
</tr>
<tr>
<td><strong>TOTAL OPERATING EXPENDITURE</strong></td>
<td><strong>$1,163,429</strong></td>
<td><strong>$1,013,026</strong></td>
</tr>
</tbody>
</table>

Operating surplus/(deficit) before fundraising

<table>
<thead>
<tr>
<th></th>
<th>31-Dec-14</th>
<th>31-Dec-13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating surplus/(deficit) before fundraising</td>
<td>(304,445)</td>
<td>(345,324)</td>
</tr>
</tbody>
</table>

FUNDRAISING INCOME

<table>
<thead>
<tr>
<th></th>
<th>31-Dec-14</th>
<th>31-Dec-13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donations</td>
<td>19,627</td>
<td>79,550</td>
</tr>
<tr>
<td>Grants and sponsorship</td>
<td>243,445</td>
<td>265,869</td>
</tr>
<tr>
<td><strong>Net Fundraising Income</strong></td>
<td><strong>$263,072</strong></td>
<td><strong>$345,419</strong></td>
</tr>
</tbody>
</table>

NET SURPLUS/(DEFICIT) FOR THE YEAR

<table>
<thead>
<tr>
<th></th>
<th>31-Dec-14</th>
<th>31-Dec-13</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NET SURPLUS/(DEFICIT) FOR THE YEAR</strong></td>
<td><strong>($41,373)</strong></td>
<td><strong>$95</strong></td>
</tr>
</tbody>
</table>

\(^1\) The biennial conference was held in October 2014, there was no conference in 2013.

2014

INCOME

- Subscriptions: 39%
- Fundraising: 23%
- Other*: 22%
- MOH contracted projects: 16%

EXPENDITURE

- Wages & Salaries: 38%
- Membership*: 34%
- Overheads, Administration: 12%
- MOH contracted projects: 16%

*Includes Conference
This is my last report as Chairman of Hospice NZ. It has indeed been my privilege and honour to serve as Chairman for the past 9 years and to be entrusted to lead such a dedicated and effective team of elected board members, CEO Mary Schumacher and her committed and capable team.

I believe in looking forward but I recall one of my favourite quotations from Winston Churchill, “if we open a quarrel between past and present, we shall find we have lost the future”. However, it is worthwhile from time to time to look back and reflect as a useful guide to the future.

Eleven years ago when I was first elected to Hospice New Zealand, I recall some disconnect between members and their national organisation. Those early years were challenging times, but in retrospect a constructive process as the members and the elected National Board members grew together and started to produce very positive outcomes and programmes that have and will for a long time contribute to the New Zealand wide delivery of excellent hospice palliative care. And particularly, something we can all be proud of, extending the reach of hospice care to more New Zealanders and our commitment to support the aged care sector through education and training support to carers, as well as providing outreach hospice care to aged care residents.

For many years HNZ has prioritised the allocation of resources to advocacy and hospice awareness, and this has brought significant benefits to member hospices as well as the general public. Direct Government advocacy has resulted in funding increases to member hospices as follows:

<table>
<thead>
<tr>
<th>Year</th>
<th>Funding Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>$5.9m</td>
</tr>
<tr>
<td>2006</td>
<td>$4m</td>
</tr>
<tr>
<td>2009</td>
<td>$15m</td>
</tr>
<tr>
<td>2015</td>
<td>$20m</td>
</tr>
</tbody>
</table>

Advocacy relationships and leadership have significantly lifted the profile and standing of Hospice New Zealand with Government, the Ministry of Health and the health sector generally. In 2006, Hospice New Zealand was strategically involved in a group of palliative care clinicians and leaders which led to the establishment of the Palliative Care Council. Our CEO, Mary Schumacher, has represented hospice on that Council and was recently confirmed as Chair for a two year period.

In 2004, Hospice New Zealand employed a National Fundraising Manager and in the four years of staging a national appeal, raised $1.7m directly to member hospices. At the time, I was disappointed when members chose to discontinue national fundraising and Hospice New Zealand then focused on national awareness, national partners and sponsors. The success of that shift is evident and financial benefit for member hospices can be clearly seen. Our national partners and sponsors have raised more than $3.5 million for member hospices over the past eight or so years, with another $450,000 coming from donations in kind such as the support received from Dilmah.

In addition, HNZ received over $900,000 over the same period, used to fund work such as the scholarship programme, national awareness campaign and operating expenses.

It has been particularly pleasing to see the continued growth and development of hospices throughout New Zealand which has ensured high quality care being delivered to patients and the wider health sector.
This growth is easily illustrated in a snapshot comparison of hospice operations. Ten years ago the annual operating costs for hospices nationally totalled $30m, while in the latest year has topped $100m.

While continuing to support members through traditional programmes such as The Guide for Carers, Palliative Care Handbook, Genesis Oncology Trust Lecture Series, Syringe Driver Competency Training Programme and the Bi-ennial Palliative Care Conference, a number of major new initiatives have been successfully developed by HNZ. These include The Fundamentals of Palliative Care education packages, The Hospice NZ Standards for Palliative Care and The Foundations of Spiritual Care Professional Development Programme. Other equally important programmes are currently under way such as work on costing and data and information and ongoing advocacy and awareness raising projects. In all these programmes, direct input from member hospices has been vital and ensured more meaningful and successful outcomes.

We have been very successful in establishing national partners and sponsors who have raised so much funding directly for hospices, as well as significantly increasing the public’s awareness of hospices, thereby facilitating increased community engagement throughout the country. The credit for establishing and developing these partnerships rests squarely with our CEO, Mary Schumacher, and her HNZ team – in this area led by Rachel Wilson. The growth in funds from our national partners and sponsors has been very important and necessary since HNZ withdrew from National Appeal events in 2009.

Future Challenges
Hospices are facing the twin pincers of dramatically increasing palliative care demand and ever increasing funding constraints. There are many other stresses within these parameters, not the least of which is a serious shortage of clinical expertise, particularly of senior palliative care specialists. The shortage of palliative care specialists challenges hospices and clinicians to review, and if necessary change models of care, to mitigate this shortage. This will undoubtedly need innovation, real cooperation and perhaps letting go of some of our personal comfort zones.

We can respond to these pressures and demands by ensuring the continuation of a strong national organisation, and just as importantly, increased collegiality and collaboration between member hospices. This will be necessary to relieve the perceived and often real duplication of costs in the delivery of hospice services (patient care, education, training and management).

All of us I am sure embrace the idea that everyone gets the care they need and deserve when illness can no longer be cured – but this has significant implications. By embracing this aspiration, hospices must also accept the consequent obligation to consider how to best to use their resources as part of the system of care that will need to be deployed.

To achieve change on the scale required means working in partnerships with each other and with other providers of health and social care.

Hospices are uniquely placed to lead this change and enhancement in quality end of life care for New Zealanders; with our roots in our communities, connecting to our patients, their families and carers, volunteers and supporters. We must use these connections and resources to be ready for the growing numbers of people who will need care and support to live with life shortening illness. We have to collect and understand data to build evidence about outcomes to enable us to advocate to others what care and support is most effective. And more than anything we must work with others and find ways to deliver care to wider populations rather than reaching only those who find their way to us. We must find new ways of doing things that are less demanding of resources and respond to the need to expand delivery of care in other care settings such as residential care homes and hospitals.

Acknowledgements
2014 was a very busy year for the HNZ team. With one person short they have kept up with business as usual while taking on new initiatives during the year including developing the new relationship with Farmers and progressing work on the generic version of the Fundamentals of Palliative Care.

In January the Board appointed two clinical advisors. Dr Brian Ensor, palliative care specialist and medical director at Mary Potter Hospice and Dr Michal Boyd, Gerontology Nurse Practitioner and a Senior Lecturer with the School of Nursing and the Department of Geriatric Medicine at the University of Auckland. Both are contributing valuable knowledge and experience to the collective decision-making. Thank you. Board member Alan Beal, for family reasons, did not seek re-election to the Board. We are very grateful to Alan for his active involvement and expertise. Our best wishes go to Alan and his family.

On behalf of the Board and members I thank and congratulate Mary and her team for their work and support. Also to our member hospices who have generously enabled their staff to contribute so much and so effectively to HNZ programmes, a wonderful example of collaboration improving the outcomes for us all. Thank you to my fellow Board members for your support and valuable contribution during the year and earlier years.

Warm regards

Wilf Marley QSM
Chairman, Hospice NZ