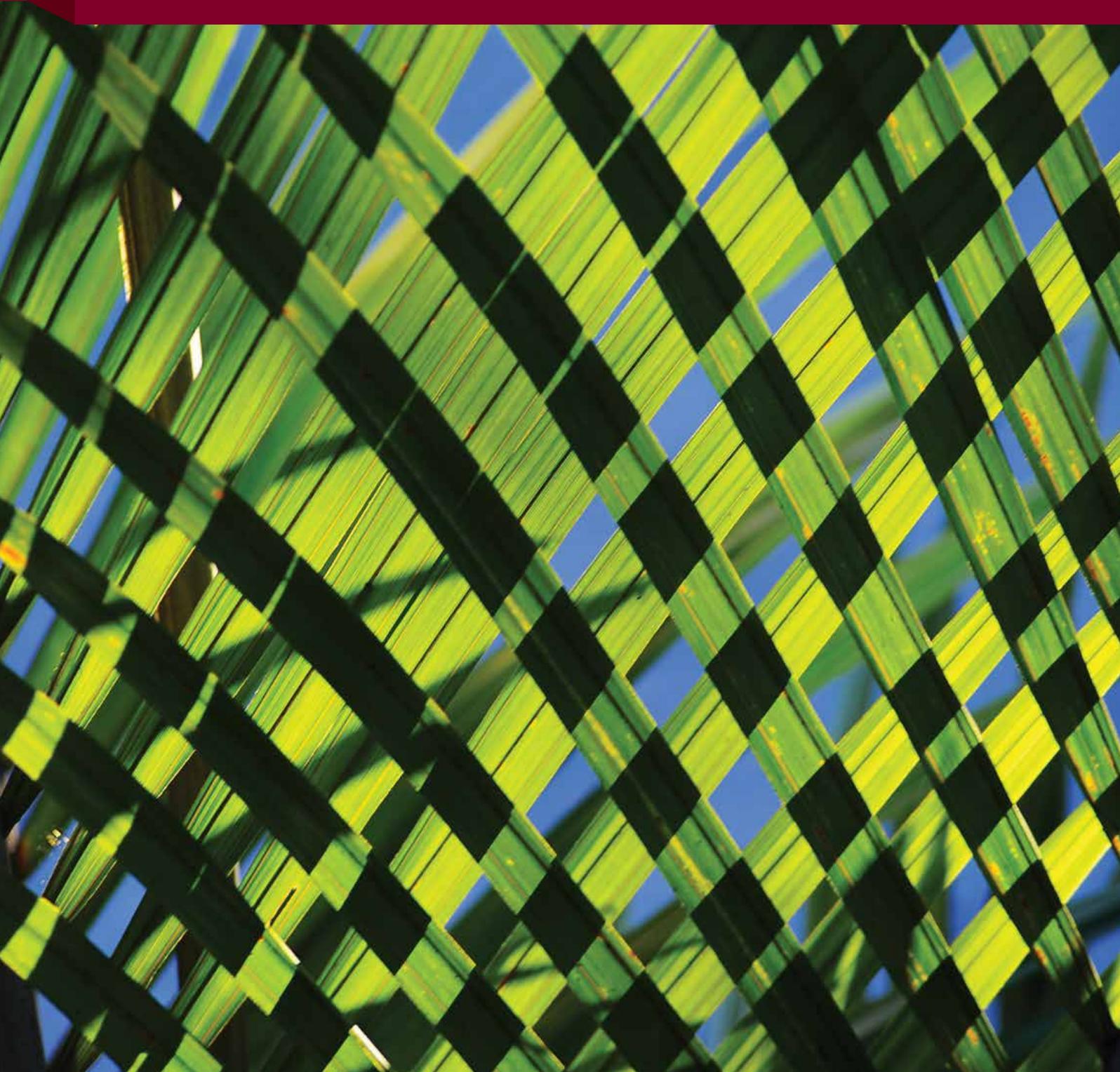


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VISIONS AND VALUES

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

Biddy Harford
(Chair)

CEO, Te Omanga Hospice

John Peters
(Deputy Chair)

Chair of the Board, Nelson Tasman Hospice

Kevin Nielsen
CEO, Hospice Taranaki

Peter Buckland
CEO, Mercy Hospice Auckland

Lisa Roberts
Chair of the Board, Hospice West Auckland

Clinical Advisors

Dr. Brian Ensor
Director Palliative Care, Mary Potter Hospice

Dr. Michal Boyd
Nurse Practitioner – Older Adults, Waitemata DHB & Senior Lecturer, School of Nursing, University of Auckland

Hospice New Zealand Team

Mary Schumacher
CEO

Rachael Crombie
Memberships Projects Coordinator

Rachel Wilson
(Maternity Leave)
Communications Manager

Mandy Gill
Executive Assistant

Chris Murphy
Project Leader

Anne Morgan
Practice Advisor

Moira Marcroft
Corporate Partnerships

Karla Ellicock
Project Advisor



A MESSAGE FROM...

Our Chair – Biddy Harford

It is my pleasure to present this report for 2016. It has been a privilege to serve as Chair of the Hospice New Zealand Board for another year.

2016 was a busy, challenging and exciting year for the team at Hospice New Zealand, and for our member hospices. This year we introduced the innovations funded through the Ministry of Health to benefit patients and their families being cared for by primary care at home, and in aged residential care.

In a unique partnership, Hospice New Zealand was given the responsibility for managing the national process to support members to access the \$7 million that the Ministry of Health allocated for this purpose.

We have been aware for some time now of the increasing need for palliative care predicted through Professor Heather McLeod's data. This data has informed our thinking and supported the development of our services that collaborate with primary care and aged care.

We should all be proud of the fact that in the year to June 2016, 32% (10,042) of all people who died in New Zealand were supported by Hospice. Of these, 6,808 families and whānau (67.8% of deaths) received care from hospices after the death of their loved one.

It is a real privilege and a huge responsibility to be involved with so many people at the most vulnerable time of their life. As Dame Cecily Saunders wrote so pertinently, *"How people die remains in the memory of those who live on"*.

My special thanks to our Chief Executive, Mary Schumacher and her wonderful team, who always punch way above their weight and achieve a massive amount of work each year on behalf of members. Also to our member hospices who have generously enabled their staff to contribute so much and so effectively to Hospice New Zealand's programmes.

Thank you to my fellow Board members for your support and valuable contribution during the year and to our Patron Jo Seagar who actively promotes hospice and advocates for the care that hospices provide to our local communities.

Biddy Harford
Chair, Hospice NZ





Our Chief Executive – Mary Schumacher

At Hospice New Zealand, all our work is underpinned by our vision – that everyone with a life limiting condition, and their family and whānau, has access to the best possible palliative care.

In 2016, we have a great deal to celebrate. Analysis from the recent Data & Information project confirms that hospices are making an enormous contribution to the healthcare sector in New Zealand, both via the direct provision of care, and through the work we do to integrate the hospice philosophy into all areas where palliative care is delivered. We're particularly proud of the progress we are making in terms of meeting the needs of Māori, and a wider range of ethnicities.

As we look to the future, we know that demand for end-of-life care in New Zealand will grow exponentially, and that hospices will face many challenges. These include sustaining and growing the hospice workforce, meeting the needs of an increasing number of patients with complex needs such as dementia, and ensuring sustainable funding streams to meet the increased demand for our services.

While these challenges are considerable and significant, they also strengthen and embolden us as an organisation to think innovatively and creatively, forge new relationships and explore new models of delivering our care. A key focus for our organisation is collaboration, both within and between hospices, and externally with the wider sector. The strong

partnerships Hospice New Zealand enjoys with our member hospices and our sector partners means we are well poised to meet these challenges head on.

I would like to thank the team at Hospice New Zealand for their hard work and commitment in 2016. Together, we feel privileged to have the support of our member hospices and our Board, and the dedication of hospice staff and volunteers throughout the country. The support of our partners, donors and supporters is also critical to our work and deeply appreciated.

Thank you for sharing our vision.

Warm regards,

Mary Schumacher
Chief Executive





Our Patron – Jo Seagar

The song “I’ve been everywhere, man” springs to mind as I reflect on the adventures of 2016 – what a year! The launch of my new book took me across the country – to Palmerston North, Remuera, Porirua, Waipawa, Taupo, Rotorua, Invercargill, Winton, Mosgiel and Oamaru – and every event, cooking demonstration and book signing was a fundraiser for local hospices. After ankle surgery in May, I may not have been at my speediest, but there was certainly nothing amiss in spirit!

I really do feel like part of the family when I visit the many hospices we have here in New Zealand. There’s always a wonderful warm welcome – I can promise you that as long as you feel I can help, I’m here to fill the role of Patron and Ambassador with great honour.

In 2016 I was delighted to be invited to host the Kapiti High Tea for Mary Potter Hospice in Wellington. Their wonderful annual Strawberry Festival event was cancelled this year after the earthquakes and storms, so it was a real privilege to be able to help this dedicated and resilient team. I was also pleased to help the great people at Arohanui Hospice, Hospice Waikato and Totara Hospice South Auckland again throughout the year.

The festive season saw me involved with Farmers’ *Caring Connections in our Community* campaign. Now in its third year, this is such a special event for hospice and the community. Taking the time to remember those dear to us at Christmas is so important, and to know each and every staff member at Farmers is doing their best to raise funds for hospice is nothing short of inspiring.

Each year in my role as Ambassador and Patron I have the privilege of meeting people all over New Zealand who are doing their bit for hospice. For some, like me they lend their hand to raising funds and awareness at events, while others volunteer their time and talent to their local hospice shop or as gardeners, cooks, receptionists, administrators, drivers – you name it. Thank you all so much for the wonderful work you do. I love my job as one of the thousands of volunteers around the country... it is certainly a mighty club.

With love,

Jo Seagar
Patron & Ambassador for Hospice New Zealand



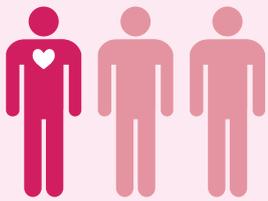


THE BIG PICTURE

18,276

families received care and support from hospice services

Hospice services across the country provided care and support for 18,276 people and their families, carers and whānau, either before or after the death of their loved one.



1 in 3

people who died in New Zealand were supported by hospice

86%

of people who needed palliative care in the community (outside of public hospitals and aged residential care) were supported by hospice

51%

of people who needed palliative care outside of public hospitals were supported by hospice

52% of hospice patients were male and 48% female

Approximately

30%

of people using hospice services had a non-cancer diagnosis, such as respiratory or cardiovascular conditions

77%

of the people who died supported by hospice were cared for in settings other than hospice inpatient units – such as at home, in hospitals or in aged residential care facilities

99

different ethnic groups were identified by people using hospice services

People of all ages use hospice services. In 2016, **23** patients were over the age of 100, and **601** patients were under the age of 40

23%

of people using hospice services had one or more admissions to an inpatient facility

This report is based on FY2016 data provided by New Zealand hospice services and analysed by Hospice New Zealand. We acknowledge all the patients, families and whānau who were cared for by hospice services in 2016.



ADVOCACY

Representing Member Hospices at the Ministry of Health

Hospice New Zealand met regularly with representatives from the Ministry of Health in 2016 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.

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 New Zealand Chief Executive Mary Schumacher was appointed as a member of the panel, alongside representatives from the aged care, consumer, District Health Board and research sectors.

Innovations Funding

In 2015, the Government continued to show their commitment to supporting hospice by providing an additional \$20 million funding for our organisation. \$13 million went directly to hospice services as catch-up funding, while the remaining funds were committed to hospices for supporting new, innovative and ongoing services, specifically working with aged residential care and primary care. Hospice New Zealand began an intensive project to provide a national process to support members to access these funds – the goal being for services to start 2015/16. It has been an exciting, challenging and collaborative way of working for member hospices, their partners, district health boards and the Ministry of Health.

During 2016, 17 service development proposals were completed by 29 hospices and recommended by the National Review Group to the Ministry of Health for contracting. Many new services are well underway across the country, already showing benefits for patients and partners of these services. We look forward to seeing more outstanding results from these services.

Data and Information Project

The Hospice New Zealand Data and information Project underpins care and is crucial to improving services for patients, family and whānau with palliative care needs. This project aims to create a 'big picture' of hospice services in New Zealand, by standardising our data and producing a single national dataset of hospice activity, services and outcomes.

In 2016, a significant milestone was achieved in this initiative. All hospices were able to participate in providing data, allowing 100% coverage of key indicators for the first time. This data is invaluable for our organisation as it enables us to analyse the degree to which we are meeting the need for palliative care, and the extent to which we are responding to the diversity of our society.

Hospice Costing Project

The Hospice Costing Project aims to bring a shared understanding and approach to describing the cost of hospice care in a consistent way, both from current delivery and future need perspectives.

During 2016, Hospice New Zealand continued to support participating services with ongoing work around this project.



PUBLIC AWARENESS

Promoting Palliative Care

As an organisation, the hospice sector does not support a change to the legislation around euthanasia or physician assisted death. Hospice services and palliative care, as defined by the World Health Organisation, “intends neither to hasten or postpone death”, and this is the cornerstone of hospice care in New Zealand.

In 2016, Hospice New Zealand presented to the Health Select Committee on the petition from Maryan Street regarding the investigation into ending one’s life in New Zealand. A copy of our written submission is available to view on our website, www.hospice.org.nz.

We continued our membership of the Care Alliance, *Te Manaaki Haumi* – a coalition of groups and individuals working together to help people understand the euthanasia debate. A key goal of the group is to advocate for the availability of services for people who are at the end of their lives, elderly people, people with disabilities and those living with mental illness. This is to ensure people who may be in a vulnerable situation, and their family and caregivers, are supported long term.

Hospice Awareness Week 2016

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 2016, Hospice New Zealand 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. Our national partners supported the campaign and House of Travel assisted us in securing television coverage on the TV1 Breakfast programme.

National Branding for Hospices

During 2016, Hospice New Zealand continued to support hospices using the ONE brand – supplying imagery from the image library and developing collateral using the brand.

We were pleased to welcome Warkworth Wellsford Hospice to the group of members adopting the brand for their service. Twenty-four hospices now operate under the national branding.

Guide for Carers

Hospice New Zealand’s booklet, *A Guide for Carers* draws on the skills and combined experiences of all the hospices in New Zealand and is our most popular resource. It is available free of charge to anyone who is caring for someone who is dying. 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 2016, thanks to the generous support of Pub Charity, we were able to reprint large numbers of this resource and deliver these directly to hospices throughout the country for them to distribute in the community. An electronic version of this guide is also available through the Hospice New Zealand website.



LEADERSHIP

Collaboration with Member Hospices

As a member driven organisation, Hospice New Zealand 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 New Zealand 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. In 2016, Hospice New Zealand introduced a new workshop to support hospice medical directors in their roles as both physicians and managers.

Ten workshops were held in total during 2016 with excellent representation from hospices across New Zealand:

- Family Support network – 24 attendees representing 19 hospices
- Fundraising & Marketing network – 31 attendees representing 22 hospices
- Kaimahi Hui network – 19 attendees representing 11 hospices
- Managers of Volunteer Services network – 17 attendees representing 15 hospices
- Medical Directors network – 14 attendees representing 14 hospices

- Nurse Educators network – 25 attendees representing 16 hospices
- Nurse Leaders network – 20 attendees representing 15 hospices
- Quality network – 15 attendees representing 14 hospices
- Retail Managers network – 32 attendees representing 19 hospices
- Spiritual Care network – 18 attendees representing 18 hospices

Te Rōpū Taki Māori (HNZ)

Supporting the palliative care needs of Māori is a key strategic goal for Hospice New Zealand. 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 New Zealand projects and initiatives. We are grateful to the members of this group and their hospice organisations for their expertise and support throughout 2016.

Collaboration with National Groups

A key focus of the hospice philosophy of care is ensuring that everyone has access to the best possible care at the end of their lives – regardless of the condition they have, where they live, or where they choose to be cared for. Hospice New Zealand works in collaboration with our member hospices and many national organisations and groups to help integrate this philosophy into all areas where palliative care is delivered.



New Zealand Aged Care Association (NZACA)

The NZACA is a not-for-profit, national membership organisation representing all parts of the aged care residential (ARC) sector. Hospice New Zealand is working closely with the NZACA to ensure rest homes and hospital care facilities have the knowledge to provide quality care and comfort to residents at the end of their life, and support for their families.

In 2016, Hospice New Zealand presented at the NZACA National Study Days on the role of palliative care in aged care. Chief Executive Mary Schumacher also presented at the NZACA Conference 2016. The theme of the conference was “The pursuit of excellence – building on our strengths”, and Mary’s address focused on palliative care initiatives and their relationship with aged residential care.

Last Days of Life – Working Group

Hospice New Zealand represented our member hospices on this working group which was convened in 2014. *Te Ara Whakapiri: Principles and Guidance for the Last Days of Life* was launched in December 2015 by the Ministry of Health. There were requests from the sector for an ‘end of life care plan’ to sit alongside the Guidelines. This work was completed early in 2016 and it is hoped it will soon be published by the Ministry of Health. This group has now disbanded.

Collaboration with International Groups

The New Zealand hospice movement is recognised as among the very best in the world. Working together with like-minded organisations internationally gives us the opportunity to identify and share best practice and innovations in care, and to improve the quality, efficiency and effectiveness of our services.

HammondCare (NSW, Australia)

HammondCare is a charitable organisation which aims to serve people with complex health or aged care needs, regardless of their circumstances. In 2016, Mary Schumacher gave a presentation to HammondCare on community models and hospice design.

International Dementia Conference (NSW, Australia)

The International Dementia Conference is an opportunity for healthcare professionals around the globe to share learning and inspire change in the world of dementia care. Chief Executive Mary Schumacher was invited to present to this Conference, where she described hospice services in New Zealand and demonstrated the New Zealand model of palliative care.

Palliative Care New South Wales (Australia)

Palliative Care New South Wales is the peak body in NSW representing palliative care providers and everyone with an interest in palliative care. Mary Schumacher, CEO, was invited to speak to this organisation about community hospice models in New Zealand, particularly around volunteering, engagement, and community interest.



WORKFORCE CAPABILITY

The 22nd Hospice New Zealand Palliative Care Conference

In September 2016, over 300 delegates were welcomed to Auckland for the *22nd Hospice New Zealand Palliative Care Conference*. The theme “What Matters Most?” challenged each delegate to consider what matters most from a range of perspectives. International and local leaders in the field of palliative care shared their knowledge and expertise and provided frameworks, tools, experience and inspiration to attendees.

Hospice New Zealand was delighted with the success of the conference, with feedback from delegates describing the programme as thought-provoking, educational, inspirational and engaging.

Our sincere thanks to our keynote speakers for their time and inspirational presentations, to those who presented as part of the core conference programme and to everyone who attended. We would like to acknowledge the contribution of Pub Charity, the Ministry of Health and Rothbury Insurance Brokers; supporting sponsors, Bupa New Zealand and PalCare; and all the exhibitors. Thank you for your generous support.

Genesis Oncology Palliative Care Lectures

Hospice New Zealand once again offered monthly lectures to healthcare professionals with an interest in palliative care throughout 2016. This year our national and international guest speakers presented on a range of topics such as servanthship, the role of dietitians in palliative care, renal supportive care, breathlessness, and Samoan cultural perspectives on pain.

Delivered and presented via teleconference at hospices and other registered sites throughout the country, the lectures are attended by many visitors from across the health sector, including our colleagues in aged residential care, primary health and hospitals. 32% of the total attendees were visitors to these sites.

In 2016, an average of 55 registered sites hosted the lectures each month. A total of 3,300 attendees tuned in via teleconference throughout the year; an average of 330 people per lecture.

Generous funding from the *Genesis Oncology Trust* 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 2016 round of scholarships was the professional development of hospice psychosocial and allied health teams. Hospice New Zealand received 27 high calibre applications and awarded 12 scholarships for a variety of study. The scholarships enabled 9 of these recipients to complete palliative care qualifications.

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



Fundamentals of Palliative Care

Hospice New Zealand's *Fundamentals of Palliative Care* programme is designed to provide anyone who works with patients and families facing a life-limiting illness with a range of tools and information, enabling them to provide appropriate care with confidence. Based on national and international best practice, the information is relevant for all health care professionals, administration and support staff.

In 2016, New Zealand hospices delivered a total of 897 Fundamental of Palliative Care packages to 11,853 people. 611 people completed the full programme and received badges to acknowledge their achievement.

Hospice New Zealand is also currently working with Careerforce NZ, an industry training organisation, on the development of a qualification in palliative care for senior support workers employed in aged residential care and the community.

Foundations of Spiritual Care

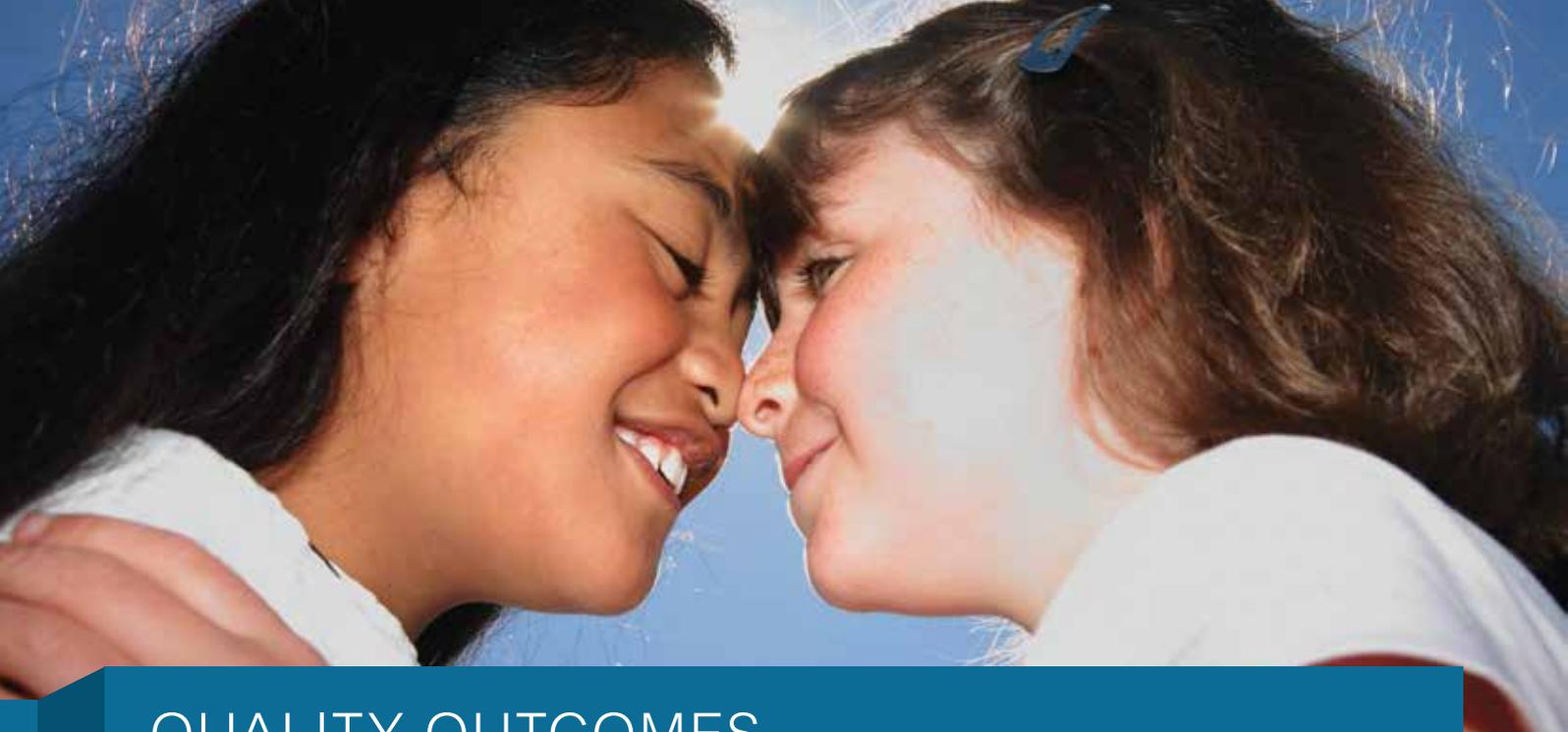
The Foundations of Spiritual Care programme targets the foundation spiritual care training needs of staff and volunteers in hospice teams. The programme is delivered by cultural and spiritual care advisors and explores spirituality, wairuatanga and spiritual care at the end of life. Ultimately the aim is to improve the spiritual wellbeing of organisations and spiritual care for patients, families and whānau. In 2016, Hospice New Zealand continued to support our member hospices in delivering this programme.

Syringe Driver Training Programme

Hospice New Zealand's Syringe Driver Training Programme is a practical, skill-based training programme delivered by hospices to health care professionals responsible for administering medications to patients via a syringe driver. In 2016, 245 full competency workshops were delivered across New Zealand to a total of 1,608 attendees. A further 176 update workshops were delivered to 1,175 attendees.

Care Assistants Training Programme

The Care Assistants Training Programme is an introductory 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, 33 workshops were delivered throughout the country, with 431 health care assistants completing the training.



QUALITY OUTCOMES

Hospice New Zealand Standards for Palliative Care

The Standards of Palliative Care for adult services were first launched in 2012. They are used to support quality management, quality improvements and some benchmarking at local, regional and national level. Hospice New Zealand works with member hospices to support the implementation and use of these Standards to self-review their service. A quality review programme supports the Standards, and involves a peer review visit by trained peer mentors who provide advice and support to the member hospices' senior management and quality team.

This year Hospice New Zealand commissioned an external evaluation to evaluate the Standards and the quality review programme. The researchers concluded that they provide a unique and high quality mechanism for improving quality in the hospice specialist services.

Outcome Measurement

Nationally and internationally, there is a growing emphasis on outcome measurement rather than process management in healthcare. In 2016, Hospice New Zealand began work on an innovative project to develop a common language and future approach in how we might measure palliative care outcomes throughout New Zealand, for patients and whānau, across all care settings.

The first step in this journey was an interactive symposium, bringing together our colleagues from aged residential care, hospital, hospice and research settings. The symposium was designed to stimulate discussion and collaboration across the New Zealand palliative care sector, while benefiting from international expertise and experience. Unfortunately, due to the earthquake in Wellington on 14 November, we were forced to postpone the symposium until February 2017, however this is an exciting focus for Hospice New Zealand going forward.



FUNDRAISING FOR SUSTAINABILITY

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 New Zealand since 2005. Nationally, House of Travel helps Hospice New Zealand 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.

Chris Paulsen, Founder of House of Travel, was recognised as a Kiwibank Local Hero in 2016. Chris' passion and leadership has inspired thousands of House of Travel staff across the country to get behind their local hospice. Our sincere thanks to Chris and everyone at House of Travel for their wonderful support of hospice.

In 2016, highlights have included teams from House of Travel stores:

- Promoting Hospice Awareness Week in-store, online, via social media and on TV1s 'Breakfast' programme
- Organising a fundraising lunch and a tour of a luxury cruise ship which raised \$10,000 for hospice
- Sponsoring, attending and providing auction items for fundraising events such as art exhibitions and quiz nights
- Providing catering for hospice day stay programmes
- Generously volunteering their time to support a wide range of initiatives including street collections, the Tree of Remembrance campaign and Christmas gift wrapping stands

- Hosting *Armchair Travel* sessions – whisking patients, caregivers and volunteers away to foreign countries and places of interest with stories and photos – truly encapsulating 'living every moment'
- Sponsoring hospice running costs and drink trolleys
- Providing use of their facilities for hospice special events and meetings
- Creating memorable experiences for patients participating in a *Living Well* programme
- Creating a Christmas hamper as a raffle to raise funds for art therapy for patients and their families
- Collecting and donating second hand clothing to their local hospice shops, and encouraging their customers to do the same
- 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

We would particularly like to recognise the commitment of the team from House of Travel Holdings, whose wonderful support of Mercy Hospice Auckland was celebrated at the recent House of Travel Awards. It is the dedication and energy of teams such as this that highlight the tremendous difference that can be made in our local communities through this special partnership.





BNI New Zealand

BNI New Zealand is the country's largest structured referral marketing organisation for small to medium businesses. Their underlying philosophy is 'Givers Gain' – giving back to the community and helping each other to grow successful businesses within these communities.

Since 2007, our strong national partnership with BNI New Zealand has seen BNI chapters nationwide generously raise and donate over \$1.4 million to support hospices throughout the country.

BNI New Zealand annually funds the BNI Palliative Care Scholarship Programme, with over \$120,000 to date donated to 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.

With over 2,600 members across the country, BNI's commitment to hospice is invaluable in helping to raise awareness of the work of hospices around the country. The relationship is very important, when it comes to engaging with the community in which their businesses operate.

In 2016, here are some select highlights of how BNI chapters have through their hard work undertaken to raise funds for hospices across New Zealand:

- creating a Family and Whānau unit for a local hospice by fundraising, providing labour and coordinating the refurbishment
- the annual Nurse Maude Black-Tie event, raising over \$26k for purchasing ultra-low beds and syringe drivers that provide 24-hour medication management
- providing mentoring services to a Hospice Youth Ambassador programme
- the annual Barn Dance event in support of Hospice West Auckland raising \$11,000
- providing hospices with professional services free of charge or at heavily discounted rates
- donating second-hand clothing and homeware drives to hospice retail shops to raise money for vital hospice services.
- running all sorts of events from pub quizzes to auctions, raffles, golf days, movie nights and fundraising breakfasts
- participating in a fitness challenge raising funds for their local hospice
- volunteering to help at hospice events and with the Tree of Remembrance
- participating in Shorts for Hospice day
- purchasing funded gel pads for people in hospice inpatient units



- attending, sponsoring and donating auction items for hospice fundraising events
- donating practical items like kitchen supplies, copy paper, postage stamps and pens and Panasonic Micro Systems for hospice inpatient rooms
- donating art for patients to enjoy while having a bath
- coordinating a huge fundraising effort to enable the redesign of a hospice website
- using their networks, social media and websites to help promote hospice events

We are very grateful to BNI New Zealand members for acting as wonderful supporters and advocates for hospice services.



Craigs Investment Partners

Craigs Investment Partners Limited is one of NZ's largest investment advisory and management firms, offering bespoke investment solutions to private, corporate and institutional clients. National Partners of Hospice New Zealand since 2008, Craigs Investment Partners helps Hospice New Zealand deliver education programmes throughout the country, such as the *Syringe Driver Competency* programme, the *Palliative Care Training for Care Assistants* programme and the *Foundations of Spiritual Care* programme. Over this time more than \$1 million has been raised – thank you Craigs Investment Partners for your wonderful support.

Rotorua and Rotorua Community Hospice

A record 29 teams competed in the *Craigs Investment Partners Hospice Golf Classic* in 2016, which raised a record \$19,000 for Rotorua Community Hospice. A special thank you to James Twist for his wonderful contribution to this event.

Tauranga and Waipuna Hospice

Not only did the Tauranga branch don shorts for Waipuna's Hospice's *Shorts for Hospice* event – they also made a generous donation to assist with advertising and promotion, and volunteered during the Tree of Remembrance appeal.

Dunedin & Otago Community Hospice

The Dunedin branch continued to support Otago Community Hospice in a number of ways in 2016, volunteering their time in governance roles and collecting during the street appeal. They organised a raffle, attended fundraising events, and also sponsored hospice letterhead.



Hamilton & Hospice Waikato

In 2016, the Hamilton branch supported Hospice Waikato by taking two tables at the annual *Bucket List Banquet* dinner, using this as an opportunity to host their clients.

Blenheim and Hospice Marlborough

The Blenheim branch brought back the *Craigs Investment Partners Hospice Classic Golf Tournament* in 2016, and raised a fantastic \$8,000 for Hospice Marlborough.

Gisborne & Hospice Tairāwhiti

Members of the Craigs Investment Partners team supported Hospice Tairāwhiti's annual Strawberry Festival, donating funds and also supplying equipment for the event.

Palmerston North & Arohanui Hospice

The Palmerston North branch are great supporters of the *Michael Higgins Memorial Golf Tournament*, sponsoring the club hire and green fees as well as entering 5 teams in 2016. They also participated in *Shorts for Hospice* by hosting morning tea for their clients and donating the proceeds.

New Plymouth & Hospice Taranaki

The New Plymouth team provided investment advice to Hospice Taranaki's Foundation Trustees and also sponsored the *Big Night Out* event which raised an incredible \$20,000.

National Office

Each year, the National Office of Craigs Investment Partners raises funds during *Hospice Awareness Week* to support hospices who may not have a branch in their area. In 2016, the National Office supported Hospice South Canterbury, Lake Taupo Hospice and Hospice Kaipara. The funds were used to help purchase a bed for family members, books for a 'grief and loss' library and a pressure care mattress.

Kerikeri and Hospice Mid Northland

Once again the Kerikeri branch supported Hospice Mid Northland's golf tournament and charity auction. They also assisted with a donation towards refreshments at an Art and Collectables auction, and attended the event.

Wellington & Mary Potter Hospice

Craigs Investment Partners Wellington kindly donated the first prize in the Mary Potter Hospice Annual Christmas raffle.

Auckland & Mercy Hospice Auckland

The Auckland branch volunteered during Mercy Hospice Auckland's street appeal, and provided equipment to support runners raising funds for hospice in the Auckland Marathon.

Invercargill & Hospice Southland

Craigs Investment Partners Invercargill were proud major sponsors of the *Hospice Southland Golf Classic 2016*, which raised a wonderful \$10,400.



NATIONAL

Farmers

In 2016, a phenomenal **\$668,732** was donated to hospice services across New Zealand as a result of our ongoing relationship with Farmers department stores called *Caring Connections in Our Community*.

In the weeks leading up to Christmas, Farmers stores nationwide hosted a *Tree of Remembrance* instore. Customers were given the opportunity to remember someone special during the festive season and to make a donation in support of their local hospice. A unique aspect of the Tree of Remembrance is that every dollar donated goes directly to local hospices, to ensure that hospice care is available completely free of charge.

With 60 stores, 4,000 staff and over 1.5 million customers, Farmers not only raises much needed funds for our organisation, its staff also play an invaluable role as ambassadors for hospice.

Our sincere thanks and gratitude to everyone who supported the 2016 *Tree of Remembrance*, and to our wonderful friends at Farmers.

Supporting local communities

100% of the donations raised from each store throughout the *Tree of Remembrance* go directly to the local hospice that supports that community. Please see the table for the funds raised for each hospice in 2016.



Arohanui Hospice	\$27,124
Cranford Hospice	\$15,651
Far North Community Hospice	\$6,330
Franklin Hospice	\$17,246
Hibiscus Hospice	\$3,643
Hospice Eastern Bay of Plenty	\$5,818
Hospice Marlborough	\$15,999
Hospice North Shore	\$63,897
Hospice South Canterbury	\$16,081
Hospice Southland	\$15,999
Hospice Tairāwhiti	\$6,803
Hospice Taranaki	\$17,606
Hospice Waikato	\$46,299
Hospice Wairarapa	\$11,523
Hospice West Auckland	\$27,567
Hospice Whanganui	\$4,705
Lake Taupo Hospice	\$6,328
Mary Potter Hospice	\$50,642
Mercy Hospice Auckland	\$44,675
Nelson Tasman Hospice	\$17,656
North Haven Hospice	\$12,025
Nurse Maude Hospice	\$67,330
Nurse Maude Hospice/ Hospice Mid Canterbury	\$6,132
Otago Community Hospice	\$35,301
Rotorua Community Hospice	\$22,510
Te Omanga Hospice	\$38,862
Totara Hospice South Auckland	\$35,038
Waipuna Hospice	\$29,941



NATIONAL SUPPORTERS

Dilmah New Zealand

For the past 19 years, Dilmah has donated all the tea each hospice in New Zealand could possibly need throughout the year. This generous donation means hospices are able to provide the world's finest tea to those in the care of hospice, their families, friends and visitors, and also 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.

In 2016, Dilmah New Zealand also donated 50c cents from selected packs of their new Ceylon Green Tea range to Hospice New Zealand. \$20,000 was raised to help raise awareness of the work of hospice throughout the country. Our grateful thanks to Dilmah New Zealand.

Quest Apartment Hotels

Quest Apartment Hotels supports Hospice New Zealand 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 2016, 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.

COMMUNITY FUNDRAISING

Riding for Hospice

In 2016, Jeff and Virginia Poole from the Fine Wine Delivery Company and their friend Tony Ellis raised a phenomenal \$250,000 for New Zealand hospices through an epic mountain biking journey, a special dinner hosted by the Prime Minister, a public wine auction and much more. The funds were raised in loving memory of Marlene – Tony's wife and a dear friend of Jeff and Virginia, who was cared for by Mercy Hospice Auckland. Our sincere thanks to these three wonderful people, and also to the companies and individuals who supported their efforts.

The Great Tractor Trek

When Phil Aish's wife Janice died a year after being diagnosed with cancer, Phil organised a cavalcade of vintage tractors, jeeps and trucks to trek 2000k from Bluff to Cape Reinga to raise funds for hospices across the country. Not only did the event raise nearly \$100,000 for New Zealand hospices, but Phil and his supporters captured the hearts of people right across New Zealand. Phil, we are in awe of this wonderful tribute to Janice, and we are so very grateful for all you have done for hospice. Thank you.



TRUSTS

In 2016 we were very grateful to receive a number of grants and donations from various grant makers, individuals and businesses. Our sincere thanks to:

- **Pub Charity**
- **Four Winds Foundation**
- **Trillian Trust**
- **Spark Foundation – Give a Little**
- **Chainsaw and Outdoor Power**
- **Phoenix Trading Company**
- **Perpetual Guardian**
- **Whitcoulls Ltd**
- **Buzz Channel**
- **Peter Goodfellow**
- **Mark Davies**
- **W & J Smith**

Genesis Oncology Trust

2016 was the 14th year that Hospice New Zealand 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 to hospice members and the wider palliative care community.

New Zealand Lottery Grants Board

Once again Hospice New Zealand received an annual grant to support our operational costs in 2016. We are extremely grateful for the ongoing support of the Lottery Grants Board.

VMD Collier Charitable Trust – administered by Guardian Trust

In 2016, Hospice New Zealand 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.

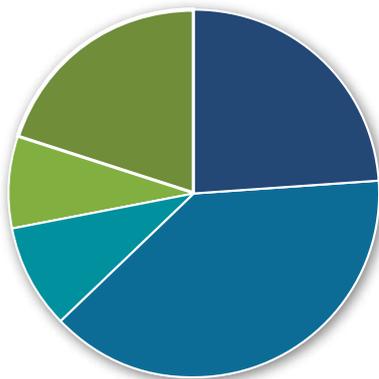
Online Donations

Hospice New Zealand 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 2016, our member hospices received over \$61,000 of donations via our website: www.hospice.org.nz. Hospice New Zealand received just over \$8,000. Thank you for your generous donations towards hospice care in New Zealand.



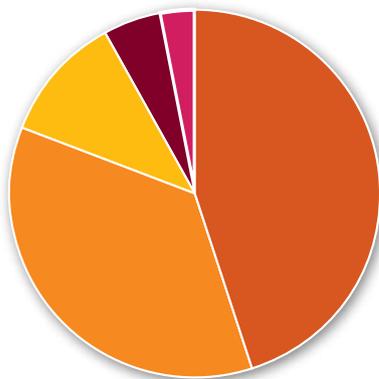
FINANCIALS

OPERATIONS	31-Dec-16	31-Dec-15
Subscriptions	\$584,219	\$485,426
Conference	\$253,739	0
MOH contracted projects	\$133,440	\$136,919
MOH Innovation project	\$117,399	\$57,570
Other income	\$44,984	\$45,142
TOTAL OPERATING INCOME	\$1,133,781	\$725,056
Wages and salaries	\$661,868	\$590,689
Conference costs	\$218,920	\$1,726
MOH contracted projects	\$41,436	\$44,488
MOH Innovation project	\$77,403	\$57,570
Membership costs	\$306,975	\$285,142
Overheads/administration	\$160,396	\$171,823
TOTAL OPERATING EXPENDITURE	\$1,466,998	\$1,151,438
Operating surplus/(deficit) before fundraising	(\$333,217)	(\$426,382)
FUNDRAISING INCOME		
Donations	\$31,500	\$1,096,300
Grants and sponsorship	\$330,735	\$296,198
Net Fundraising Income	\$362,235	\$1,392,498
NET SURPLUS/(DEFICIT) FOR THE YEAR	\$29,018	\$966,116



INCOME 2016

- Fundraising 24%
- Subscriptions 39%
- MOH contracted projects 9%
- MOH Innovation project 8%
- Other 20% (includes Conference)



EXPENDITURE 2016

- Wages & Salaries 45%
- Membership 36% (includes Conference)
- Overheads, Administration 11%
- MOH Innovation project 5%
- MOH contracted projects 3%



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