



## Hospice New Zealand | 2012 Annual Review



# From the CEO

## WELCOME



2012 was another eventful and achievement filled year for the Hospice New Zealand Board and team.

During the year I had the pleasure of being invited to visit 17 hospices, it is a great opportunity to see the excellent work that is happening around the country and share information from a national perspective. I always enjoy spending time with member CEO's, boards and meeting staff and volunteers and hearing about their roles and experiences with hospice.

Our partnership with members, the community, the wider palliative care sector and our funders continued to strengthen which is reflected in this annual review of activity.

All our work is underpinned by our vision – anyone who is dying has the opportunity to celebrate life with the help of hospice.

2012 was the final year of our three year Strategic Plan 2010-2012, an opportunity for reflection and celebration of all that has been achieved.

### SOME HIGHLIGHTS

#### **20th Hospice NZ Palliative Care Conference Community, Choice & Collaboration.**

Our biennial conference welcomed 340 delegates to The Langham Hotel in Auckland.

The theme for the conference was community, choice and collaboration – the cornerstones of hospice work which support our vision for good quality care for people who are dying.

The international keynote speaker line up was impressive on paper and in reality – with many commenting on the balance between academic research – Professor Joachim Cohen's focus on aspects of end of life care from a population perspective and the patient, family and community focus – Dr Heather Richardson speaking about the opportunities hospices have to engage with the communities they serve.

Associate Professor Greg Crawford presented "Music to die for" which injected some culture and rhythm to conference, and Dr Bruce Rumbold took delegates through his concept of Compassionate Communities exploring structures and processes by which communities can care for people with end of life issues, maintaining their participation in the community.

New Zealand keynote speakers – Ross Drake, Dr Michal Boyd and Kathryn McPherson encouraged hospices to think outside the square in terms of caring for children with a palliative need, collaboration in an aging world, and person centred care.

This talented line up of keynotes was enhanced by the 90+ presenters who gave their time and energy in the main conference programme. Several streams were introduced to the 2012 programme notably a non-cancer stream, pharmacy and carers, and a strong emphasis on the topic of spirituality, hope and reflection.



### **Current Boost Funding rollover**

At Conference 2012, associate Minister of Health, Jo Goodhew, announced that the current boost hospice care funding would roll over for a further two years.

The \$15M per year funding will continue for members until 2015 to help hospices cover the shortfall brought about by a challenging fundraising environment, increasing demand for services and rising costs.

The commitment followed a meeting between Hon Tony Ryall, Minister of Health, Hon Jo Goodhew, Associate Minister of Health, Wilf Marley, Chair, Hospice NZ, Biddy Harford, Deputy Chair, HNZ and myself.

### **Baroness Illora Finlay**

In August Hospice NZ was fortunate to host Baroness Illora Gillian Finaly of Llandaff, a Welsh doctor, professor of palliative medicine and Independent Crossbench member of the House of Lords in the UK. Baroness Illora chairs the All Party Parliamentary Group on Dying Well, a group of MP's and Peers established to promote palliative care and oppose legalisation of euthanasia in the UK.

Baroness Finlay gave her time and expertise to three Hospice NZ events during her time here in New Zealand – the launch of an all-party palliative care parliamentary group, attended by 30 MP's from a variety of political parties, a one day healthcare professionals seminar, attended by 64 delegates and a public meeting on the issue of euthanasia which saw over 400 people attend.

Thank you to our partners at The Nathaniel Centre and Victoria University for their support in organising these events.

### **With thanks**

In addition to the above highlights, 2012 was a very busy but rewarding year for Hospice NZ and I would like to thank the Hospice NZ Board for once again providing excellent strategic governance to myself and the team. To all members, thank you for your input and continued belief in the work of Hospice NZ.

Thank you also to the Hospice national partners – House of Travel, BNI & Craigs Investment Partners, our long term supporters at Dilmah and our grant funders for your ongoing commitment to supporting hospice care at a national level.

To the Hospice NZ team thank you for your hard work, commitment and flexibility to meet the challenges of being a small team with a large and diverse work plan.



Mary Schumacher  
**Chief Executive, Hospice NZ**

# From the Patron

## OUR AMBASSADOR JO SEAGAR



Another year has zoomed by with lots of water under the bridge and for us Cantabrians, re-building and optimism.

The highlight of my year has been the birth of a second grandson. It is a wonderful new era for the Seagar family.

I have flicked back over the year past in my diary and enjoyed remembering the Hospice functions and fundraising that I have attended.

I love my work as Patron and Hospice has become part of everything I do. While involved with many Hospice events I try to incorporate something about the work of Hospice into all the functions I attend. I enjoy singing your praises – and the wonderful feedback I get.

I also love visiting member hospices around the country. I am constantly in awe of the fabulous staff and volunteers and the uplifting spirit of our Hospice community wherever I go. As long as I can continue to be useful and helpful in raising funds and awareness for Hospice throughout New Zealand then I am wholeheartedly here for you.

Jo Seagar

A handwritten signature in black ink that reads "Jo Seagar." The signature is fluid and cursive, with a period at the end.

# OUR STORY

## 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

**Respectful** – we demonstrate respect in all our dealings with patients and their families, recognising diversity

**Professional** – in all instances we will act professionally and with compassion

**Determined** – we are driven to work in partnership with our members and communities as guardians of the hospice philosophy

## 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 in New Zealand
5. Maintaining a highly effective, well resourced and well managed national organisation

## 2012 SNAPSHOT

14,400

During 2012 the hospice services throughout the country provided care and support for more than 14,400 people living with a life limiting condition.

140,000

Hospice is a philosophy of care, not a building, most people are cared for in the community, in 2012 hospice staff made more than 140,000 visits to people in their homes.

840,000

As an organisation we are firmly grounded in the community, with over 13,000 people volunteering over 840,000 hours of their time for hospice during 2012.



# STRATEGIC GOAL 1

To enhance quality and consistency in the delivery of hospice care

## Organisational need

**A single set of standards across all hospices**

## Initiatives

### Hospice NZ Standards for palliative care

The Hospice New Zealand Standards for Palliative Care (the national standards) were launched in Wellington on 13 April, at Te Papa. 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 programme is a flexible and enabling process, with many ways to demonstrate or evidence achievement of the standards.

Member hospices are now using the self-review component of the quality review programme, evaluating their practice against the standards. Once complete the self-review results in an organisational quality action plan. In time Hospice NZ will analyse all members action plans to generate a thematic picture of national improvement actions, this will help us identify opportunities to collaborate on national level improvements.

During 2012 six member hospices (North Haven Hospice, Mercy Hospice, Hospice Waikato, Lake Taupo Hospice, Te Omanga Hospice and Hospice Marlborough) piloted the peer mentor process, which enables a service to receive a visit from an experienced practitioner, who has been provided with quality improvement methodology training. The visit assists services to improve the quality of future cycles of self-review and provide advice and support regarding proposed implementation of the quality action plan.

### QPS Benchmarking Project

The aims of the benchmarking programme are to enable hospices to measure and compare their respective services in a consistent way over time and to allow sharing of strategies to improve palliative care outcomes for patients, families and whānau. Currently, 25 out of 28 full member hospices are involved in the programme run by QPS Benchmarking Australia.

In 2012, Hospice NZ supported a member steering group to meet and review the next stages of the programme alongside QPS. Hospice NZ also supported the development of the programme to include new areas of patient need and best practice and alignment to other national projects. The unique national data provided by the programme continues to identify trends and areas for further research for hospice.



## STRATEGIC GOAL 2

To support a high performing hospice/palliative care workforce

### Organisational need

**Continued development of education and training programmes, support and resources for hospices.**

### Initiatives

#### **Hospice NZ Fundamentals of palliative care**

2012 was a year of supporting hospice educators to deliver the Fundamentals programme, developing support tools and observing a pilot evaluation of the impact of the resource. Many thanks to the Ministry of Health as the primary funders of this project.

All member hospices delivered the Fundamentals of palliative care programme within their own communities, focusing primarily on residential aged care staff. More than 7000 staff have completed a selection of the nine learning packages.

In 2012 17,750 participant workbooks were printed funded by the estate of Helen Stewart Royle (A trust administered by the Public Trust), this funding meant member hospices could deliver the training free of charge to their partners in the community.

#### **BNI Palliative Care Scholarship Programme**

2012 was the sixth year that national partner BNI supported the Palliative Care Scholarship Programme. The national priority for the 2012 scholarships was the professional development of psychosocial and allied health teams at member hospices. The scholarships are designed to cover tuition/ course/ conference fees up to \$1000 and must be delivered via an accredited institution.

In 2012 36 applications were received - an increase on the 23 applications in 2011. The education committee was delighted to award 11 applicants a scholarship to their chosen course of study.

#### **Hospice NZ Education Courses**

Hospice NZ provides member hospices with two training packages that they can deliver to staff and health care providers in their community for their professional development. Both programmes have been undergoing a full review during 2012 and will be re-launched in 2013. Many thanks to our education partners – Craigs Investment Partners for funding the review of both education packages.

- **Syringe Driver Competency Programme**

This programme is designed for registered nurses practising in a variety of settings, including hospital, aged residential care and community who may need to manage a syringe driver and demonstrate competency in its use. In 2012 more than 2000 nurses completed this training.

- **Palliative Care for Care Assistants Programme**

This is designed to provide care assistants with the key principles, practical knowledge and skills of care for someone with a life limiting illness – covering the principles of palliative care, communicating with and supporting a person who is dying, their family and whānau, caring in the last days of life, understanding pain and other common symptoms and understanding loss and grief. In 2012 more than 700 care assistants completed this training.



### **Foundations of Spiritual Care professional development programme**

The aim of this project is to produce a professional development programme targeting foundation spiritual care training needs of NZ hospice teams (all staff and volunteers).

Ultimately the aim is to improve the understanding and knowledge of spirituality and spiritual care with and for the wider hospice team. Thereby improving the spiritual well being of their organisations and spiritual care for patients, families and whānau.

During 2012, the programme was developed through several meetings and consultation avenues with input from members and the wider sector. We would like to acknowledge and thank the project governance and working groups, other key advisory groups and our national partners, Craigs Investment Partners and BNI for supporting the programme development.

The programme is based around four sessions of foundation learning: Exploring Spirituality, Wairuatanga- Spirituality in Te Ao Māori, Spirituality at the End of Life and Spiritual Care at the End of Life and caring for ourselves. The facilitator role is key to this programme and a co-facilitation model has been developed.

At the conclusion of 2012 the programme was ready to be tested through pilot scheduled for early 2013, learning's will be incorporated to finalise the programme for official launch.

### **Genesis Oncology Trust Palliative Care Lecture Series**

2012 was the ninth year that this monthly lecture was delivered by teleconference to registered sites throughout the country thanks to the continued funding from the Genesis Oncology Trust.

In 2012, 4307 people (a 17% increase on 2011) listened in to the 11 lecture series run throughout the registered sites, an average of 392 people per lecture. The lectures are endorsed by The Royal New Zealand College of General Practitioners and are approved for up to 1 hour per session of CME for General Practice Educations Programme Stage 2 and Maintenance of Professional Standards purposes.

Feedback indicated that location and time could be a barrier attending the live lectures, to address this we introduced post lecture access to any member of the public via our website. Of the 7 lectures made available there have been 250+ downloads from NZ and as far away as Singapore, Brazil, New York and Melbourne from people working in a wide range of disciplines.

### **Guidelines for Managers of Volunteer Services – review and update**

This project aims to develop an up to date online version of this resource to improve access and usability of information for the people responsible for managing the volunteer workforce.

We are grateful to sponsors Ivoclar Vivadent for financially supporting this area of our work. In 2012, an expert content lead was engaged and feedback was sought and incorporated from hospice members and peer reviewers. The online version of the Guidelines will be released in the members area of the Hospice NZ website during 2013.

### **20th Hospice NZ Palliative Care Conference**

Held in Auckland, this biennial conference attracted 340 delegates from a range of backgrounds to enjoy a full three day programme. Thanks to international keynote speaker sponsor – Mundipharma – we were able to welcome Professor Joachim Cohen from Belgium, Greg Crawford from Adelaide Australia, Heather Richardson from the UK and Bruce Rumbold from Melbourne, Australia. Our New Zealand keynote speakers – sponsored by the Ministry of Health were Dr Michal Boyd, Dr Ross Drake and Kathryn McPherson.

The conference theme was community, care and collaboration which was echoed through the opening Sir Roy McKenzie address delivered by Jan Nichols, CEO, Hospice North Shore. 74 presentations and 11 poster presentations made up the concurrent session programme.

Many thanks to all conference sponsors – Mundipharma, Ministry of Health, Rothbury and Pub Charity.



### **Palliative Care Seminar – Facing the challenges, living and dying well.**

During Baroness Illora Finlay's tour to NZ we worked with our partners at the Nathaniel Centre and Victoria University to organise a health professionals development day in Wellington. The one day seminar was titled – Facing the Challenges, living and dying well. 64 people from a range of backgrounds gathered to hear from Chair, Prof Rod MacLeod, Wayne Naylor, Kate Reid, Dr Sinead Donnelly, Dr Sandy MacLeod, Dr Phillipa Malpas and the Baroness.

### **Palliative Care Handbook**

Hospice NZ facilitated the production of the 6th edition of the Palliative Care Handbook during 2012. Thanks to funding from the Genesis Oncology Trust and the Louisa and Patrick Emmett Murphy Foundation, 6000 copies were printed and distributed to hospices throughout New Zealand. This resource is provided free of charge to all providers of palliative care in the community.

Over 5,000 copies have been distributed since June 2012 – to hospices, residential aged care, general practice, hospitals, medical and nursing students. This wide distribution has been mostly achieved by hospice teams' hand delivering to health partners in the community. There is also an online version available through our website.

### **Hospice NZ workshops and forums**

Once again we provided a range of learning and networking forums for a range of professional groups within the hospice membership.

**Educators forum** – 30 attendees over three days

**Retail shop managers** – 34 attendees over two days

**Family services network** – 29 attendees over two days

**Managers of volunteer services** – 26 attendees over two days

**Quality care network** – 14 attendees over two days

**Nurse leaders** – 24 attendees for half a day at Conference 2012

**CEO & Trustee forum** – 52 attendees over two days

**Fundraising managers forum** – 36 attendees over two days

Hospice New Zealand was delighted to work alongside Hospice Kaimahi ki Tamaki Makaurau to hold an inaugural Hospice Kaimahi o te Motu Hui. This took place at Massey University Auckland during November 2012 and allowed hospice workers in Maori specific roles the opportunity to meet kanohi ki te kanohi at a specialised forum. There was a great response to this forum which promoted connection to others and the sharing of knowledge and practices across the country.



## STRATEGIC GOAL 3

To advocate for the provision of hospice/palliative care for all New Zealanders by providing central leadership and direction

### Organisational need

To maintain and enhance the collective representation of members at every opportunity and at all levels

### Initiatives

 Representation at a Ministry of Health level

#### HNZ Hospice Capability Project

In early 2012 all member hospices supported the recommendations from this 2011 piece of work in principle. The recommendations then informed the development of the Ministry Resource & Capability project and the Health Needs Assessment survey and report development.

During 2012, we revised and improved the capability paper to ensure it best represented the latest feedback from hospice professional network meetings and the latest thinking from the HNZ board and member hospice CEO's. In particular, we wanted to better capture the language and spirit of hospice care, and clarify the content to improve the focus on the community, patients, families and whānau; and what they should expect from hospice care.

The Hospice Capability Recommendations paper was then made an appendix item in both the Ministry Resource and Capability Framework for Integrated Adult Palliative Care Service in New Zealand and the National Health Needs Assessment for Palliative Care: Phase 2 Report.

#### Palliative Care National Joint Work Plan 2012

This piece of work was undertaken with our partners at the Ministry of Health and Palliative Care Council to articulate the programmes of work that we are undertaking at a national level and the strategic outcomes that each activity contributes to. The work plan shows how each organisation's work will contribute in a strategic way to the desired outcomes, allowing individual palliative care providers to identify where their work fits within a broader context.

#### New Zealand Palliative Care Glossary

To create an understanding of the terms used in palliative care and encourage the consistent use of words that can have various meanings, we worked alongside the Palliative Care Council and Ministry of Health to develop the Palliative Care Glossary. We have all agreed to use the terms and associated descriptions in future pieces of work.

#### All Party Palliative Care Group

In August 2012 Hospice NZ worked alongside MP Maggie Barry to establish the first meeting of an all party group of MP's interested in palliative care. The vision for this group it is to improve the understanding and awareness of palliative care and end of life issues amongst MPs, through a collaborative all party approach to create pro-palliative care voice in Parliament. More than 30 MP's attended the meeting hearing from Prof Rod MacLeod and Baroness Ilorra Finlay.



## International relationships

### **Ehospice**

Ehospice is an online palliative care/hospice news site created by Help the Hospices in the UK.

Aimed at anyone with a professional or personal interest in palliative care, ehospice offers a single point of access to intelligence and good practice from around the world, with the aim of helping to improve patient care globally. It brings together the expertise and experience of the global hospice and palliative care community.

Hospice NZ will be working with our colleagues at Palliative Care Australia providing New Zealand based content to ehospice.

### **APHN**

The Asia Pacific Hospice Palliative Care Network (APHN) is dedicated to promoting hospice and palliative care in Asia and the Pacific. The purpose is to empower and support organisations and individuals committed to alleviating suffering from life-threatening illness.

The Network promotes education and skills development, enhances awareness and communication, and fosters research and collaboration. Also encouraging established programmes to assist less experienced and more isolated colleagues.

In September 2012 Mary Schumacher, CEO Hospice NZ, was appointed as the New Zealand representative to the APHN Council.

### **19th International Congress on Palliative Care – Montreal, Canada**

In October 2012 Anne Morgan, Practice Development Advisor, Hospice NZ presented a poster giving information on the Fundamentals of palliative care education programme to delegates at the 19th International Congress on Palliative Care. There was a great deal of interest in this education programme and the suite of learning packages developed by Hospice NZ.



## STRATEGIC GOAL 4

### Increased awareness of hospice in New Zealand

#### Organisational need

**A high number of New Zealanders are unaware of the unique care and services offered by hospice**

#### Initiatives

##### **Living Every Moment – Hospice Awareness Week 2012**

In 2012 Hospice NZ focused on raising awareness via our website, facebook and through a PR campaign. During the week of 14-20 May there were 7077 visits to [www.hospice.org.nz](http://www.hospice.org.nz) and facebook likes increased from 431 to 526. The Hospice NZ website homepage was refreshed to reflect the campaign and a news and events section created to feature member hospice activities. We worked alongside a PR expert and members to secure media coverage and issued a national press release at the start of the week.

##### **Public Meeting – Euthanasia, an ethical and legal crossroad**

As part of the visit to NZ by Baroness Illora Finlay, Hospice NZ worked with our colleagues at the Nathaniel Centre to organise a public meeting to discuss euthanasia. The meeting – titled Euthanasia – an ethical & legal crossroad, had four speakers – Baroness Finlay, Maryan Street, Labour List MP, Grant Gillett and Colin Gavaghan. The MC for the evening was Sean Plunket. Over 400 people attended to hear a for and against viewpoint, as well as the ethical and legal perspective around the legalisation of euthanasia and physician assisted suicide.

##### **Hospice – One brand**

During 2012 Hospice NZ worked with Gisborne Palliative Care as they worked towards a name change along the one brand guidelines to Hospice Tairāwhiti. In 2012, 20 of the 29 full member hospices operated under the One Hospice Brand.



## STRATEGIC GOAL 5

A highly effective well resourced and well managed national organisation

### Organisational need

**Link and collaborate with national health and community organisations**

Members of the Hospice NZ team continued involvement/representation on:

- Palliative Care Council
- Asia Pacific Hospice Network Council
- CANGO
- Palliative Care Advisory Group

### Organisational need

**Work with all national partners, sponsors and grant makers who support our work and that of our members**

#### **Dilmah**

2012 was the thirteenth year that Dilmah donated tea to every hospice in New Zealand – around \$30,000 worth – around 400,000 cups. As well as this initiative to support hospices, Dilmah donates the proceeds from sales for two months per year to Hospice NZ, in 2012 this donation was \$20,000 to support our work raising awareness of services.

#### **Genesis Oncology Trust**

A grant of \$32,100 was awarded to fund the Genesis Oncology Trust Palliative Care Lecture Series. This is the tenth year the Trust has funded the lecture series – in that time more than 23,000 people have listened to the lecture series.

#### **NZ Lottery Grants Board**

Once again Hospice NZ was the grateful recipient of Lottery Grant funding; a contribution of \$30,000 was received.

#### **VMD Collier Charitable Trust**

Funding from this trust totalled \$35,000 to assist with the costs of running the special interest group workshops, providing educational opportunities to hospice staff across NZ

#### **Ivoclar Vivadent**

A new supporter in 2012, Ivoclar Vivadent (a dental technology company) donated \$5,000 towards the re-development of the Guidelines for Managers of Volunteer Services resource.

#### **The Trusts Community Foundation**

\$2,870 was donated to contribute to the costs of cleaning at the Hospice NZ office.

#### **General donations**

Hospice NZ provides an online donation facility that allows people to donate to any member hospice service in the country. We pass on 100% of the amount received as per the donor's wishes. In 2012 \$32,574 was received via the website - \$26,975 for member hospices and \$5,599 for Hospice NZ.

Hospice NZ was also the grateful recipient of \$14,798 from a variety of businesses and individuals wanting to support our work nationally – thanks to everyone who made a financial contribution during 2012 including; Australian Womens Weekly, Buzz Channel, Chainsaw and Outdoor Power Ltd and Phoenix Trading.



## NATIONAL PARTNERS

### HOUSE OF TRAVEL

In 2012 Hospice NZ celebrated 7 years of national partnership with iconic kiwi owned travel company, House of Travel.

Each outlet is partnered with their local hospice service to work together to raise awareness, give support and increase knowledge on the services hospice provides.

The partnership takes a number of forms depending on where you are, everything from running quiz nights, giving donations of duty free for hospice drinks trolleys, to each of their 1000+ staff having a paid "day off" to volunteer for their partnered hospice.

Each year Hospice NZ awards a nominated outlet that has "embraced" their partnership in all aspects of business – in 2012 the winner was Botany Junction and Howick House of Travel.

Adapted from the Totara Hospice South Auckland nomination;

*Katrina and Karen continue to embrace the partnership with Totara Hospice South Auckland with such enthusiasm coupled with their sincere professionalism and welcome friendship. These owner/operators alongside their wonderful dedicated staff always go the extra mile on all occasions and welcome any discussion on how to evolve our relationship.*

*They continue to keep our drinks trolley for patients and families well stocked. This gives great pleasure to those who feeling like partaking in a little tippie before dinner.*

*Karen and Katrina hosted a wonderful Trivia Night in Howick raising nearly \$9,000 in one evening which was fun packed with wonderful prizes, great humour and a real buzz for all who attended this hugely successful fundraiser. We are look forward with great keenness to the next one.*

*Alison and the team from Howick along with Botany Jctn volunteered their time at the Hospice Remembrance Trees prior to Christmas helping to generate our total of \$44,660.00 and both teams organised street appeals for last year's Hospice Awareness Week in May and contributed to the \$8,600 raised. We were also delighted in receiving accommodation and duty free vouchers for a major prize to Australia for our Wine Makers Lunch held last August.*

*The whole team at Totara Hospice South Auckland relish the reciprocal partnership and friendships between ourselves and these truly dedicated House of Travel Partners. We are very mindful that these engaging people also have full time business's to operate. In saying that, nothing is ever too much trouble, always a smiling face and a keen willingness to be the best help they can muster. We look forward to a positive future with these lovely people.*

*I would love to see these extra special supporters and "Friends of Hospice" win the Embrace Award as they truly deserve the recognition of our Partnership.*

In 2012 there were 9 nominations from hospices for the Embrace Award;

- House of Travel Simon Hocking - Timaru
- House of Travel Kemp - Timaru
- House of Travel Stephen Parsons– Palmerston North
- House of Travel Rotorua
- House of Travel Mt Maunganui
- House of Travel Motueka
- House of Travel New Lynn
- House of Travel Orewa



WWW.BNI.CO.NZ

2012 was the sixth year of our national partnership with BNI, which once again saw BNI chapters raising funds and awareness for their partnered hospices. From a national perspective, BNI again supported the Palliative Care Scholarship programme and in addition supported the development of the Foundations of Spirituality professional development programme.

**The combined efforts of local chapter fundraising and national office support meant over \$130,000 was given in donations and in kind to support hospices throughout the country.**

A selection of ways in which chapters supported their partnered hospice;

**Palmerston North, Manawatu, Feilding and Young Hearts chapter's** raised over \$3,500 from a Vicars and Tarts party for Arohanui Hospice.

**BNI Blenheim** provided and installed freeview decoders for the inpatient facility televisions as well as donating bath salts, office equipment and a cash donation.

Mary Potter Hospice benefited by over \$20,000 thanks to **five Wellington chapter's** hard work in the form of a movie night, phone raffle and auction.

**BNI Monaco, Nelson Originals and Network @ 9** donated a range of goods to support Nelson Hospice including an All Whites football shirt for fundraising, office stationery and a monthly coffee supply.

**BNI Deep South and BNI Invercargill** supported Hospice Southland with a monthly donation of groceries and donated a 32 inch flatscreen television for the inpatient facility.

Hospice Taranaki received \$14,000 from a casino royale event organised by **BNI First New Plymouth, Late for Breakfast and Success Like No Other chapter's**.

The **Lower Hutt** based chapters worked together to donate over \$19,000 to Te Omanga Hospice from a variety of breakfast activities and a grand charity auction.

Hospice Waikato received more than \$10,000 from the four chapters in the region.

The **Cambridge chapter** organised a dinner with guest speaker Swazi Man Davey Hughes, the **Morrinsville chapter** gave donations to enable 20 children involved with Rainbow Place to have a Christmas outing to the movies, the **Waikato Region chapter's** donated towards a local BNI director running the ultra-marathon and the **Legends chapter** assisted with selling entertainment books.

**BNI Hastings, Hawkes Bay and Wine Country** joined forces to sponsor a fundraising event raising over \$38,000 for Cranford Hospice that hosted hospice patron, Jo Seagar as guest speaker.

**BNI Central, Achievers, Ponsonby, ProBiz, Shore City and Viaduct** gave donations to Mercy Hospice Auckland from a variety of activities including joker poker and breakfast fee donations.

**BNI Activ8, Catalyst and The Exchange** in Christchurch raised funds from wear a hat to meeting or be fined and member donations giving \$900 to Nurse Maude Hospice.

**BNI Larnach and Octagon** held a raffle of seafood, a wine and cheese tour of Dunedin Art Gallery and joker poker to give \$1300 to Otago Community Hospice.

Totara Hospice South Auckland is partnered with seven chapters, and received over \$9,000 from sponsorship of an auction evening, a golf day, breakfast fines and donations, mystery car rally and support of the Sunrise Walk event.

Waipuna Hospice in Tauranga received over \$7,500 from the local BNI chapters – **In the Bay, Tauranga Harbour, Tauranga and Oceanside** – generated from an auction, fines and sponsorship of the ultra marathon.



## Strategic Goal 5 continued

### National partners



A national partner for the past five years, Craigs Investment Partners (CIP) have contributed to hospice in a variety of ways at both branch and national levels. In 2012 all fundraising and volunteering efforts raised over \$230,000 for hospices throughout the country.

As national education partners, their support has funded the full revision of two training programmes the Syringe Driver Competency Training Programme and the Palliative Care for Care Assistants Programme. Both updated training programmes will be launched during 2013. Funding has also been critical in the development of the new professional development programme, the Foundations of Spiritual Care, for launch mid-2013.

The following selection of highlights from 2012 demonstrates the commitment and various ways CIP has worked with hospices across the country:

#### **Head office fundraising project – Cranford Hospice Hawkes Bay**

Cranford Hospice was the selected recipient of the annual Head Office fundraising efforts. Funds raised by Head Office went towards supporting Cranford's education programme. Palmerston North branch also helped by sourcing an autograph from Sir Richard Hadlee with a signed cricket bat that was auctioned in support of Cranford hospice.

**Auckland** – Auckland branch supported Mercy Hospice in hosting the Hospice Cuppa launch in May 2012, this launch also benefited Hospice North Shore and Hospice West Auckland. Auckland Staff also hosted their own Hospice Cuppa fundraiser and later, volunteered at Mercy's annual Strawberry Festival and supported Hospice North Shore's race day.

**Gisborne** – Gisborne Branch was again principal sponsor of the Annual Charity Auction and Strawberry Festival events raising an estimated \$23,000 for Hospice Tairāwhiti. Support is also given with representation at board level.

**Kerikeri** – A staff member is on the Board of Hospice Mid-Northland and provides their governance and professional expertise in a voluntary capacity.

**New Plymouth** – As sponsors of The Wedding Singer, CIP helped raise \$87,000 in support of Hospice Taranaki. The local branch also provides support in a number of other ways such as promoting hospice during other community events.

**Rotorua** – The Rotorua team organised and took part in the Craigs Hospice Golf Classic raising \$8,000. They also contributed by collecting for the Annual Street Appeal and supported other events.

**Tauranga** – Since 2005 the Tauranga branch has sponsored the production and printing costs of Waipuna's newsletter. In addition, CIP supports Waipuna Hospice through encouraging clients to support hospice with donations via their mySTART® initiative. The team are also actively involved with Waipuna's Foundation Board.

**Wanganui** – The team helped again to organize and host the Pro-Am Golf Tournament of which Hospice Wanganui was a joint beneficiary, and raised \$4,600.

**Wellington** – The Wellington branch has continued to help the Te Omanga and Mary Potter Hospice's by volunteering during the Strawberry Festival, helping to fund the marketing and advertising of the event.

**Whangarei** – CIP sponsored the hospice banner in the central city for awareness week. They also supported North Haven Hospice's Melbourne Cup event and participated in the auction.

**Blenheim** – Hospice Marlborough and CIP worked together on the Michael Ponder Art Exhibition and a golf tournament raising \$15,000.

**Dunedin** – Dunedin branch is involved in various initiatives, with several staff on the Board of both the Otago Community Hospice and the Otago Community Hospice Foundation Board. Staff are involved in the Hospice Fundraising Committee and often sell tickets and attend hospice events, such as High Tea with Jo Seagar. Staff also volunteered to collect donations from the Christmas Remembrance Trees and Annual Street Appeal.

**Palmerston North** – CIP again supported the Michael Higgins Memorial Arohanui Hospice Golf Tournament which raised over \$40,000.



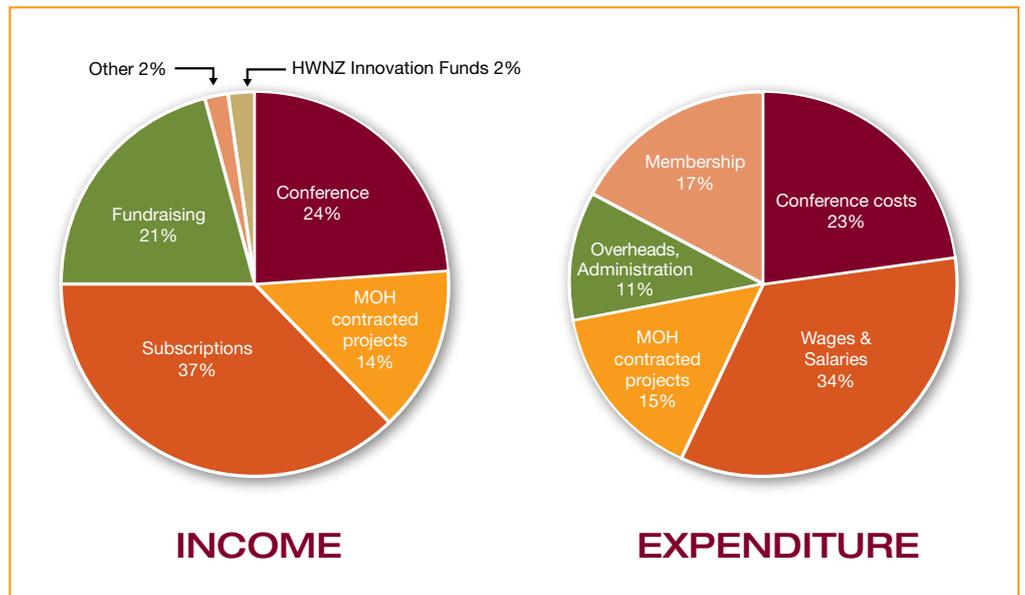
# FINANCIALS

<b>OPERATIONS</b>	<b>31-Dec-12</b>	<b>31-Dec-11</b>
Subscriptions	409,145	401,429
Conference	267,873	0
MOH contracted projects	159,594	130,125
HWNZ Innovation Funds	18,000	0
Other income	22,172	16,429
<b>TOTAL OPERATING INCOME</b>	<b>\$876,784</b>	<b>\$547,983</b>

Wages and salaries	477,611	474,986
Allocate to MOH Contracted Projects	-121,057	-85,800
Conference costs	247,525	0
MOH contracted projects	159,594	130,123
Membership costs	182,343	156,911
Overheads/administration	121,057	146,167
<b>TOTAL OPERATING EXPENDITURE</b>	<b>\$1,067,073</b>	<b>\$822,387</b>
Operating surplus/(deficit) before fundraising	<b>-190,289</b>	<b>-274,404</b>

## FUNDRAISING INCOME

Donations	20,397	22,921
Grants and sponsorship	213,556	279,244
<b>Net Fundraising Income</b>	<b>\$233,953</b>	<b>\$302,165</b>
<b>NET SURPLUS/(DEFICIT) FOR THE YEAR</b>	<b>\$43,664</b>	<b>\$27,761</b>



# From the chairman

## LOOKING FORWARD



2012 was another challenging but successful year for Hospice New Zealand and member hospices throughout the country. A sense of collaboration was evident in national projects such as the Standards for Palliative Care and the Fundamentals of Palliative Care programme.

Once again, we worked alongside members and the palliative care sector to ensure people with a life limiting condition get the very best care at the end of their lives.

A highlight from 2012 was the continuation of hospice boost funding. Following a positive meeting with Hon Tony Ryall, Minister of Health, I was very pleased that the boost funding was committed for members for a further two years (2013/14 and 2014/15). In the longer term, we acknowledge significant work needs to be done to build a sustainable model for funding hospices which Hospice NZ will be involved in on behalf of members.

During the year Mr Peter McIntyre, Otago Hospice Chair, needed to stand down from the Board due to family and business commitments. I thank Peter sincerely for his valuable contribution to HNZ. In accordance with provisions in our Constitution, the Board co-opted Mr Peter Buckland to fill the casual vacancy until the next AGM.

**Looking forward from a national perspective, there are some challenges that face us as an organisation.**

### **Workforce pressures**

Workforce shortages persist and are looming even larger - for example Palliative Care medical specialists, and our members are looking at ways of strengthening hospice specialist medical services through regional collaboration where appropriate. In the future it is also likely that funding pressures could dictate this initiative and spread to other areas of our services.

We are also going to have work in innovative ways supporting our colleagues in primary and aged residential care to ensure people get the care they need irrespective of their setting.



### **An aging population**

As we are all aware there is an aging population in New Zealand which increases the likelihood that people will develop chronic conditions that have a palliative care need. This increase will demand collaboration between health providers, and the hospice sector can lead the way. Hospice NZ is dedicated to this at a national level working alongside the Ministry of Health and the Palliative Care Council, and supports its members at a local level.

Moving forward there will be a need for member hospices to work regionally and to collaborate with the palliative care community, working together to ensure everyone who needs palliative care gets the support they need in the right way for them.

### **Awareness of hospice services**

This is always a challenging area of our work as often people are unaware or unsure of the services hospice provides – or hold certain misconceptions about what hospice care is about.

Many people believe hospice is about a building and dying, when in fact it is a philosophy of care and quality of life. The majority of hospices have inpatient facilities where people go for respite, symptom and pain management or during their last days – but in fact the majority of people are cared for in their homes in the community.

The goal of our members throughout New Zealand is to help people make the most of their lives, to live every moment in whatever way is important to them. Our goal at Hospice NZ is to support and facilitate our members to achieve their goals and the best outcomes for our community.

My admiration for the work that is done by our Chief Executive, Mary Schumacher, and her small team remains undiminished. Last year this was particularly so and I refer you to Mary's report which mentions some of the highlights for the year.

Thank you to my fellow board members, our Patron Jo Seagar for her endless energy for hospice and to Mary Schumacher and the team at Hospice NZ for another rewarding year.

Warm regards

Wif Marley QSM  
**Chairman, Hospice NZ**



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