

2018 ANNUAL REVIEW





VISIONS AND VALUES

Our Vision

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

Our Values

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

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Patron

Jo Seagar



A MESSAGE FROM...

Our Chair – Dr Richard Thurlow

As the demands of an aging population on our country's healthcare sector continue to grow, Hospice NZ remains steadfast in its commitment to ensuring that all New Zealanders with a life-limiting condition, and their families and whānau, have access to the best possible palliative care.

In 2018 Hospice NZ worked closely alongside key decision makers at the Ministry of Health as strong advocates for our member hospices. End-of-life care is as fundamentally important as all other areas of healthcare, and we work tirelessly to influence government policy towards achieving more equitable funding for hospices nationwide and increased access to palliative care for all New Zealanders.

As part of Hospice NZ's commitment to supporting the professional development of staff across the country and growing leaders in hospice palliative care, we were delighted with the success of this year's *Hospice NZ Palliative Care Conference*. Its focus on innovative clinical developments, best practice, education and research and the opportunity it provides us all to learn from international and local leaders in the field of palliative care is invaluable.

Working in partnership with member hospices across the country is key to the success of Hospice NZ's national programmes and we are sincerely grateful for

their ongoing support. In 2018 we began a review of the Hospice NZ constitution to ensure that our organisation is best placed to meet the challenges we will face together in future, and that we remain at the forefront of palliative care in New Zealand.

My sincere thanks to Mary Schumacher and her dedicated team at Hospice NZ, and to my fellow Board members for their commitment and support. Together we appreciate the energy and enthusiasm of our Ambassador and Patron, Jo Seagar, and extend our heartfelt thanks to all those who support the work of Hospices throughout New Zealand.

Thank you all for sharing our vision.

Yours faithfully,

Dr Richard Thurlow
Chair, Hospice NZ





Our Chief Executive – Mary Schumacher

Many people fear death and dying. They fear the unknown and worry about what might happen to them and their loved ones. And with that fear comes a reluctance to talk openly about something that will happen to us all.

Looking back at 2018, Hospice NZ's work to encourage conversations about end of life, break down barriers and reduce anxiety on this topic stands out as a particular highlight for the team this year. Our large-scale national awareness project *#weneedtotalkaboutdying* has been shared widely across social media channels, reaching new audiences and supporting New Zealanders everywhere to have more conversations about dying in the hope they might worry about it less. This campaign also lends itself well to Hospice NZ's focus on promoting palliative care with respect to the proposed changes in euthanasia legislation.

Another key highlight for me was this year's Conference – the largest and most successful in the 23-year history of this event. Our theme *Aukahatia, Fostering Resilience* struck a real chord with delegates as we honoured and reinforced the importance of strength and resilience when it comes to end of life. Our sincere thanks to all those who attended and participated, in particular our national and international keynote speakers.

For a small team, Hospice NZ works on a wide range of projects and I am very proud to share with you this Annual Review for 2018. Our work relies on the collaboration and input of our member hospices and we

extend our warmest thanks to you all for your support in 2018. A special thanks too to the individuals who lend their expertise to the various governance and working groups that influence our national projects – your contribution is greatly appreciated.

Thank you to the passionate, hardworking team at Hospice NZ for another busy, productive year. Together, we are grateful for the sound governance of 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.

We thank you all and look forward to working with you again in 2019.

Warm regards,

Mary Schumacher
Chief Executive





Our Patron – Jo Seagar

There's no doubt about it – food is a language of love, and I'm a fluent speaker!

To me, everything about preparing a meal for someone shows you care – from knowing their favourite dish to carefully sourcing the ingredients to serving it up with a dash of flair and all the bits in between.

So this makes things quite tricky, to be frank, when a loved one is dying and they've gone off their tucker. A wonderful highlight for me this year in my role as Patron and Ambassador was tackling this quandary at the biennial *Hospice NZ Palliative Care Conference* in Auckland. Joined on stage by palliative care expert Rod MacLeod, Australian chef Peter Morgan Jones and food stylist and cook, Jane Rangiwahia, together we discussed and demonstrated simple but imaginative ways to show you care when a person you love has lost their appetite. Crispy bacon dust. Small pikelets served with iced herbal tea. A tiny vase of flowers to brighten up a tray. A little bit of what they like when they fancy, without the fuss of set meal times. Simple ways to bring the holistic philosophy of Hospice to life.

2018 was another whirlwind of a year and as always it was such a joy to support the work of Hospices across the country. From welcoming guests to a pop-up cafe at Hospice Tairāwhiti in Gisborne, to a huge book tour raising funds along the way, to introducing everyone from high school students to retirees to

hospice through my cooking classes and talks – you can count on me to use every opportunity I get to spread the 'living every moment' message and support this very special organisation.

I've been with Hospice NZ for two decades and my commitment and belief in their work grows stronger every year. My heartfelt thanks to each and every volunteer involved with hospice services across the country – I'm so proud to stand alongside you. We, too, speak the same language.

With love,

Jo Seagar
Patron & Ambassador for Hospice New Zealand





PUBLIC AWARENESS

#weneedtotalkabout dying

Death seems to have become a difficult topic for a lot of people. Many of us have lost the knowledge about what happens, what to say to each other, and the options we have for care. That lack of information often results in fear but dying is often much more peaceful and gentler than people expect.

Launched in 2018, Hospice NZ's *#weneedtotalkaboutdying* campaign aims to support communities to reclaim their familiarity with dying by sharing stories and information to make it easy for them to talk about it more, and to ensure we all feel more ready and able to support each other when we're grieving.

Following some nationwide research to better understand attitudes towards end of life and death, a narrative wheel was created to guide our story telling. The narrative wheel held 'we need to talk about dying' at its centre, with the goal of telling stories about what is a good and safe death and how dying impacts those around you.

Video stories formed the basis of the campaign resources and 19 short clips from real life experiences were produced. Our '5 Things' resources covered practical matters such as how to support someone who is grieving, how to talk to a child about death, how to have a conversation about end of life wishes and what is palliative care.

A stand out resource from this campaign is the animation "What is it like to die?", which like all project resources was released through social media (Facebook) and has reached over 95,000 people.

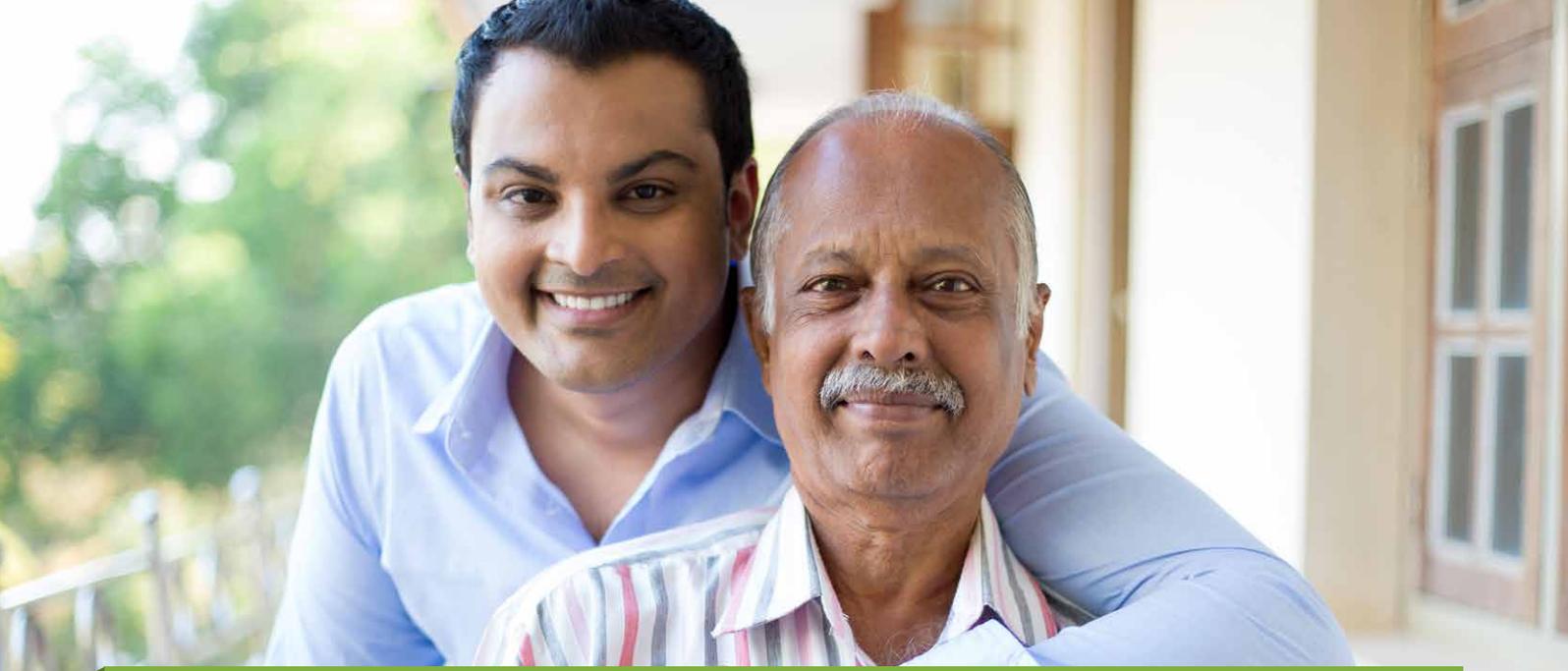
Hospice Awareness Week

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

In 2018, Hospice NZ coordinated a national awareness week in conjunction with our members. We provided member hospices with a range of personalised materials to give a consistent look and feel to the overall campaign. Hospices across the country supported the national campaign with initiatives such as open days, pop-up cafés, symposiums, roadshows and local media coverage.

National Branding

Twenty-four hospices operate under the national branding. During 2018, we continued to support hospices using the ONE brand – supplying imagery from the image library and developing collateral using the brand.



LEADERSHIP

Working in Collaboration

Hospice NZ strives to provide 'one voice' for New Zealand hospices while also recognising the diversity of our members and the communities they serve.

We also work in collaboration with many national and international organisations to ensure hospice interests are represented across the sector and that the hospice philosophy is integrated into all areas where palliative care is delivered. In 2018, this has included working with organisations such as;

- Palliative Care Australia
- Hospice UK
- St Christopher's Hospice
- Hospital Palliative Care NZ
- Palliative Care Nurses NZ
- ANZSPM
- Whitireia Community Polytechnic
- Weltech (Wellington Institute of Technology)
- Home & Community Health Association NZ
- NZ Aged Care Association
- NZ Association of Counsellors
- Dementia NZ
- Aged Concern NZ
- Parkinsons NZ
- IDEA Services New Zealand
- IHC New Zealand
- Careerforce
- Te Arai Palliative Care and End of Life Research Group
- Health Quality and Safety Commission

Te Rōpū Taki Māori (HNZ)

The advisory group Te Rōpū Taki Māori (HNZ) provides support and advice to Hospice NZ and our Board assisting us with tikanga me kawa (procedures and protocols) and ensuring Māori palliative care needs and values are reflected in our national projects and initiatives. We are sincerely grateful to this group and their hospices for their continued support in 2018.

Professional Network Workshops

Ten workshops were held in 2018 with strong representation from our members. These workshops give hospice professionals the opportunity to network and share information and ideas with their colleagues from across the country, and to explore how each hospice approaches their programme.

- Family Support network – 21 attendees representing 15 hospices
- Fundraising & Marketing network – 25 attendees representing 17 hospices
- Kaimahi Hui network – 30 attendees representing 18 hospices
- Managers of Volunteer Services network – 22 attendees representing 21 hospices
- Medical Directors network – 18 attendees representing 18 hospices
- Educators network – 24 attendees representing 20 hospices
- Nurse Leaders network – 26 attendees representing 20 hospices
- Quality network – 14 attendees representing 13 hospices
- Retail Managers network – 29 attendees representing 22 hospices
- Spiritual Care network – 18 attendees representing 17 hospices



ADVOCACY

Ministerial Briefings

Hospice NZ's Chief Executive Mary Schumacher met regularly with representatives from the Ministry of Health in 2018 to discuss issues facing the sector, highlight areas of focus that require attention and discuss our key priorities going forward.

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

Data and Information

The Hospice NZ annual service data cycle continues to provide a crucial understanding about hospice services. The commitment from Hospice NZ members in the programme has resulted in continued improvement in data quality and content. For the year ending June 2018 for example, we were able to show that patients and family and whānau from 111 different ethnicities were seen by Hospices. In addition, the data provided new insights into numbers of patients with a dementia diagnosis and reinforced the fact that hospices are seeing an increase in older people each year.

Late in 2018 hospices were surveyed for the first time about the support services they provide outside of direct patient care. This is the start of a process to be able to illustrate this key contribution that hospice services make to quality palliative care across sectors. These insights can assist hospices to organise their resources and communications with other healthcare providers.

Cost Identification

The Hospice Cost Identification Project involves a standardised approach to identifying both the cost of hospice resources and costs associated with revenue generation for hospices, such as retail. This information is crucial for Hospice NZ's national advocacy work. The results from the survey also enable participating hospices to consider resource allocation and trends within their own services. This supports decision making and helps establish a shared language between hospices.



WORKFORCE CAPABILITY

Conference 2018

In September 2018 over 300 health care professionals from a range of backgrounds came together in Auckland for the *23rd Hospice NZ Palliative Care Conference*. The theme of *Aukahatia – Fostering Resilience* focused on the importance of strength and resilience when it comes to end of life care.

We are very grateful to our three international keynote speakers – Sue Hanson (Australia), Prof John Swinton (Scotland) and Prof Max Watson (United Kingdom) for making the journey to New Zealand and sharing their passion and knowledge with us.

Closer to home we thank Dr Lucy Hone and *Sir Roy McKenzie Guest Lecture* presenter Liese Groot-Alberts for their contribution to the 2.5 days. Aukahatia welcomed the largest number of delegates in the history of the biennial Conference and we are very grateful to our attendees and sponsors for making 2018 such a success.

Cancer Research Trust New Zealand Palliative Care Lecture Series

Hospice NZ continued to offer monthly palliative care lectures to healthcare professionals with an interest in palliative care throughout 2018.

During the year, our national and international guest speakers presented on a range of topics such as spiritual care for people with dementia, grief and bereavement for children and adolescents, developing models of palliative care for Māori and the benefits of physical activity for people with advanced cancer.

The lectures are delivered and presented via teleconference at hospices and other registered sites throughout the country. They are attended by many health professionals from across the health sector,

including our colleagues in aged residential care, primary health and hospitals.

In 2018, an average of 55 registered sites hosted the lectures each month. A total of 3,918 attendees attended via teleconference throughout the year, with an average of 391 people per lecture.

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

BNI Palliative Care Scholarship Programme

Since 2007, our national partner BNI New Zealand has supported hospice staff members across the country to complete postgraduate education via the *BNI Palliative Care Scholarships Programme*. Over the years, BNI has donated more than \$149,000 to fully fund the programme.

The focus for the 2018 round of scholarships was the professional development of hospice psychosocial and allied health teams. Hospice NZ received 18 high calibre applications and awarded 12 scholarships for a variety of study.

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

Foundations of Spiritual Care

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



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

In 2018, 11 hospices delivered 20 programmes to 150 hospice staff and volunteers.

In 2019, we are planning to update the resources that support the presenters and facilitators of the programme.

Fundamentals of Palliative Care

The *Hospice NZ Fundamentals of Palliative Care* programme of 10 packages is designed to provide all health professionals and care staff working with people facing a life-limiting illness, and their families and whānau, with a range of skills and knowledge.

The aim is to enable and prepare them to provide palliative and end of life care competently in all settings, including hospice, aged residential care, primary care and hospital. The resources and information are aimed at all staff, registered and unregistered, including administration and support staff.

In 2018, New Zealand hospices delivered a total of 1,036 packages to 11,262 attendees. 975 people completed the full programme and received badges to acknowledge their achievement.

Hospice NZ Education Programmes: Syringe Driver Training Programme

The *Hospice NZ Syringe Driver Training* programme is a practical, skill-based training programme delivered by hospices to registered nurses responsible for administering medications to people via a syringe driver.

In 2018, 295 full competency workshops were delivered across New Zealand to a total of 1,761 nurses. A further 219 update workshops were delivered to 1,559 nurses.

Palliative Care for Caregivers Training

The *Hospice NZ Palliative Care for Caregivers Training* programme is aimed at health care assistants and support workers who provide palliative and end of life care to people in aged residential care and the community.

In 2018, 32 workshops were delivered throughout the country, with 387 health care assistants and health support workers completing the training.



QUALITY OUTCOMES

Hospice NZ Standards & Quality Review Programme

The *Hospice NZ Standards for Palliative Care* (4th edition) will be launched in 2019. This new edition enhances and builds on previous versions (1998, 2001 and 2012). The new Standards have been developed to support hospices to deliver consistent and best quality palliative and end-of-life care services for people and their family and whānau. They provide a suite of nine standards that set out an expectation of quality care and services and guidance for the hospice staff who will be using them.

The process has been supported by the oversight of a Governance Group and the expertise of a Working Party, a Reference Group and professional advisors. There has been wide consultation with the hospices, and they have been tested with four hospice services.

We are delighted to share the new Standards with hospices and believe the new Standards will make a big difference to the people who need their care, support and services.

Outcome Measures

There remains a firm commitment to the development of systems so that we can best understand the impact hospice care has on patients and family and whānau receiving services.

In 2018, Hospices were supported to implement the first two outcome measurement tools used internationally in palliative care. This was completed as a pilot with the intention of assessing the feasibility of implementing an agreed suite of tools across the country and this is currently being evaluated. We have long term goals of being able to use the information from these measures to improve quality, effectiveness and efficiency of care and to ensure it is equitable.



FUNDRAISING FOR SUSTAINABILITY

CAMPAIGN PARTNERS

Farmers

2018 was the fifth year that Farmers stores around New Zealand raised funds for their local hospice in the lead up to Christmas. Once again, each store hosted a Tree of Remembrance, where by customers who made a donation received a remembrance card to write a message and place on the tree.

The 2018 hand painted bauble was an outstanding success, selling almost all of the 15,000 available. For sale in every store and online, all proceeds from the \$10 sale were donated to hospice.

The hard work of the Farmers team and the generosity of their customers meant over \$780,000 was donated to ensure hospice services remain free of charge. This is the largest national fundraising event for hospices and since its creation in 2014 has contributed over \$3.5 million to support our work.











NATIONAL PARTNERS

House of Travel

Since 2005, House of Travel stores across the country have supported their local hospices in ways as diverse as their communities. 2018 has been no exception – from fundraising lunches onboard luxury cruise liners in Hawkes Bay, to hosting Armchair Travel sessions for patients, carers and volunteers in Orewa, holding movie nights in Ashburton and a Botanic D'Light event in Christchurch, sponsoring art therapy programmes in the Wairarapa while 'Dancing with the Stars' in Rotorua and so much more.

House of Travel and Hospice NZ are proud national partners and in addition to the tremendous contribution their stores make to local hospice services, House of Travel also helps Hospice NZ raise awareness of hospice services, particularly during Hospice Awareness Week.

This year a group of special House of Travel employees from throughout New Zealand volunteered to be regional 'Hospice Champions' – pledging to encourage their colleagues, friends and family to get behind their local hospices to raise funds and awareness too. The group meets via teleconference regularly during the year to share ideas and inspiration as to how they can best help support their local service – an incredible bunch of people.

Each year, Hospice NZ and House of Travel present an 'Embrace Award' to an individual or team who has integrated Hospice into every aspect of their business. The 2018 Embrace Award was presented to the team from *House of Travel Stephen Parsons* from Palmerston North whose commitment highlighted the difference that can be made in our communities through this partnership.

Our grateful thanks to everyone at House of Travel for the invaluable contribution they make to Hospices across New Zealand.

HOUSE OF TRAVEL
BETTER TOGETHER



BNI® New Zealand

A record-breaking \$284,552 was raised for New Zealand hospices in 2018 thanks to the very special partnership between BNI New Zealand and Hospice NZ.

BNI is New Zealand's largest referral marketing organisation. Its guiding principle is *Givers Gain*® – a philosophy that goes beyond networking to make an extraordinary contribution to communities across New Zealand. There are over 110 BNI business groups (known as chapters) throughout the country involving thousands of businesses, and these chapters have a long and dedicated history of raising funds for their local hospices. Since our national partnership was formed in 2007, BNI chapters have raised a phenomenal **\$1.9 million** towards the work of Hospice while also raising invaluable awareness of our services.

In 2018, highlights included:

- Fundraising with trivia evenings, 'Back to the 80s' parties, golf days, raffles, fitness challenges, calendars, champagne tasting, 'Shorts for Hospice' events and hat days
- Volunteering at street appeals, Christmas wrapping and *Tree of Remembrance* sites
- Providing hospices with professional services free of charge or at heavily discounted rates
- Lending expertise to fundraising committees and focus groups

- Donating special items from hospice wish lists such as sofas and chairs
- Coordinating homeware drives and donating second-hand clothing to hospice retail shops (and even 'taking over' a shop for a day)
- Attending, sponsoring and donating auction items for hospice fundraising events
- Donating operational items like stamps, biscuits and copy paper
- Using networks, social media and websites to help promote hospice events and much more.

Nationally, BNI New Zealand sponsors the *BNI Palliative Care Scholarship Programme*, with over \$149,000 donated by BNI New Zealand to date to fully fund the programme and support Hospice NZ's commitment to growing leaders in palliative care. BNI New Zealand also provides complimentary membership for hospice staff and National Director Graham Southwell is also a registered psychotherapist and volunteer counsellor one day a week at a hospice in Auckland.

We are so very grateful for the generosity of BNI New Zealand and to each and every BNI member for their incredible support of Hospice – truly Givers Gain® in action.





CAMPAIGN PARTNERS

The Harcourts Foundation

More than \$63,000 has been donated to hospice services throughout the country in the second year of the Harcourts Foundation funded, *Hospice NZ Grants Programme*.

The Harcourts Foundation and Hospice NZ established this unique programme in July 2017, and to date more than \$114,000 has been donated to hospices across the country. The primary goal of the programme is to provide member hospices with an opportunity to apply for grants to fund key capital items that have a direct benefit to people using hospice services.

In 2018, 10 grants were awarded as follows;

- **Hospice Mid Northland, \$5,248**, for two beds that can be used in people's homes in the community
- **Nelson Tasman Hospice, \$10,170**, for two beds and mattresses for the hospice inpatient facility
- **Te Omanga Hospice (Hutt Valley), \$4,890** for two syringe drivers for providing pain relief
- **Rotorua Community Hospice, \$4,980** for two specialised beds
- **Mary Potter Hospice (Wellington), \$15,000** for a lift chair to provide safe access to bath facilities at the inpatient facility
- **Hospice Taranaki, \$2,584** for a bed for use in the community

- **Otago Community Hospice, \$10,000** towards a bladder scanner
- **Hospice Tairāwhiti (Gisborne), \$2,895** for an adjustable bed
- **Nurse Maude Hospice (Christchurch), \$2,737** for a specialist air mattress
- **Totara Hospice South Auckland, \$4,998** for two premier mattresses for use at the hospice inpatient facility

In addition to the *Hospice NZ Grants Programme*, many Harcourts franchisees around the country work alongside their local hospices, both financially and through volunteer work.

We are grateful to the Harcourts Foundation and to Harcourts teams throughout New Zealand. These grants make a real, tangible difference to people using hospice services, and help ensure hospice care remains free of charge – we're very proud of this programme.

HOSPICE NZ GRANTS PROGRAMME

PROUDLY SUPPORTED BY



Harcourts
Foundation





NATIONAL SUPPORTERS

Dilmah New Zealand

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

In 2018, Dilmah New Zealand also donated 50c cents from selected packs of their English Breakfast and Earl Grey tea range to Hospice NZ. \$20,000 was raised to help raise awareness of the work of hospice throughout the country. Our grateful thanks to Dilmah New Zealand.

Craigs Investment Partners

Craigs Investment Partners are long standing supporters of Hospice NZ. In 2018, Craigs Investment Partners sponsored the development of an app to support the *23rd Hospice NZ Palliative Care Conference*. The app helped enhance the delegate community at our conference and provided a planning and communication tool for everyone attending.

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

Quest Apartment Hotels

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

In 2018, 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

Great NZ Tractor Trek 2018

In 2016, Aucklander Phil Aish organised a cavalcade of vintage tractors, jeeps and trucks to trek from Bluff to Cape Reinga, raising funds and awareness for hospice services across New Zealand. The trek was a tribute to Phil's dearly loved wife Janice who died a year after being diagnosed with cancer. In 2018, Phil and his dedicated, inspiring crew took on the challenge once again! The two *Great NZ Tractor Treks* raised a combined total of over \$130,000 for New Zealand hospice services and generated a great amount of media coverage raising awareness of our services. Our heartfelt thanks to Phil and his team and to everyone involved in this extraordinary effort.

CHARITABLE TRUSTS & FOUNDATIONS

In 2018, we were very grateful to receive grants and donations from a number of trusts and foundations. Our sincere thanks to:

- Pub Charity
- Cancer Research Trust New Zealand
- Perpetual Guardian

New Zealand Lottery Grants Board

Once again Hospice NZ received an annual grant to support our operational costs in 2018. Our sincere thanks to the Lottery Grants Board for their ongoing support.

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 2018, our member hospices received over \$47,500 of donations via our website: www.hospice.org.nz. Hospice NZ received just over \$6,000. Thank you for your generous donations towards hospice care in New Zealand.

HOSPICE SERVICES IN NEW ZEALAND THE BIG PICTURE 2018

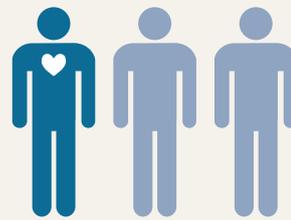


We acknowledge the patients, families and whānau who are represented in this national picture of hospice services. We have created this snapshot of the care provided from data supplied by the member hospices of Hospice NZ for 2018.

19,616

people and their families and whānau were supported by hospice

Whilst hospice care is primarily focused on the person who is dying, services are also for the family and whānau both before and after their loved one has died.



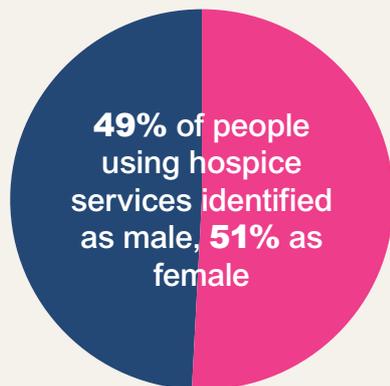
1 in 3

people who died in New Zealand during 2018 were supported by hospice

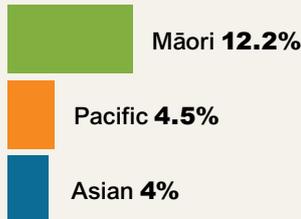
27%

of people using hospice services had a non-cancer diagnosis

People with life limiting conditions such as multiple sclerosis, respiratory disease, motor neurone disease or dementia can benefit from palliative care.



European **74.8%**

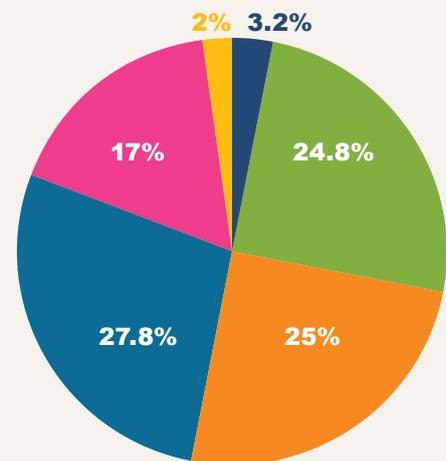


129

different ethnic groups were identified by people using hospice services

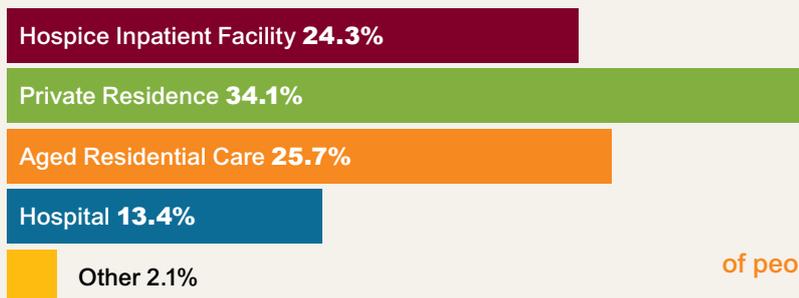
People of all ages use hospice services

During 2018 hospice cared for 87 people aged over 100.



Where do people using hospice services die?

During 2018 **10,172** people died supported by hospice.



In 2018 **76%** of people using hospice services were cared for at home, with no admission to an inpatient facility.

53%

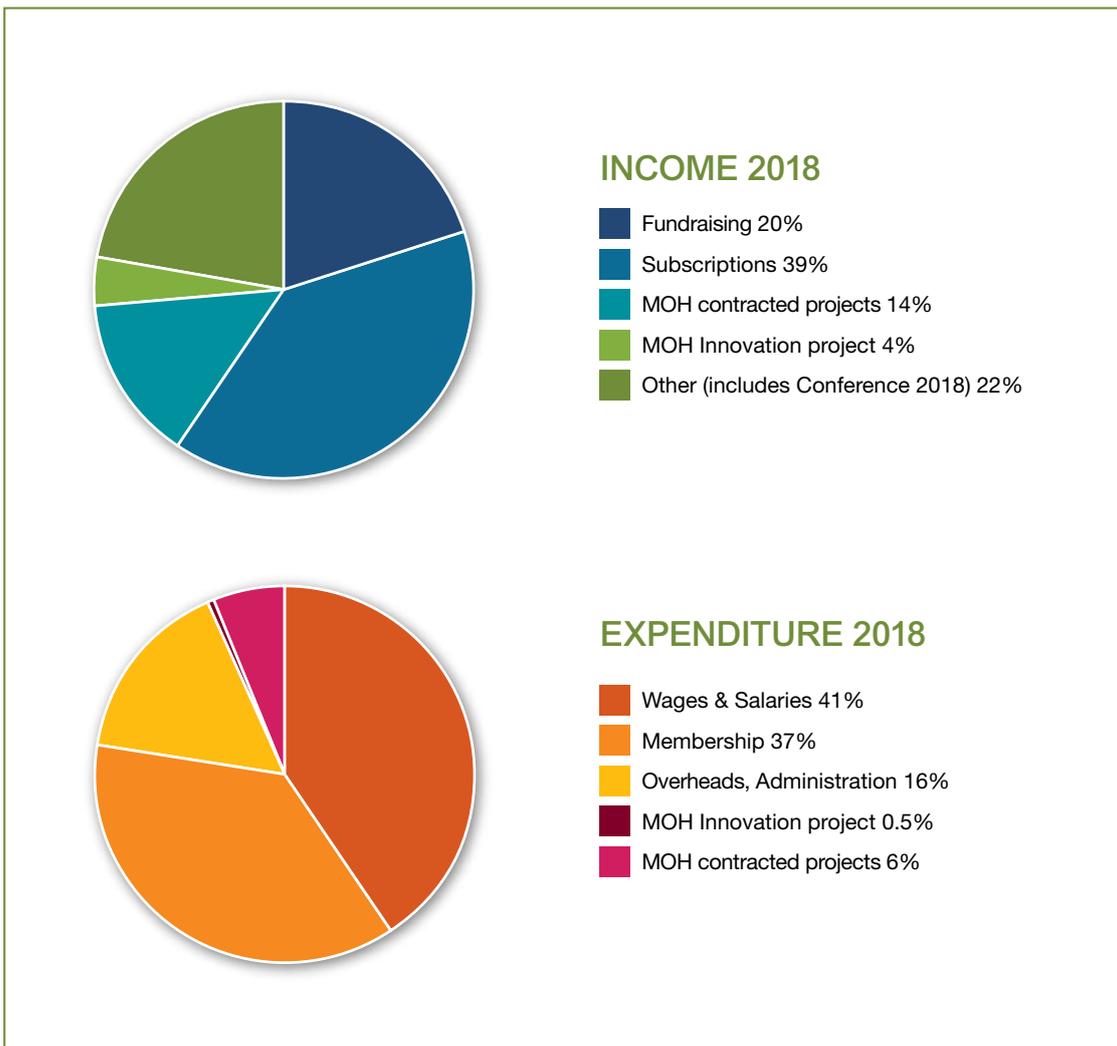
of people using hospice services who identified as Māori died at home in the community



FINANCIALS

OPERATIONS	31-Dec-18	31-Dec-17
Subscriptions	648,294	628,233
Conference ¹	271,766	0
MOH contracted projects	231,106	124,631
MOH Innovation project	66,345	55,490
Other income	97,247	42,542
TOTAL OPERATING INCOME	\$1,314,758	\$850,897
Wages and salaries	641,233	651,433
Conference costs	222,475	0
MOH contracted projects	94,606	30,131
MOH Innovation project	7,845	14,990
Membership costs	361,205	311,761
Overheads/administration	252,000	171,042
TOTAL OPERATING EXPENDITURE	\$1,579,365	\$1,179,356
Operating surplus/(deficit) before fundraising	(264,608)	(328,460)
FUNDRAISING INCOME		
Donations	144,621	246,434
Grants and sponsorship	188,216	220,134
Net Fundraising Income	\$332,837	\$466,568
NET SURPLUS/(DEFICIT) FOR THE YEAR	\$68,229	\$138,108

¹ The biennial conference was held in September 2018





50 Manners Street, PO Box 11557, Wellington 6142
T: 04 381 0266 | www.hospice.org.nz

