



Hospice New Zealand | 2013 Annual Review



From the CEO

WELCOME



2013 was another enjoyable and eventful year for the Hospice NZ Board and team.

As in previous years I enjoyed a number of visits to member hospices around the country. I always enjoy meeting the senior staff and board, as well as staff, volunteers, patients and families at various locations around New Zealand. For me, visiting members reaffirms the important place the work Hospice NZ has in supporting those who provide care for people at the end of their lives.

SOME HIGHLIGHTS FROM 2013

Launch of the Foundations of Spiritual Care Professional Development Programme.

We began work on this ambitious project in 2012 – creating a governance group and working group to oversee and bring this project to life. As many involved will appreciate, this is a challenging topic. Spirituality is incredibly personal and therefore individual, but we felt the benefits to the hospice movement and patients and families meant the challenge was worth it.

Following an extremely successful pilot of the programme, the Foundations of Spiritual Care was blessed and launched in October 2013. Facilitators from around the country have attended several training days and we are looking forward to feedback as the programme is rolled out.

We are extremely grateful to Craigs Investment Partners as our Education Partner for funding the development and production of this resource. Thank you to Graham Southwell from BNI who kindly supported the pilot portion of this project.

Renewing our national partnerships

We were absolutely delighted to renew all three national partnerships during 2013. Thank you to BNI, Craigs Investment Partners and House of Travel for their ongoing commitment to hospice. The value of the national partnerships is not limited to the financial. The awareness raising work undertaken by each of our partners helps people to understand what hospice services are and to break down the misconceptions that exist around end of life care.

Community engagement

During the year the team spent considerable time researching, discussing and progressing our long term plans around engaging with the community. As we look to the future we are beginning to see a picture of end of life care that will depend on partnerships between communities and health care providers to ensure the best outcomes for people who are dying. This is an exciting area of work that will have real impact on the quality of care people receive now and in the future.



Education programmes for members

During 2013 we released two updated education programmes to members – the Syringe Driver Competency Programme and Palliative Care for Care Assistants Training Programme. We provide these national learning programmes to members to enable them to provide this valuable training to their communities. We are very grateful to our Education Partners, Craigs Investment Partners for financially supporting this important area of our work.

Hospice NZ Guidelines for Managers of Volunteer Services

To coincide with the national Volunteer Awareness Week in May, we released the 4th Edition of the Guidelines for Managers of Volunteer Services. After a review of the previous edition we amended this version to reflect the current best thinking when it comes to managing a team of volunteers.

Funding for the development of the Guidelines was received from sponsors Ivoclar Vivodent who partnered with Hospice NZ to fund this project.

With thanks

As we look back on 2013, I must acknowledge and thank the Hospice NZ Board for their strategic leadership and governance that underpins all the work done by the team here at Hospice NZ. My thanks especially to Wilf Marley, the Chairman of the Board, for his tireless commitment to hospice.

Thanks also to the members of Hospice NZ who we work alongside, we appreciate your continued input and support of the work we undertake at a national level.

To the dedicated team at Hospice NZ – thank you for your hard work and willingness to be adaptable to the changing nature of our work and the all hands on deck attitude, so important in a small team.

Thank you also to our national partners and long terms supporters – House of Travel, Craigs Investment Partners and BNI as well as our friends at Dilmah, Ivoclar Vivodent, Genesis Oncology Trust and Lottery Grants Board. Your continued support of hospice at a national level, and directly to members throughout NZ, is very much appreciated.

Warm regards

Mary Schumacher
Chief Executive, Hospice NZ

From the Patron

OUR AMBASSADOR JO SEAGAR



2013, didn't that just whizz by!

A fabulous year here in Oxford which I enjoyed by spending time with my family (gorgeous grandchildren of course a highlight), meeting wonderful people from all over the world at the Cook School and the general feeling of moving forward and looking to the future for Canterbury.

Of course my work for hospice is a compulsory highlight of the year for me. 2013 was my 14th year as volunteer ambassador for Hospice NZ, a role which allows me the pleasure of meeting people from all walks of life through my many visits to hospice events throughout the country.

In 2013 I was lucky enough to attend 19 hospice speaking engagements at various locations throughout the country. It is always wonderful to get out and meet the staff and volunteers of hospices – they people doing the “real” work and of course do what I can in motivating the opening of wallets to generate those most crucial donations.

Through the book tour for the release of “A Little Bit of What You Fancy” I was able to support hospices in the various locations we visited along the way – to me this is the perfect combination – combining my love of sharing the joy of cooking and also supporting the hospice cause.

Then of course there is my annual trip to the Cook School in Umbria, Italy, a beautiful little village outside Rome called Eggi is where my cooking crew and I spent time twice in 2013. These trips are organised by my long term friend Pam Young at House of Travel, who are great friends and supporters of hospices throughout New Zealand. They donate a portion of every ticket on my tours to hospice. 2013 was the sixth year we have made this pilgrimage of sorts.

Please be assured that I continue to wear my hospice hat whenever possible and always with pride – on more than one occasion it has led interviews or public speaking questions in the most unexpected direction, however, there is no such thing as a bad question rather an opportunity to dispel the myths about hospice care and also to educate on the wide range of issues that people face at the end of life. This is a key part of my role as Patron and Ambassador.

To all my hospice friends – thank you for all that you do and welcoming me like family whenever I visit, as long as you want me to continue in this fabulous role I will always be willing to pop my much loved hospice hat on!

Love

Jo Seagar

Patron and Ambassador for Hospice New Zealand

Our vision

Anyone who is dying has the opportunity to celebrate their life with the help of hospice

Our values

Patients come first – every decision we make is based on this belief

Caring – we genuinely care about our people, patients and their families' needs

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

2013 SNAPSHOT

15,500

During 2013 the 29 hospice services throughout the country provided care and support to over 15,500 people living with a life limiting condition.

145,000

Hospice is a philosophy of care, not a building. The majority of people using hospice services are cared for in their homes in the community. In 2013 staff from the hospice service made over 145,000 visits to people in their homes.

985,000

As an organisation, hospice services are firmly grounded in the communities they serve. During 2013 more than 11,000 people gave over 985,000 hours of their time volunteering to support hospice services.



GOAL 1

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

Living Every Moment – Hospice Awareness Week 2013

In May 2013 we focused on raising awareness of hospice services primarily via our website and social media (facebook). We supported member hospices in publicising their awareness week activities on our website and facebook. Hospice NZ provided a national awareness week press release that allowed members the opportunity to add local information, this was also sent to national media and our national partners.

Dilmah promotion and give away – increasing our supporters on facebook

In November 2013 we worked with our long term supporter Dilmah, to increase support on our facebook page. The concept was simple – we posed a question and asked for responses from our facebook community, the most liked response received a Dilmah gift pack, we also awarded gift packs at random. In total 21 gift packs were given away over the three week campaign. Our facebook likes increased by 114 over the campaign, from 635 to 749. We also profiled the campaign on our website home page getting 4545 views and 2567 unique visitors during November.

National Strategy around End of Life Choices Bill

Following a member workshop at the 2013 AGM we produced a national strategy to address the potential End of Life Choices Bill that was in the Parliamentary Ballot submitted by Labour MP Maryann Street. We also supplied an engagement pack and communications plan for members that allowed for national messaging with local action. In late 2013 the End of Life Choices Bill was withdrawn from the Ballot, but as an organisation we are prepared should this issue return to be debated by the public and Government.

ONE Hospice Brand

Working with a member representative working group, a process to evaluate the usefulness of the current brand began in November 2013. The group developed a questionnaire for members to ascertain information on the current brand and explore opportunities to strengthen the brand by extending the brand resources available. Work continues on this project.



GOAL 2

Leadership through collaboration – provide national leadership, direction and support through collaboration with members and the wider sector.

Collaboration with members

During 2013, Mary Schumacher spent considerable time visiting member hospices and providing advice and support via telephone to CEO's and Board Chairs.

The support of members extends to the national networks and annual network meetings. These networks are facilitated by Hospice NZ team members and allow profession specific groups to share information and ideas via email and also at the annual meeting.

The 2013 meetings were well attended by members;

- Quality network – 18 attendees representing 16 member hospices
- Educators network – 26 attendees representing 22 member hospices
- Family support network – 17 attendees representing 15 member hospices
- Spiritual care network – 18 attendees representing 17 member hospices
- Retail shop managers network – 30 attendees representing 21 member hospices
- Fundraising & communications network – 15 attendees representing 12 member hospices
- Managers of volunteer services network – 25 attendees representing 22 member hospices
- Kaimahi network - 23 attendees' representing 17 hospices and one Maori Health organisation
- CEO & Trustee Forum – 54 attendees representing 30 member hospices

Collaboration with national groups

Regional Roadshows

Early in 2013, Hospice NZ, the Palliative Care Council and the Ministry of Health participated in four regional road shows. These were for Auckland (26 March), Southern (Christchurch 16 April), Central (Palmerston North on 9 April) and Midland (Hamilton on 3 April) regions.

The road shows were timed to coincide with the development and consultation on a range of national documents, namely; the Hospice Capability recommendations; the Ministry Resource and Capability Framework; and the Health Needs Assessment phase 2 report.

Attendance at each workshop ranged between 20 and 40, from hospice and hospital palliative care teams, DHB funding and planning, cancer network coordinators, and a small number of primary and aged care providers. Discussion and outcomes from these meetings have informed the individual and joint work programmes of the three entities involved.

ANZSPM

During 2013, Mary Schumacher, met on a quarterly basis with the Chair of ANZSPM, Dr Sinead Donnelly. The two groups also worked closely on continuing the development of the All Party Palliative Care Interest Group, to harness the enthusiasm established at the first meeting of this Parliamentary group in 2012.

Palliative Care Advisory Group

Anne Morgan, Practice Advisor at Hospice NZ, continues to be the representative from hospice on this Ministry of Health appointed group.



Goal 2 continued

CANGO

Mary Schumacher continued her membership of the Cancer NGO group – other members represented are Cancer Society, Leukaemia and Blood Foundation, Beat Bowel Cancer Aotearoa, Breast Cancer Foundation, NZ Gynaecological Cancers Foundation, Melanoma Foundation and Prostate Cancer Foundation. Rachel Wilson, Communications Advisor, Hospice NZ represented hospice on the newly established Cancer Communicators Group of CANGO. This Ministry of Health funded group, has been set up to reduce the potential for duplication of cancer related resources and increase consistency of materials and communications across the network.

PCNNZ

Anne Morgan, Practice Advisor at Hospice NZ presented at the national conference of Palliative Care Nurses New Zealand around Caring for Ourselves and the Fundamentals of Palliative care.

Collaboration with international groups

Palliative Care Australia

Mary Schumacher and Anne Morgan attended the biennial conference in Canberra and presented around the Foundations of Spiritual Care Professional Development Programme.

Asia Pacific Hospice Network

Thanks to funding from the Genesis Oncology Trust, Mary Schumacher attended and presented on the Foundations of Spiritual Care at the Asia Pacific Hospice Network Conference in Bangkok, Thailand. Mary also attended the Asia and Pacific Hospice Palliative Care Council meeting as the elected representative of New Zealand.

Alongside Dr Sue Marsden, Mary co-chaired a small interest group discussing what is currently being provided in the Pacific Islands in terms of hospice and palliative care.

Collaboration with national partners and supporters

National partnerships

During 2013 our three national partnerships came up for renewal. We were delighted to confirm that all three national partners have renewed their commitment to hospice for a further three year term. Our sincere thanks to House of Travel, Craigs Investment Partners and BNI for your ongoing support.

Quest Serviced Apartments

We were also very pleased to be approached by Quest Serviced Apartments to discuss the potential of becoming their Quest for a Cause Charity Partner for three years, following due diligence it was decided to proceed and this partnership will run from 2014-2016.

Dilmah

Once again Dilmah provided all the tea required to member hospices around the country – distributing around 400,000 tea bags, with a financial value of around \$30,000. This is the seventeenth year that Dilmah has supported hospice in this way – donating over 5 million tea bags and savings hospice close to \$400,000 during that time. Truly fabulous support and commitment



to our work. During 2013 Dilmah also supported member led events providing Dilmah samples and gifts to activities like the Hospice Cuppa, Hibiscus Hospice High Tea Event, Hospice Tairawhiti Ladies Day out and Hospice Eastern Bay of Plenty Whakatane Fishing Competition.

Corporate supporters and donors

We received a number of grant donations and general donations to support our work during 2013 – we are very grateful to the following businesses and individuals;

Bridgewater Association
Chainsaw & Outdoor Power
Estate of TC Boynton
Jurgen Brendal
New Zealand Nurses Organisation
Phoenix Trading
Ivoclar Vivodent
Pelorus Trust
Pub Charity
The Trusts Community Foundation

Genesis Oncology Trust

2013 was the 11th year that the Trust donated funds to allow us to provide the very popular Palliative Care Lecture series.

New Zealand Lotteries Grants Board

Once again we received an annual grant to support our work.

Public Trust

A sizeable donation was provided to assist with funding the printing of the participant handbooks for the national education programme – The Fundamentals of Palliative Care. The handbooks were distributed to member hospices who provide this training free of charge to aged residential care facilities in their communities.

VMD Collier Charitable Trust

Once again we were the grateful recipients of an annual grant from this trust to support our work.

Online donations

Hospice NZ provides an online donation facility that allows people to donate to any member hospice in the country. We pass on 100% of all donations received to the intended recipient – in 2013 \$42,081 was received in total via our website. \$39,211 was distributed to member hospice services with the remaining \$2870 for Hospice NZ.



GOAL 3

Advocacy – ensure equitable funding and delivery of hospice care

Hospice capability project recommendations

Following the successful capability project work undertaken in 2012, a project around developing a costing model for hospice care was started in 2013.

This initiative will develop a pricing structure/model for hospice services to be agreed by members; that will then be presented and discussed with the MOH policy team and National Health Board interested parties. The end goal is to contribute to a pricing model that sits alongside the Specialist Palliative Care Service Specifications and assists DHBs and Hospices in negotiating contracts for services in their local and regional areas.

Professor Heather McLeod has been supporting the HNZ Board and members to better understand hospice services pricing. Prof McLeod has identified various possible pricing approaches, recognising the multiple spectrums the pricing model could sit on, including; with funding constraints through to without funding constraints; and with volunteer input through to without volunteer input.

Due to the complexities of the sector and the untested nature of the pricing activity in the New Zealand setting, the approach may be through 'multiple stakes in the ground' where each stake tests the validity of the other approaches each stake represents.

The Board has agreed to start with a common 'chart of accounts' with definitions for each activity field, and an agreed overheads allocation mechanism. This will be ready to present to members mid-2014.

Representing members at the Ministry of Health

Through an ongoing relationship with the Ministry of Health, member interests are represented at regular meetings.

In November 2013, Wilf Marley, Chairman of Hospice NZ and Mary Schumacher, CEO of Hospice NZ attended a meeting with the Minister of Health, Hon Tony Ryall. A position paper outlining the increase in costs experienced by member hospice was prepared and tabled at this meeting for discussion. The Minister asked for further information and a second meeting is planned to follow up on the initial discussion in 2014.



GOAL 4

Workforce development – support a high performing hospice and palliative care workforce

Genesis Oncology Palliative Care Lecture Series

In 2013 an average of 44 sites hosted each lecture with a total of approx. 3858 participants for the eleven lecture series (approx. 350 each lecture). Of these, one third of participants were visitors to registered sites.

There has been over 280 website post lecture downloads in this year from New Zealand and around the world including Australia, Pacific Islands, USA and Spain.

We were once again able to provide this professional development opportunity free of charge thanks to the ongoing generosity of the Genesis Oncology Trust.

Foundations of Spiritual Care Programme

The Foundations of Spiritual Care programme was blessed and launched in October 2013 and it was a wonderful celebration of the many people's hearts, minds and spirits that are woven into this programme. The programme targets foundation spiritual care training needs of NZ hospice teams (all staff and volunteers). Ultimately the aim is to improve the spiritual wellbeing of organisations and spiritual care for patients, families and whānau. We would like to thank Craigs Investment Partners for funding the development of this resource and BNI for their support of the pilot process.

The programme is delivered in hospices by cultural and spiritual care advisors using a cofacilitation model. Programme facilitators from twenty five hospices have now taken part in study days throughout the country and have begun to integrate the programme into their organisations. Hospice NZ will gather feedback on the programme and evaluate outcomes for staff, organisations and patients, families and whānau.

Guidelines for Managers of Volunteer Services

In May 2013 the 4th edition of the Guidelines for Managers of Volunteer Services publication was published online. This version reflects current best thinking when it comes to managing a team of volunteers and looks to provide support for Managers of Volunteer Services with their important roles. People who give their time to hospice are a very precious resource; they need to be the right people in the right roles, supported to do the right thing at the right time.

We would like to thank the hospice managers of volunteer services who have given their time and input into this resource, also thanks to Sue Hine for her expertise leading the content review of this edition. With thanks to Ivoclar Vivadent for financially supporting the review and development of this resource.



Goal 4 continued

Syringe Driver Competency Programme & Palliative Care for Care Assistants Training

Following a thorough review of all material in both programmes, a revised version of each education programme was released to members.

Full member hospices deliver these two training programmes to healthcare professionals in their community each year.

This is the 3rd edition of the Syringe Driver Programme and 2nd edition of the Palliative Care for Care Assistants Training.

During 2013, 2135 people completed the Syringe Driver Competency Programme and 366 people participated in the Palliative Care for Care Assistants Training.

BNI Scholarship Programme

2013 is the seventh year that national partners BNI have provided funds for the scholarship programme. 11 scholarships for a range of study were awarded as well as two conference scholarships for hospice staff who presented at the Asia Pacific Hospice Network Conference in Bangkok.

Our thanks to BNI for once again supporting the professional development of hospice staff throughout the country. Since the programme began 98 people have been supported to pursue further study in palliative care.

Fundamentals of Palliative Care

Following the design and publication of the aged care focused Fundamentals of Palliative Care in 2012; hospices have been delivering this programme to over 330 aged residential care facilities throughout the country. This has seen 10,384 deliveries of learning packages during the year.

We also contracted Pukeko Research Limited to provide an analysis of the evaluation tool being used to measure satisfaction and impact of this education programme. This information was used to create the online reporting tool that is being developed for all four education programmes provided by Hospice NZ to members.

In 2013 we also spent time discussing the possibility of a blended learning option for delivery of the Fundamentals – working with City and Guilds Kineo Pacific, the Ministry's e-learning platform and development provider.

We also established a project governance group to advise on the development of a generic version of the Fundamentals with representatives from all settings where palliative care is offered. The goal is to have this available from 2015.



GOAL 5

Quality and Standards – enhance the quality and standard of hospice care by supporting members to deliver good outcomes for patients, families and whānau

Hospice New Zealand Standards for Palliative Care

The design and publication of the national standards was completed April 2012. Hospices are now undertaking the quality review programme through the two steps: self review; and peer review. All member hospices have committed to undertake self review before June 2014 and subsequent peer review. Fifteen hospices completed the self-review programme in 2013, with six of these going on to complete the peer review programme also.

After three recruitment, selection and training rounds, HNZ now has a team of seven peer mentors trained and available to support hospices via the peer review programme.

Lastly, as part of the quality review programme, hospices advise us of the areas of improvement they are next working on so that we can build a national quality improvement picture and identify possible collaborative projects, for hospice CEO's to consider.

QPS Benchmarking for Hospices

The aims of the QPS benchmarking programme for hospices 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. Hospice NZ's role supporting the programme has focussed on facilitating the sharing of information, and accuracy and analysis of data from a national perspective. In 2013, two further patient safety metrics were added to the programme and further analysis of the national dataset was provided.



NATIONAL PARTNERS

HOUSE OF TRAVEL

2013 was the 8th year that House of Travel Outlets around the country worked in partnership with their local hospice service.

The achievements over the last eight years have been intense – with the commitment of the HOT team going above and beyond in many areas. Thank you to everyone at HOT throughout the country who has done so much to support their hospice partnership.

Each year we recognise one outlet, nominated by their partnered hospice service, and give the Embrace Award, designed to recognise outstanding commitment to those who have truly embraced the hospice partnership into every aspect of their business.

Generosity, enthusiasm, professionalism, creativity, passion and community spirit are just some of the words used by our members when nominating their HOT outlet:

In 2013 we were delighted to give the Embrace Award to **Dennis and Yvonne Payne and the team at HOT Orewa.**

As previous winners of the Embrace Award (2006), HOT Orewa keep on showing their commitment to hospice in a variety of ways. The reasons they were selected again is best summed up by the team at Hibiscus Hospice who describe their relationship as “enduring” and “generous”.

At the heart of this enduring and generous relationship is a concern for others, philanthropy and community spirit. Dennis and Yvonne roll up their sleeves and pitch in wherever they can. They give generously of themselves and inspire their staff to do the same.

And they make sure that every month, for the last 8 years, whenever a patient or caregiver at a Hibiscus Hospice Daybreak session asks “where are we going today” they are answered with a smile, taken out of themselves and whisked away to an exotic destination... if only for those precious 30 minutes of the regular Armchair Traveller session run by Dennis or one of his team. Daybreak is a weekly patients and carers social group at Hibiscus Hospice.

The team volunteer their time and energies on a regular basis to help the Hospice cause – as well as the monthly “Armchair traveller” sessions to the Daybreak group, they donate prizes and raffle items and are actively involved in fundraising via the Hibiscus Hospice Women’s Committee.

Congratulations to the team at HOT Orewa!



As national partner for the past six years, Craigs Investment Partners supports hospice at both a national and local level. In 2013, their efforts have contributed around \$110,000 to hospices across New Zealand.

Nationally, Craigs Investment Partners have been the education partner of Hospice NZ – providing funding to support the development of the Foundations of Spiritual Care Professional Development Programme and the revision of the Syringe Driver Competency Programme and Palliative Care for Care Assistants Programme.

The following is a selection of highlights from 2013 that show the commitment and energy put in to the hospice partnership in the past year:

Head Office fundraising project and Far North Community Hospice

Although they do not have a Craigs Investment Partners branch in the area, Far North Community Hospice did not miss out and were the recipients of the annual 'Head Office' fundraising efforts in 2013. Funds raised contributed towards fitting new sun filter blinds at the hospice.

Auckland and Mercy Hospice

As well as getting stuck in (and sticky) volunteering at Mercy Hospice's annual Strawberry Festival, Craigs Investment Partners spread some Christmas cheer by contributing \$2,000 to Mercy Hospice in lieu of giving Christmas gifts to their clients. Craigs Investment Partners staff also supported Hospice North Shore by attending their Race Day in December.

Gisborne and Hospice Tairāwhiti

Gisborne Branch continued their sponsorship of the Annual Charity Auction and Strawberry Festival events.

Kerikeri and Hospice Mid-Northland

A Craigs Investment Partners staff member chairs the Board of Hospice Mid-Northland, providing their professional expertise and governance in a voluntary capacity.

New Plymouth and Hospice Taranaki

The Craigs Investment Partners team undertook a number of fundraising activities in support of Hospice Taranaki, including making sure the hospice received a portion of gold coin donations from a prison open day. They also hosted a client dinner where the hospice CEO was invited and guests donated to the hospice cause.

Rotorua and Rotorua Community Hospice

The Craigs Investment Partners team once again managed and participated in the annual Craigs Hospice Golf Classic with more than \$8,000 raised from the event.

Tauranga and Waipuna Hospice

A significant contribution from Craigs Investment Partners is their continued sponsorship of Waipuna's quarterly newsletters. Craigs

Investment Partners pick up the entire production and printing costs of 8,000 full colour copies each edition saving the hospice thousands of dollars each year and enabling the wide distribution of the newsletters throughout the community.

Craigs Investment Partners are also actively involved with Waipuna's Foundation Board and the hospice also receive regular donations via their Craigs mySTART initiative.

Wanganui and Hospice Wanganui

The Craigs Investment Partners team in Wanganui once again organised and hosted the Pro-Am Golf Tournament contributing \$4,000 to Hospice Wanganui from this event.

Wellington and Mary Potter Hospice and Te Omanga Hospice

The hospice team and branch staff are in regular contact and have a strong working relationship. The Wellington branch has continued the association with both hospices through the Strawberry Festival by helping to fund the marketing/advertising activities associated with this event.

Blenheim and Hospice Marlborough

Hospice and Craigs Investment Partners again worked together on a Golf Tournament in 2013 raising \$6,500.

Dunedin and Otago Community Hospice

Several Craigs Investment Partners staff are 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 they support Remembrance Trees and the annual Street Appeal. In 2013 Craigs Investment Partners staff in Dunedin got behind the refurbishment of 18 Felix Street which is available for out of town visitors with loved ones in hospice care. This house has been named Craigs Hospice Foundation House.

Palmerston North and Arohanui

Craigs Investment Partners again supported the annual Michael Higgins Memorial Arohanui Hospice Golf Tournament which raised almost \$37,000 in 2013.



2013 was the seventh year of our national partnership with BNI, which once again saw BNI chapters raising funds and awareness for their partnered hospice service.

From a national perspective, BNI continued to support the Palliative Care Scholarship program assisting nine hospice staff to undertake post graduate education and two to attend international conferences.

The combined efforts of local chapter fundraising and national office support meant over \$146,000 was given in donations and in kind to support hospices throughout the country.

Here is a selection of ways in which chapters supported their partnered hospice:

In Marlborough, **BNI Blenheim** provided a 50" LED television with BNI Givers Gain giving a cash donation as well as a variety of items such as children's DVDs, reams of paper and stamps.

Cranford Hospice benefited from member fines and donations from **Hastings and Wine Country chapters** as did Te Omanga Hospice from **Hutt City and Business Boosters chapters**.

In April, a number of **Auckland BNI chapters** including the **BNI NZ support office**, took part in the Great Auckland Bed Race in support of Eastern Bays Hospice.

Mercy Hospice also benefited from the Great Auckland Bed Race and are fortunate to have the support of **13 local BNI chapters** who fundraised and donated approximately \$13,000 from a variety of events like Joker Poker, a quiz night, movie night, raffle and Hospice Cuppa events.

The **Masterton chapter** donated 4 magnums of hospice branded Wairarapa wines to raffle as a fundraiser.

On the **Kapiti Coast** they brought their own Mate, Plate and Crate and also ran a raffle in support of Mary Potter Hospice. The eight Wellington city chapters also supported Mary Potter Hospice in a wide variety of ways such as fines, Joker Poker and a quiz night.

Three chapters in Nelson support Nelson Region Hospice. **Nelson Business Boosters** donated weekly member contributions, a florist from **Nelson Originals** gave 10 beautiful bouquets of fresh spring flowers for hospice patients to enjoy and **Network at Nine chapter** ran very successful quiz and movie nights raising more than \$8,000.

Six North Shore chapters worked with Hospice North Shore during 2013 on Joker Poker, a quiz night and Master Chef events. Special mention should go to the **Takapuna BNI chapter** – one member completely re-designed the hospice gardens with chapter members pitching in and getting their hands dirty on a Saturday to transform the gardens. Their efforts are estimated to have saved the hospice \$11,000.

In Whangarei, **B'Nspired, Riverside and Whangarei chapters** all work closely with North

Haven Hospice and donate weekly member donations and fines as well as supporting North Haven's annual Street Appeal.

Along with a quiz night auction and Joker Poker, **Christchurch chapters** donated plenty of quality used clothing to Nurse Maude's hospice shops.

Aspire, Larnach and Octagon chapters all donate weekly fees to Otago Community Hospice with some chapters also assisting in the sale of Entertainment Books.

In Invercargill, 'Wish List' consumables are often supplied by **BNI Invercargill** along with help with the hospice's street collection.

Success Like No Other chapter in Taranaki held a quiz night raising almost \$2,500 for Hospice Taranaki.

The **Auckland BNI chapters** associated with Totara Hospice South Auckland were kept busy with events like The Great Auckland Bed Race, a Winemakers Lunch, auctions and golf days resulting in more than \$18,000 raised.

Cambridge BNI worked closely with Hospice Waikato and another hospice national partner - House of Travel – to jointly run a raffle raising \$17,000 for Hospice Waikato. If that wasn't enough they also managed to fit in a Fashion and Hair Show fundraiser.

Titirangi, Waitakere and West is Best chapters undertook a variety of activities such as the The Great Auckland Bed Race and Joker Poker that combined with weekly member contributions tallied over \$12,000 for Hospice West Auckland.

And last, but my no means least, former **Central North Island BNI Director Mike Tennent** will soon have reached his goal of running '52 in 52' (52 half or full marathons in 52 weeks starting in May 2013) along the way raising \$45,000 for hospices across NZ.

In many locations he has been assisted and supported by local BNI chapters and hospice staff. **Rotorua chapters Worx, Lakes and Rotorua City** in particular have been involved with 52 in 52 as well as working with Rototua Community Hospice on the Longest Pot Luck Dinner.



FINANCIALS

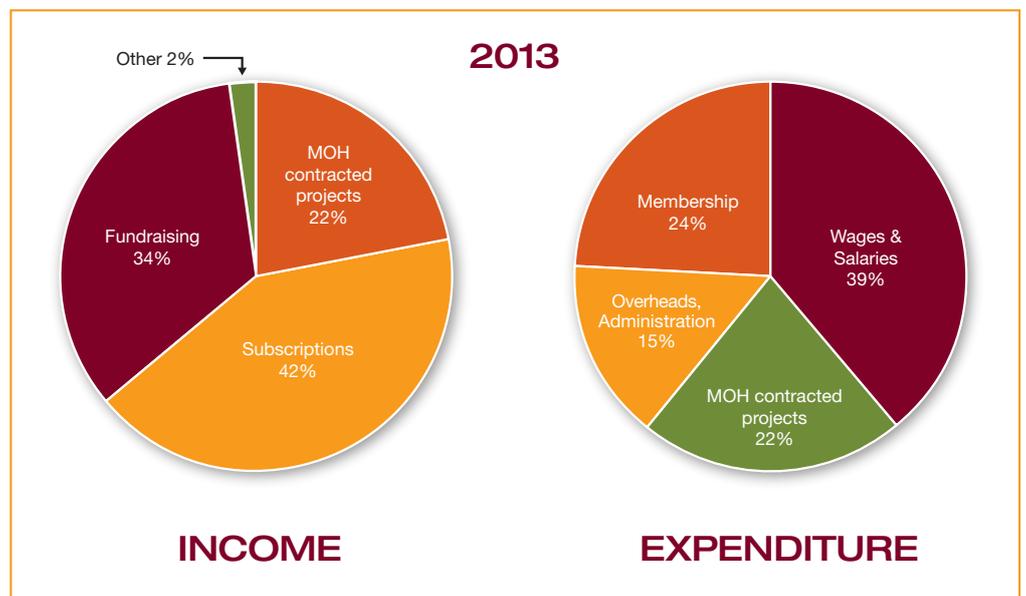
OPERATIONS	31-Dec-13	31-Dec-12
Subscriptions	423,957	409,145
Conference ¹		267,873
MOH contracted projects	223,268	159,594
Other income	20,477	40,172
TOTAL OPERATING INCOME	\$667,702	\$906,785

Wages and salaries	560,746	477,611
Conference costs		247,525
MOH contracted projects	54,862	38,537
Membership costs	245,986	182,343
Overheads/administration	151,432	121,057
TOTAL OPERATING EXPENDITURE	\$1,013,026	\$1,067,073
Operating surplus/(deficit) before fundraising	(345,324)	(190,289)

FUNDRAISING INCOME

Donations	79,550	50,397
Grants and sponsorship	265,869	213,556
Net Fundraising Income	\$345,419	\$233,952
NET SURPLUS/(DEFICIT) FOR THE YEAR	\$95	\$73,664

¹ The biennial conference was held in November 2012, there was no conference in 2013.



From the chairman

LOOKING TO THE FUTURE



2013 was a successful and productive year for the Hospice NZ team and Board. I would like to thank all members of the Board for their excellent strategic governance over the past twelve months. Also to Mary and her team at Hospice NZ for a successful and very busy year, with some excellent work produced for the benefit of member hospices and the wider community of people who require end of life care.

Thank you also to our inspirational Patron – Jo Seagar. We are so fortunate to have such a passionate and well regarded ambassador in Jo, her energy and enthusiasm for all things hospice are evident in the many events and speaking engagements she does each year on behalf of hospices throughout the country.

To ensure we remain responsive and of value to member hospices and the wider palliative care sector, it is necessary to be constantly looking to the future to identify the ships and smoke that are on our horizon.

As the national organisation representing the voice of all hospice services throughout the country, we are well aware of the challenges that face our sector, member hospices and Hospice New Zealand as an organisation. Much misconception exists about hospice – and perhaps that is a reflection of our society, that death and dying are still taboo subjects. We must escalate our efforts in raising awareness and advocating on behalf of members to ensure that people are able to access hospice care and support regardless of where they live.

Work commissioned by the Palliative Care Council (July 2013) highlights NZ's rapidly ageing population and the certain impact of this in increasing community needs for hospice palliative care in the next 20 years. The increase in the number of people who will require and benefit from end of life palliative care will be dramatic.

Based on the expected population growth over the next fifteen years, the number of adults who die in 2026 where palliative care may be of benefit will increase by 23.5%. (Palliative Care Council, Health Needs Assessment – Phase 1, 2011). This will put immense pressure on our health system and how hospice palliative care is resourced and delivered.

The increase in demand for end of life care will put even greater emphasis on the need for hospices and healthcare providers to work in partnership. A really effective example of this is the success of our flagship projects - the Fundamentals of Palliative Care education packages and the Hospice NZ Standards for Palliative Care. Work is planned to develop a generic version of the Fundamentals of Palliative Care for use in any palliative care setting as well as encouraging all providers of palliative care to embrace the Hospice NZ Standards.

Hospice services are firmly grounded in the communities they serve, this can be seen in the huge number of people who volunteer their time for hospice – in 2013 more than 11,000 people gave over 985,000 hours working in a variety of roles.

Whilst free of charge to people using hospice services it costs a lot to provide; in the 2013/14 year hospice services will cost \$99m nationally.



As an essential health service provider, hospices receive funding from Government; financial support from the community is essential to meet the shortfall – in 2013/14 the total required from fundraising efforts is \$43m. In addition our communities raise all funds needed for buildings and equipment as well as making a major contribution through volunteering.

So our special thanks to everyone who gave their time and financial support to ensure people using hospice services, their family and whanau are able to be supported to live every moment while going through life's final challenge.

Warm regards

Wilf Marley QSM
Chairman, Hospice NZ

THE HOSPICE NZ BOARD – 2013

Wilf Marley QSM – Chairman
Biddy Harford, CEO, Te Omanga Hospice – Deputy Chair
Alan Beal – CEO, Totara Hospice South Auckland
Peter Buckland – CEO, Mercy Healthcare Association
Kevin Neilsen – CEO, Hospice Taranaki

THE HOSPICE NZ TEAM – 2013

Mary Schumacher – Chief Executive
Rachael Crombie – Membership Projects Advisor
Mandy Gill – EA to the CEO
Maree Meehan-Berge – Project Manager
Jo Rosenbrook – Community Relationships Advisor
Anne Morgan – Practice Development Advisor
Geeta Unka – Accounts Manager
Rachel Wilson – Communications Advisor



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