



**Te Omanga Hospice**  
Te Whare Manaaki Tangata

# ANNUAL REVIEW 2017/18

Rebuilding our future, together







“The colours, the textures and the memories of a loved ones’ life gently sway in a summer breeze and remind of us of those gone before”

**MARY DEATH,**  
DIRECTOR OF NURSING

“Those who had the foresight to establish Te Omanga are to be celebrated by our community. They have given us a lasting and quite outstanding example of how care in a community can be provided when it is needed.”

**ROD GILLESPIE,** CHAIRMAN

## OUR HISTORY

Te Omanga Hospice began providing services to the Hutt Valley Community on the 6th of September 1979. It was the first home-based hospice service in New Zealand to provide a programme of total care and to offer a comprehensive education programme. The service was the vision of Marion Cooper, supported by her husband Max, and Sir Roy McKenzie and Shirley, Lady McKenzie. Together they founded Te Omanga Hospice to provide care and support to people diagnosed with terminal cancer who wished to be cared for at home until they died. The vision has expanded to include all people living with a terminal illness, whether it be cancer or non-cancer.

## OUR VISION

Everyone with palliative needs in our community receives responsive, proactive and equitable care.

## OUR PURPOSE

- To provide expert and compassionate palliative support, information and advice to patients and whānau living in the Hutt Valley
- To work collaboratively with all health and social care providers to ensure as many people as possible benefit from our expertise through education
- To improve communities' understanding and acceptance of death and dying
- To improve and ensure equity and inclusion in our services
- To be true to our values as a good employer
- To be good stewards of resources

## OUR VALUES

- Respect – working in a respectful and non-judgemental way
- Partnership – working together to ensure the best outcome for hospice patients and their families
- Compassion – being empathetic, caring and encouraging
- Learning – from each other

## OUR PROGRAMME OF CARE

Te Omanga Hospice provides palliative care through an interdisciplinary team of specialist doctors, nurses, therapists and specially trained volunteers to those living with a terminal or life limiting illness in the Hutt Valley. We also support the delivery of palliative care in Residential Care Facilities, the Hutt Hospital and in conjunction with General Practitioners.



## MAKING A DIFFERENCE

We are eternally grateful to our donors and supporters who enable us to make a difference in the lives of those we care for each day. The families featured on these pages have kindly supported the rebuild of our hospice by sharing their stories so others can understand what hospice care is all about.

Our thanks to the families of the late Jim Manning, Jo Bradshaw, Marion Emery and Tony Waihape. Our thanks to Fred and Maureen Coetzer.

### KAREN'S STORY

"My Mum is a real inspiration to us. Even when she had been diagnosed with stage four breast and lung cancer, she didn't moan about it, sometimes she shed a few tears but then made sure she lived every day to the max. Te Omanga Hospice helped her do this. Whenever we stayed at the hospice we enjoyed the sanctuary it provided to our family, it was so lovely and peaceful. It is the personal touches of the staff and volunteers that really made the difference. The delicious home cooked meals and the beautiful serene garden we so enjoyed. Simple things like the staff not being in uniform, all just made us feel at ease like we are at home."



### JIM'S STORY

"For years I managed the Bellevue Hotel next door to the hospice. We were very good neighbours. Now I know my days on earth are numbered, I have once again welcomed Te Omanga into my life. Twice a week the music therapist from Te Omanga comes and helps me record my favourite songs and words for my grandchildren. It is really important to me that I leave them a special memento of me, my love of music, some special messages and especially, just the sound of my voice. Many people think Te Omanga Hospice provides good medical care; it is so much more than that."

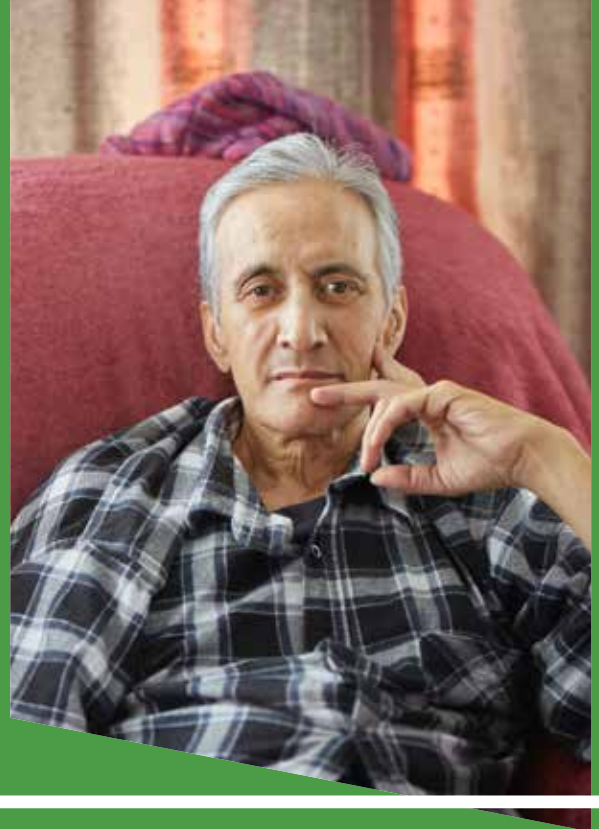
### MARION & BRIAN'S STORY

"One day Marion mentioned her back was sore and we just thought she had strained it lifting one of our grandchildren. While on holiday Marion's condition deteriorated rapidly, and on our return she was diagnosed with myeloma and put into the care of Te Omanga Hospice. For us, it is the care, security and comfort of knowing they are always available to help. Some things like getting information from doctors and organising prescriptions, just happen. We required a lot of equipment to ensure Marion continued to live with as much independence as possible. Everything we needed was given to us."



## TONY'S STORY

"I used to be a construction worker and often saw people in wheelchairs and wondered how they coped. I didn't realise the pain I had been suffering was the start of me being in the same situation. After many scans and x-rays I found out I had cancer in the bone of my left leg. The cancer moved to my spine and other parts of my body. My oncologist admitted me into the care of Te Omanga Hospice. It was reassuring to me and my family that they understood the pain I was going through and how to manage it. There was no shortage of help there for us; we were so impressed by the passion and dedication of the team there, they would do anything to help us."



**“MANY PEOPLE THINK TE OMANGA HOSPICE PROVIDES GOOD MEDICAL CARE; IT IS SO MUCH MORE THAN THAT.” JIM**



## FRED & MAUREEN'S STORY

"You never really think of the physiological impact of a life limiting illness, it was difficult for us both. Suddenly there were so many changes in our lives which we both had to face together. Something like this really makes you think deeply about your life. Hospice staff were just so great, they helped us understand what was happening and also how to cope with it all. It's great to have hospice beside us. Their respectful, caring manner and advice is essential in refocusing us on what is important so we can get on with living."

**To read more** about each story, please visit [teomanga.org.nz/support-us/our-new-hospice/patient-stories/](https://teomanga.org.nz/support-us/our-new-hospice/patient-stories/)



# REBUILDING OUR HOSPICE



The rebuild of our new purpose-built hospice began this year with the demolition of our earthquake-prone building at Woburn Road. We've watched as the new hospice has risen from the rubble to resemble what will be a magnificent haven for the Hutt Valley community.

The new hospice, scheduled to be completed early next year, will have eight patient rooms, improved facilities, modern equipment, and be energy efficient and sustainable. It will also be a safer home for everyone - patients and their families, visitors, staff and volunteers.

We appreciate the generosity of those who have already supported our campaign to raise \$10 million to rebuild our hospice. We are 75% of the way there with \$2.5 million left to raise.

## REBUILD TIMELINE







**WE NEED \$2.5  
MILLION TO  
COMPLETE THE  
REBUILD OF OUR  
HOSPICE**

LET'S  
**NAIL IT**  
TOGETHER

**FITTINGS & FIXTURES**

- 10,000 metres** of electrical cable
- 100** light switches
- 465** bales of insulation
- Hundreds of metres** of pipe
- 280** lengths of skirting board
- 70** door handles



# PALLIATIVE CARE IS EVERYONE'S BUSINESS



Te Omanga has continued to offer an education programme through the temporary move of our hospice to Petone. Working more closely with the Petone community has been an added bonus and the benefits reflect our heading that 'Palliative Care is everyone's business'.

Most of our educational courses have been held at the Petone Community House where we have built strong connections. We moved our well-resourced library from Woburn Road to Petone Library during the year, making our books and journals more visible and accessible to people. We also have a notice board there with a monthly focus.

This year our focus has been on increasing community involvement in palliative care, from our ongoing courses for family carers to our newly formed course for patients called 'Where the Landscape Lies'. Our aim is for patients and families to be empowered so their end-of-life experiences are as meaningful as possible and form powerful memories for families to carry on with.

Raising palliative care awareness is a high priority, starting with encouraging our Te Omanga Clinical Team to keep up-skilled in their core work, while holding on to the holistic skills that define our work.

We are working hard to grow our Palliative Care Link Nurse (PCLN) programme, which offers registered primary nurses an opportunity to develop their generalist palliative skills. This enables them to act as a link between their organisation and Te Omanga. We now have 20 Link Nurse working in the Hutt Valley and we are proud of their efforts as they move palliative care forward.

Our desire for the future is that the Hutt Valley becomes a compassionate city in palliative care. A city where people know and understand palliative care, and the knowledge, fear and uncertainty around death fades; A city in which people have conversations about death, dying and grief, and come together to support each other at the end of life.

DELIVERED   
**85** EDUCATION  
WORKSHOPS  
TO OVER 1,000 HEALTH  
PROFESSIONALS AND STUDENTS

**20** TRAINED  
PALLIATIVE CARE  
LINK NURSES   
WORKING IN THE HUTT VALLEY



# IN A YEAR...

**1 IN 3  
PEOPLE** 

WHO DIED IN THE  
HUTT VALLEY WERE  
SUPPORTED BY  
TE OMANGA HOSPICE

**30%** 

OF PEOPLE  
WE CARED FOR HAD A  
NON-CANCER DIAGNOSIS

PROVIDED CARE FOR AN  
AVERAGE OF

**139 DAYS**    
PER PATIENT

 WE CARED FOR  
**550 PATIENTS**  
& THEIR FAMILIES

AND THERE WERE

**156 PATIENTS**  
ON OUR PROGRAMME   
AT ANY ONE TIME

SUPPORTED   
**46% OF PATIENTS**  
SO THEY CAN DIE IN THEIR  
OWN HOME

THERE WERE

 **195**  
**ADMISSIONS**  
TO OUR INPATIENT UNIT

 OUR NURSES MADE  
**7,591 VISITS**  
TO PATIENTS IN  
THEIR OWN HOME

## A PARTNERSHIP IN RESIDENTIAL AGED CARE

Te Omanga's Aged Care Team aims to ensure all people with a terminal or life limiting illness, and their family and whānau, have equitable access to quality palliative care, provided in a timely way, wherever they are living.

More and more older people are cared for at the end of their lives in Residential Care Facilities. They may have previously lived at home, or been transferred from hospital or our hospice.

We continue to develop a strong network of relationships with the medical, nursing and care staff who work in residential care, and this is a platform for ongoing education and clinical support, advice and mentorship. Our Palliative Care Link Nurse Programme (PCLN) is an example of this partnership with staff in residential care, and our aim is to have at least one link nurse in each Residential Care Facility.

Te Omanga Hospice and local Residential Care Facilities joined together this year to run the biannual Changing Minds Conference. It was wonderful to see the community come together for an inspiring and successful day with a real focus on connecting the links for an improved palliative care experience.

Our ongoing strategy and vision is that all older people living in Residential Care Facilities have access to good palliative care, and staff working in this area have confidence, knowledge and support to provide this.



PROVIDED ADVICE AND SUPPORT TO **15**  
**RESIDENTIAL**  
CARE FACILITIES  
IN THE HUTT VALLEY

**142**   
**PEOPLE**  
ATTENDED OUR  
BIANNUAL  
CHANGING MINDS  
CONFERENCE



## CONSULTANCY SERVICE AT HUTT HOSPITAL

For over ten years, Te Omanga's team based at Hutt Hospital have ensured those who need specialist palliative care and support in hospital, have access to it. It is part of delivering on our vision that everyone with palliative care needs in our community receives responsive, proactive and equitable care.

Our Hospital Palliative Care Team includes a Palliative Care Physician and two Palliative Care Clinical Nurse Specialists, who work directly with hospital inpatients, and work on improving the palliative care skills throughout the hospital. Education plays an important role, with regular formal education sessions held with doctors and nurses at the hospital. Patients are referred from any department in the hospital so the team endeavour to have strong links with all professional disciplines.

A recent achievement has been the implementation of the end-of-life care document 'Te Ara Whakapiri' throughout the hospital. A successful initiative which has been in place for a few years is the palliative heart failure clinic. The clinic is run in conjunction with colleagues at the hospital and helps incorporate a palliative approach in the care of cardiology patients with advanced cardiac disease.

These initiatives are building on Te Omanga's focus to work collaboratively with other health professionals to achieve our vision.



PROVIDED  
CONSULTATION  
& ADVICE FOR  
+++++ OVER **317**  
**PATIENTS**  
**AT THE HUTT HOSPITAL**



OUR FAMILY SUPPORT  
TEAM MADE AROUND  
**1,200 VISITS**  
TO PATIENTS IN  
THEIR OWN HOME

## FAMILY SUPPORT LEADING THE WAY

Te Omanga's dedicated Family Support Team provides emotional, spiritual, cultural, social and psychological support to people with a terminal or life limiting illness, and their families and whānau. We do this through a diverse range of services including art, music, occupational and touch therapy, counselling, social work, spiritual care, whānau support, bereavement care and biographies.

This year, our focus has been on:

- Empowering the voice of our patients and families to ensure they are heard and understood
- Ensuring a smoother transition for patients and families from one part of our service to the other
- Educating those we work closely with about Family Support's services and capabilities.

The Family Support Team continues to work in partnership with other health professionals, leading the way in working with Primary Care. Doctors can now refer patients and families directly to our Family Support Team for support at end of life, which meant this year 17 patients and families had access to support earlier, helping them face the challenges of living with a terminal or life limiting illness.

Networking, educating and supporting others who work in palliative care is an important part of our role. We gave 25 presentations over the year, including education sessions with Link Nurses and Primary Care Providers. We also participated in community events like Te Rā o te Raukura, hui, focus groups, and interdisciplinary team meetings at various medical centres.

As members of the Te Omanga Hospice Primary Care Liaison Team and in conjunction with Upper Hutt Medical Centre and Te Awakairangi, we received a Hutt Valley District Health Board Award in the "Excellence in Integration" category for our Palliative Care Patient Journey Project. A great recognition of our success in working with our partners.

It is only by working in partnership with our community, we can build a strong, supportive and compassionate community for people at the end of their life.



# IN A YEAR...

 **133**  
PATIENTS

AND THEIR FAMILIES  
RECEIVED ART  
AND MUSIC THERAPY



**36**

PATIENTS  
RECEIVED SUPPORT  
FROM OUR *SPIRITUAL*  
CARE COORDINATOR

OUR SOCIAL WORKERS  
SUPPORTED

 **301**

PATIENTS AND  
THEIR FAMILIES



WE DELIVERED  
**TOUCH**  
THERAPY TO

**119** PATIENTS

**255** 

PATIENTS RECEIVED  
SUPPORT FROM OUR  
OCCUPATIONAL  
THERAPISTS



**84** PATIENTS  
AND THEIR

FAMILIES RECEIVED  
SUPPORT FROM OUR  
MĀORI LIAISON OFFICER

**164** 

PATIENTS  
AND THEIR FAMILIES  
RECEIVED COUNSELLING

— WE COMPLETED  
**33** BIOGRAPHIES  
TAKING 932  
HOURS  

## A COLOSSAL YEAR OF FUNDRAISING

This year has been another successful and busy year of fundraising for Te Omanga. Each year we need to raise around \$2 million to bridge the gap between funding the Government provides and the cost to provide our services on a day-to-day basis. In addition, this year we have raised 75% of the funds needed to rebuild our new hospice.

Fundraising initiatives and events such as our Annual Street Appeal, Farmers Trees of Remembrance, Ten Tables Christmas Tour and Vintners' Lunch were all well supported by our community, helping us reach our fundraising goals.

Vintners' Lunch continues to be a much anticipated event on the fundraising calendar. Guests enjoyed a six course degustation lunch created by some of Wellington's finest Chefs, along with matching fine wines. An incredible amount was raised for Te Omanga with an amazing show of support from guests, sponsors and local businesses.

A new fundraising initiative introduced this year was our 'Days of Care' programme. Many individuals and businesses have gifted a Day of Care to Te Omanga, helping provide much needed care and support to patients and their families for a specific day of the year. It's a wonderful way for people to honour someone's memory or celebrate a special day.

We are very grateful to the many people who donate to Te Omanga Hospice, whether it be donating in memory of a loved one, leaving a gift in your Will or fundraising on our behalf. It has been humbling to receive donations from kind hearted people who have held mufti days, movie nights, auctions and much more. Every dollar helps us make a very real difference to the care and support we provide to people and families in the Hutt Valley.



**“Alone we can do so little; together we can do so much”**

**HELEN KELLER**





**\$49,062**  
**WAS RAISED**  
FROM FARMERS TREES  
OF REMEMBRANCE



310 PEOPLE ATTENDED  
VINTNERS' LUNCH  
 **RAISING**  
**\$126,259**  
ON THE DAY







## RETAIL GROWTH

Our Hospice Shops in Petone, Lower Hutt and Upper Hutt continue to be an important source of funding for Te Omanga. As the level of awareness and concern for our environmental impact grows, so does the number of people recycling and repurposing goods by donating to and buying from our Hospice Shops.

This year Upper Hutt Hospice Shop tripled in size with the move to Queen Street. While it was sad to farewell our Main Street shop after 10 years, the new shop has better access for people to drop off their treasures and more room to present them for sale.

Our treasure box in Petone, Te Omanga Wakahuia Hospice Shop, has continued to grow with the team building strong relationships with the community. The shop recently received a generous donation of more than 160 gowns and accessories, hosting a fabulous Bridal and Ball Gown Evening attracting national media attention.

As part of our retail growth, we have trialled Pop-Up Hospice Shops in Wainuiomata and Lower Hutt, and continue to look for larger premises with better access within central Lower Hutt. In addition to our Hospice Truck, we have a new van which can pick up donated items or estate lots - **just call 0800 83 66 26.**

Our Hospice Shops simply could not operate as well as they do without the support of our wonderful volunteers, customers and donors. Thank you for your continued support in helping us turn treasure into quality care for the hospice.





# VOLUNTEERS - THE HEART OF THE COMMUNITY

Te Omanga Hospice is extremely grateful for our volunteers who donate so much of their time, effort and skills to help us deliver a quality service to patients and their families in our community.

Over the year, many volunteers have made adjustments to the hours and way they work due to our hospice being temporarily located in Petone. We look forward to everyone working together again in our wonderful new environment and hospice once it is built.

A highlight this year was winning the Wellington Airport Regional Community Awards 2018 - Hutt City, Health and Wellbeing category. The awards recognise the work carried out by community groups and celebrates volunteers for their valuable contribution to society. What great recognition for all those who volunteer for Te Omanga.

To all our volunteers, you are truly at the heart of our community. Thank you for your patience, loyalty and commitment - we couldn't do it without you!

“It’s not how much we give  
but how much love we put  
into giving”  
MOTHER TERESA

**500** WONDERFUL  
VOLUNTEERS  
DONATED **33,749**  
HOURS OF THEIR  
TIME TO THE HOSPICE



**OVER 200**  
PEOPLE VOLUNTEERED TO  
HELP WITH OUR ANNUAL  
STREET DAY APPEAL



# WITH OUR GREATEST THANKS

TO EVERYONE WHO SUPPORTED US IN THE 2017 - 2018 FINANCIAL YEAR

AI Apparel	Caffiend	E M Pharazyn Trust	Fiona Davitt	Hutt River Valley Rotary Club
Air New Zealand	California Garden Centre	EFTPOS and Retail Solutions Ltd	FIX Fashion	Inferno Fires
Alana Estate	Cameron Harrison	Elaine Brown	Flowers Etc	Ioan Crisnic
Aleister James Campbell	Catch Hair Co	Elizabeth Marrison	Frances Henrietta Muter Charitable Trust	Ivan & Nancye Davis Charitable Trust
Alfred Memelink	Catherine Taylor	Elizabeth Meikle	Fratelli	Ivan Young
Alistair McDonald Art	Chalet Caterers	Ellen G	Fulton Hogan Ltd	J & D McLennan Limited
All About Nail & Beauty	Charltons Silverstream	Empire Skate Shop	G R Dobbs Charitable Trust	Jade Traditional Thai Massage
Allan Henderson (Rothbury Insurance Brokers)	Charmaines	Entertainment Publications	Gambitsis Crombie Limited	James Stratford
Ann Wiggins	Chris and Gwen Bossley	Erina Potter	Gavin Murphy	Jan Asworth
Apex Print & Design	Christine Grindrod	Estate Of Aileen Isobel Billingham	Gaynor Charitable Nominees Ltd	Jan Simmons
APN Outdoor	Circa Theatre	Estate of Bevan M Jones	Gee and Hickton	Jessica Irene Williams
ARL Lawyers	Civil Contractors NZ Wellington Wairarapa Branch	Estate of Christine Gibbons	Gerard Dewar	Jewel
Armstrong Prestige	Clare Stanley	Estate of Christine Hill	Gerard Letts	Jim & Joan Malcolm
Arohanui Strings	Clive Carter	Estate of Edna Wood	Gilmour Consulting Ltd	John & Lynne Cole
Art Hair Company	Clorogene Supplies Ltd	Estate of Ellen Ngaire Cooper	Gilmours	John and Dorothy Ramsay
Avison's Attic	Coco at the Roxy	Estate of Grenville John Moyses Lightfoot	Gina and Tony Gambitsis	John Court
Ayutthaya Thai Restaurant	Colin Carter	Estate of H A Mackinnon	Global Wines	Jonathan Dowling
Ballentynes Fashion Central	Colleen Pilgrim	Estate of Helen Elizabeth Davies	Golden Glow Candles	Judith Gill
Barbara Millensted	Countdown	Estate of James Healy	Graeme Mitchell	Judy and Bob Vine
Bay Shoes	Craig Bain	Estate of James William Mouat	Graham & Jennifer Wigley	Judy Bain
Baylands Brewery	Created Homewares	Estate of Janette Waisbrod	Grant Henderson	Julianne Hutley
Bayleys Real Estate	Cushla Bamford	Estate of John & Muriel Hopper Charitable Trust	Grant Quinn	Just Cuts
Beauden Barrett	Daniel Vincent	Estate of Margaret Anne Russell	Grant Sullivan	Kalim Stevens
Bed, Bath and Beyond	Darin Campbell	Estate of Richard Leonard Clouston	Gwen Davitt	Karyn Burgess
Belinda and Jim Juno	David Cheape	Estate of T J Quayle	Hair Beauty Nails	Kaye Hamer
Belmont Engineering Ltd	David Daily Charitable Trust	Estate of Thomas (Dick) Graham	Hammond Transport	Keesing McLeod
Blue Carrot Catering (IMO Joe Pritchard)	David Moon	Estate of Win Gilbert	Hardieboys Beverages	Keith & Robin Gibson
Blush Hair & Beauty Lounge	David Rickard	Eternity Opera	Harford Menswear	Keith Quinn
Botanical Beauty Co	David Weston	Eva Beva	Headline Stylists	Kendons Chartered Accountants Ltd
Bottle'o Wainuiomata	David Young	Everson's Manufacturing Jewellers Upper Hutt	Heaney on Jackson	Kevin & Lyncia Podmore
Boulcott's Farm Heritage Golf Club	Davis Trading	Executive Laundry	Heather Griffiths	Kevin Anderson
Brady Dyer Photography	Dean Jackson	Expressions Arts & Entertainment Centre	Hell Pizza Lower Hutt	Kevin Clark
Brendon Baker	Denise Kramer	Farmers Lower Hutt and Upper Hutt	Heroine Fashion with Style	Kevin Nelson
Brent Bonner	Di and Neil Kemp	Farah Breads	Hills Hats	King Toyota
Brian McGuinness	Diane Shuker	Field & Green	Hippopotamus Restaurant & Bar	L&M Builders
Brian Walshe	Diva Beauty	Fig Tree Cafe and Delicatessen	Hiremaster	La Villa
Britannia House Trustees	Dockside	Fine signs	Hugh Cooke	Lagans Pharmacy
Brooke Woollett, INphotography	Dominator Garage Doors		Hunting & Fishing NZ	Lara Davidson
Bruce Austin	Dominos Pizza		Hutt Bowling Club (Inc)	Laura Greenfield
Bryce Williams	Donald Clement		Hutt City Auto Services	Laurent Loudeac
Bud Florists	Doris Cook		Hutt City Council	Leo Semau
Bunnings Petone	Dorothy Newman Charitable Trust		Hutt City Dental Practice	Les Mills Hutt City
Burger Fuel	Douglas & Beverley Wong		Hutt News and Upper Hutt Leader	Lew & Jean Sutherland
Burns Pharmacy	Douglas Webb		Hutt Old Boys Marist Rugby Club	Lighthouse Cinema Petone
	Dulux			Lions Club of Eastbourne
				Little India



**We are very thankful to each and every person who has supported Te Omanga Hospice. While we are unable to list everybody here, please know we wholeheartedly appreciate your kindness and generosity.**

Live wires	Nikau Foundation	Quinn's Post Restaurant/ Cafe	Speights Ale House	Village Beads
Lluma	Nikki Everton	Rapid Slabs	Spice Rack	Vivid Photographer
Logan Brown	Niro Hair Design	Ray White Kemeys Brothers	Sprig and Fern	Vivo Hair & Beauty
Lottery Regional Community Committee	Niyomthai Massage	Red Pebble	Staglands	W M Bamford & Co Ltd
Louise Sziranyi	Norah Healy	Richard & Jacqui Devery	Steffen Goeres and Ernie Adams	Wainui Joinery
Lyn's Lingerie	Norm and Shirley Williams	Richard Ponder	Stephen and Gillian Goodman	Wainuiomata Pharmacy & Lotto
MacPac	Oll&MI	Richard Taggart	Stephen Lucy	Wanda Harland Design Store
Maeve Pudney	Olive Restaurant	Ripe Coffee Company	Stokes Valley RSA	Wash It
Malcolm & Laraine Perrett	Ontrays Food Emporium	Robert Sinclair	Stream Beauty Therapy	WaxnLaser
Malcolm Bloomfield	Orangebox	Rod Gillespie	Strike	Wellington Hospitality Group
Malcolm McIntyre	O'Reilly's Garage	Rodney Wayne Queensgate	Stunning Hair	Wellington Light Of Life Chinese Church
Manish & Sonal Patel	Pak n Save Upper Hutt	Ross Baker	Sue Guppy	Wellington Racing Club
Mansfield Drycleaners	Paper Plus Petone	Rotary Club of Heretaunga	Summerset at the Course - Residents Association	Wendy Baylis
Margaret and Norm Griffin	Papersource	Rotary Club of Hutt City	Sweet Vanilla Kitchen	Wesley Thrift Shop
Maria Newman	Park Road Productions	Rotary Club of Petone	The 7 Bar	Wet n Forget
Mark Chan	Parmars Flooring Centre	Rothbury Insurance	The Beauty Room	Whistling Sisters Brewery
Mark Nicholson	Partridge Jewellers	Roy & Jan Mace Charitable Trust	The City of Wellington Pipe Band	Whitehaven
Mark O'Connor	Patricia Millar	Royal Blue Jazz Band	The Embassy	Whiting Financial Services
Maryann Michael	Patricia O'Brien Charitable Trust	Royal Wellington Golf Club	The Jack Jeffs Charitable Trust	William Noel Phazarzyn Charitable Trust
Matt Freeman	Patrick & Haley Kelleher	Rozalie Brown	The Mad Butcher	Wings over Wairarapa
Mayfair Cafe	Paul Adams	RYOS	The New Zealand Army	Xtinguishers Darts Team
Merran Bakker	Paul Butcher (Professionals, Redcoats Limited)	Sam Knowles	The Table	Yufei Xie
Michael Green Memorial Fund	Paul Mettam	Sandy Kincaid	The Tote and Furnace	Z Energy
Michael Mebus	Paul Reeves	Sarah Searancke Catering	The Vogue Store	Zany Zeus
Michele McCreddie	PC Patch	Scintilla	The Thelma Brabyn and family	Zone Hair
Michelle Simpson	Pelorus Trust	Seashore Caberet	Thomas George Macarthy Trust	
Mike Ponder	Peryer Construction Ltd	Shandon Golf Club	Tile Trends	
Miro Cinema	Pete Lamb Fishing	Shazly Rasheed	Titan Holdings	
Mitre 10 Mega Petone	Peter Carter	She Designer Fashion	Tommy's Hutt Valley	
Mokoia Masonic Perpetual Trust	Petone Frameworks	Sherrington Jewellers Ltd	TopCut HairDesign	
Monterey Cinemas-Upper Hutt	Petone Rugby Club	Sheryl Edgar	Totara Cottage	
Moonshine Rod and Custom Club	Petone Workingmens Club	Sheryn Pegg	Totara Lodge	
Moore Wilsons	Philip Talacek	Shirley Farquharson	Trade Aid	
Morris Black	Picture This	Shirley Jones	Transform8	
Muffin Break, Queensgate	PITSTOP Petone	Shoe Clinic Lower Hutt	Trentham Golf Club	
Muffin Break, Upper Hutt	Placemakers Seaview	Silverspoon Restaurant & Cafe	Tui Products Ltd	
New Leaf Skincare	Poneke Lodge No 21	Silverstream Espresso	UK Hair	
New World Hutt City	Preston's Master Butchers	Silverstream Pharmacy	Unichem Lower Hutt	
New World Metro	Professional Nail	Simon & Sarah Hair Design	Unichem Petone	
New World Silverstream	Proquip Wholesale	Simon & Tinie Jellie	Unichem Upper Hutt	
New World Stokes Valley	Pub Charity	Simon Manning	Upper Hutt Bin Hire	
Nic Spicer	QT Museum Hotel	Sir Somerford & Lady Teagle	Vadlure Trust	
Nick and Elaine Wallace	Queen St Pharmacy, Upper Hutt	Society of Mary Trust Board	Valley Three Putt Club	
Nicola Clay- Veuve Clicquot	Queensgate Shopping Centre	Soprano Italian Caffe	Vicki Williams	
	Quest Napier	Southlight Gallery		

## CHAIRMAN'S REPORT TE OMANGA HOSPICE TRUST AND TE OMANGA HOSPICE FOUNDATION



I have seen written that the “hospice movement” is the provision of specialist care, relief from pain, and emotional support for the terminally ill and their families. The first hospice in this sense appears to have been established in Lyon, France in 1842. Hospices in the UK were established in the late 19th and early 20th centuries by the Irish Sisters of Charity. The movement had a renaissance with the foundation of St Christopher’s Hospice in 1967 by Dame Cicely Saunders. Most modern hospices are modelled on St Christopher’s Hospice and that is so in New Zealand.

Te Omanga Hospice is at the forefront of the “hospice movement” in this country and while it has been acknowledged we must never lose sight of those behind Te Omanga’s establishment – Max and Marion Cooper and Sir Roy and Lady McKenzie. Their legacy continues to inspire those who work for the provision of palliative care in the Hutt Valley community.

The challenges Te Omanga Hospice faces do not diminish. The understanding in medical terms of what a person with a terminal illness faces is increasing but the inevitability of death remains and that is where Te Omanga plays such a vital role in the lives of so many in this community.

The skill and dedication of the Te Omanga clinicians is impressive. They provide their care to those in need of it with professionalism and dignity. It is understated. It is there.

Our “temporary” home in Britannia Street is serving us well. The re-build in Woburn Road is progressing. Our new home will capture the tranquility of the old buildings which served us so well. The site is a gem and, thanks to the community, will remain our home well into the future.

The uncertainty we face is of course around funding. Cause and effect! The recent settlement between the District Health Boards and their nurses will have a flow on effect for hospices throughout the country. That is but one challenge.

The executive team so ably led by our Chief Executive, Bidy Harford, continue to deal with these ongoing issues as well as having to cope with the significant pressure of managing the financial commitments around the rebuild. They are a dedicated team and on behalf of the community I thank you all for your sterling work.

The trusteeship of The Te Omanga Hospice Foundation has been changed to reflect the purpose of the Foundation. There are now four Trustees two of whom are also Trustees of the Hospice Trust with the other two being appointed for their experience and knowledge in the investment industry. The Foundation has had a successful year because of the state of the investment markets but it requires constant attention. Graeme Talbot, a former chairman of Te Omanga, retired as a trustee at the end of last year and I wish to record my thanks to him for his many years of service.

I thank all the support staff for their dedication to Te Omanga. Our retail stores continue to go from strength to strength. The volunteers have no peer. Their dedication is quite extraordinary. The Trustees are aware they are all bursting to get back to Woburn Road. Their support in Britannia Street is outstanding.

I thank my fellow Trustees for their support, enthusiasm and commitment.

A handwritten signature in black ink, appearing to read 'Rod Gillespie'.

**Rod Gillespie, Chairman  
Te Omanga Hospice Trust and Te Omanga  
Hospice Foundation**



## TE OMANGA HOSPICE TRUSTEES AND TE OMANGA HOSPICE FOUNDATION TRUSTEES



**Back:** Gavin Murphy, Brendon Baker, Gerard Dewar, Brian Walshe, Rod Gillespie (Chairman)

**Front:** David Young, Catherine Taylor, Richard Taggart, Graeme Talbot, Paul Mettam

**Absent:** Marion Cooper (Patron), Keith Quinn (Patron), Michele McCreddie, Sam Knowles



Marion Cooper, Patron,  
Te Omanga Hospice Trust



Keith Quinn, Patron,  
Te Omanga Hospice Foundation





## CHIEF EXECUTIVE'S REPORT

I am amazed at what we have achieved this year. Our earthquake-prone building has come down, the rebuild of our new hospice is underway, and despite the huge upheaval of moving to temporary premises, we have continued to deliver quality care and support to people in our community.

Our skilled multidisciplinary team continues to work in collaboration with other health professionals in the Hutt Valley to ensure that 'everyone with palliative care needs in our community receives responsive, proactive and equitable care'.

As we look ahead we know it will be more challenging to achieve our vision. The need for our services is growing along with the aging population. Our focus is on positioning our hospice to meet the future needs of our community.

We have been working with the Hutt Valley District Health Board to implement "Living Well, Dying Well: A Strategy for a Palliative Care Approach". This has led to a review of our model of care, which aims to achieve greater integration with Primary Care, Hutt Hospital and Aged Residential Care.

A pilot, commencing shortly, will see us work closer with GPs and their patients to support and strengthen palliative care in our community. It may mean Te Omanga is not always visible, but we'll be there standing behind others, providing specialist advice, support and education to those who need it, wherever they need it to ensure everyone receives the care they need.

This year we bid farewell to our beautiful old building at Woburn Road. While it was sad to see it go, it is exciting to see our purpose-built hospice take shape.

Building work for our new hospice is progressing well along with the campaign to fund this special legacy project. There is no Government funding available for capital projects; we are relying on the generosity of our community to raise the \$10 million needed and are incredibly grateful for the \$7.5 million raised to date.

Thank you for being part of our very special community of supporters who are making it possible for us to provide care and support to people when they need it most, not only today but tomorrow and for many years to come.





To the Petone community, thank you for welcoming us with open arms. It hasn't always been easy operating from a temporary hospice and we have appreciated the warmth shown to us and the short walk to the great selection of cafes in Petone!

I would like to acknowledge and thank the team at Te Omanga for the heart and soul they put into their work, and for their dedication and willingness to adapt. I often think of our team as players in an orchestra; all playing an essential part in making beautiful music.

We were named a finalist in two categories of the Wellington Gold Awards this year. The categories were for Supporting Gold and Best Practices ACC Workplace Safety Gold. What great recognition of our team and the work we do in our community.

Thank you to the Trustees and Executive Leadership Team for their support over the year. Next year we will celebrate Te Omanga's 40th birthday and I look forward to sharing many successes with you, including the opening of our magnificent new hospice.

**Biddy Harford**  
Chief Executive

“This year we bid farewell to our beautiful old building at Woburn Road. While it was sad to see it go, it is exciting to see our purpose-built hospice take shape.”



# EXECUTIVE LEADERSHIP TEAM



Dr Ian Gwynne-Robson - Medical Director, Mary Death - Nursing & Clinical Support Director, Graeme Sinclair - Support Services Director, Bidy Harford - Chief Executive

- District Health Board
- Fundraising – Gross
- Investment Income
- Other

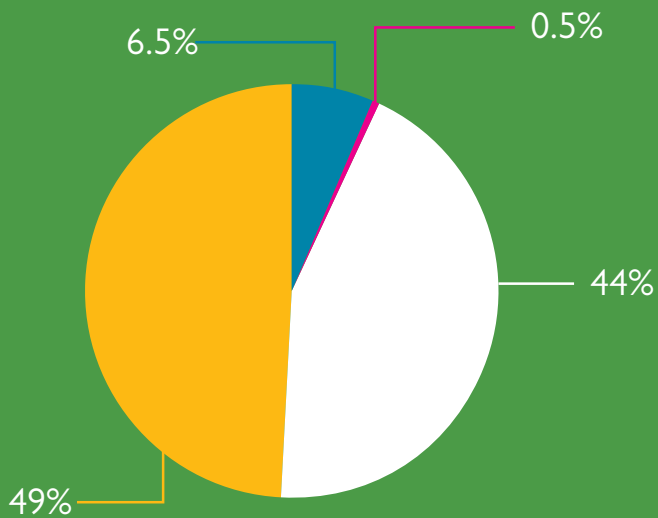
- Salaries and Wages
- Operating Expenses



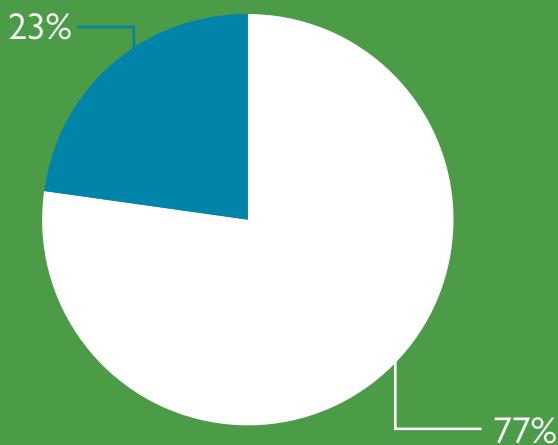
- Bequests
- Capital Campaign
- Retail
- Events
- Donations
- Grants



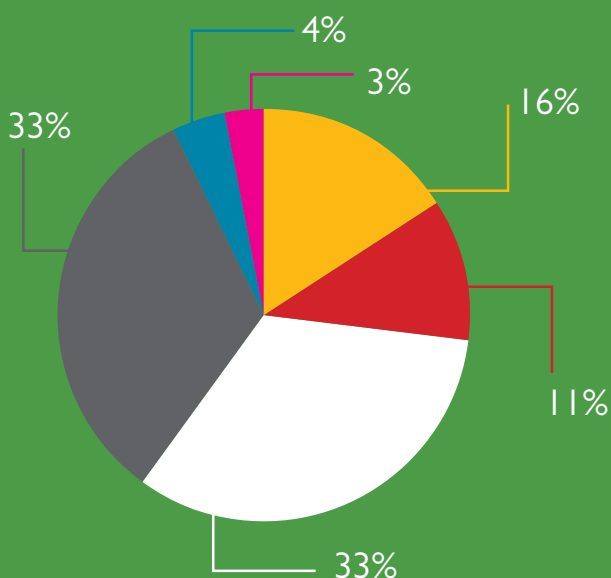
## FUNDS RECEIVED FROM



## FUNDS SPENT ON



## SOURCES OF FUNDRAISING



## FINANCIAL SUMMARY FOR YEAR ENDED 30 JUNE 2018

All services provided to patients and families by the Hospice are free of charge but it cost more than \$6.9 million to provide our services

### TE OMANGA HOSPICE TRUST

#### Operating Income

Contract Income	\$4,628,211
Course Fees	\$11,430
Other Income	\$47,623
	\$4,687,264

Operating Expenses	\$6,935,757
Operating Deficit	(\$2,248,493)

Net Fundraising Income	\$1,363,485
Operating Deficit	(\$885,008)

Financial Income	\$110,980
Operating Grant	\$504,500
Net Operating Deficit	(\$269,528)

### TE OMANGA HOSPICE FOUNDATION

#### Investing Income

Bequests	\$1,701,037
Donations	\$1,748,619
Financial Income	\$586,711
	\$4,036,367

Investing Expenses	\$346,119
Operating Grant	\$504,500

Net Investment Surplus	\$3,185,748
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Net Surplus (Operating & Investing)	\$2,916,220
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A full set of financial statements are available on request.

# THE TEAM

## Chief Executive

Biddy Harford

Chief Executive

## Executive Leadership Team

Biddy Harford

Mary Death

Dr Ian Gwynne-Robson

Graeme Sinclair

Chief Executive

Nursing & Clinical Support Director

Medical Director

Support Services Director

## Support Services

Graeme Sinclair

Mark Chan

Wendy Smith

Jodie Hague

Dianne Raynes

Sabrina Meo

Lyndy Roberts

Annie Bright

Helen Hill

Kaye Plunkett

Joan Thom

Rosa Mishkin

Betty Watkins

Margaret Lissette

Kirsty Rattray

Support Services Director

Finance & Risk Manager

Finance /Payroll Administrator

Property Manager/Finance Support

Support Services Manager/Executive Assistant

Support Services Coordinator

Support Services Coordinator

Medical Secretary

Housekeeping Assistant

Housekeeping Supervisor

Housekeeping Supervisor (part of the year)

Kitchen Supervisor

Kitchen Supervisor

Kitchen Assistant

Kitchen Assistant

## Fundraising, Marketing and Retail

Leanna Bruce

Kirsty Stratford

Sarah Hayward

Lin Willis

Marie Jupp

Lesley Sliker

Allister Wood

Margaret Williams

Carmen Haskell

Pam Wrigley

Rob Glen

Mel Hughes

John Muir

Communications & Marketing Manager

Fundraising Relationship Manager

Fundraising Coordinator

Donations Administrator

Days of Care Coordinator

Capital Campaign Coordinator (part of the year)

Retail Development Manager

Hospice Retail Support Manager & Fundraising Ambassador

Retail Manager – Lower Hutt Hospice Shop

Retail Manager – Upper Hutt Hospice Shop

Retail Driver

Retail Driver

Retail Driver

## Retail Duty Managers

Catherine Congreve

Andrew Fisher

Christine Grindrod

Carol Joy

Penelope Muir

Rhonda Rudman

Ann Topp

Marie Yaxley

Christine Dickens

Judy Gilmour

Michele (Mel) Hughes

Beverly Mansfield

John Muir

Diane Shuker

Vicky Williams

## Education

Raelee Jensen

Clinical Nurse Educator and Education Coordinator

## Volunteer Services

Janice Henson

Manager of Volunteer Services

## Clinical Administrators

Margaret Gloag

Sally McGavin

Clinical Administrator

Clinical Administrator

## Medical Staff

Dr Ian Gwynne-Robson

Dr Kaye Basire

Dr Salina Iupati

Dr Tom Middlemiss

Dr Siew Tan

Dr Barry Taylor

Dr Kirsten Wadsworth

Dr Amanda Fitzgerald

Medical Director

Palliative Medicine Consultant

Palliative Medicine Consultant

Palliative Medicine Consultant

Senior Medical Officer

Senior Medical Officer

Medical Officer (part of the year)

Medical Officer (part of the year)



## Family Support

Diane Greenwood-Havea  
Serena Stace  
Lynda Marino  
Jeanette McLaughlin  
Pip Nicholls  
Debbie Smith  
Linda Olsen  
Ellen Rose Smith Whatley  
Keryn Squires  
Sheryl Trigg

## Occupational Therapy

Eleanor Barrett  
Penny Broad  
Mark Rybinski

## Senior Nursing Team

Peter Godden-Steele  
Raelee Jensen  
Kate Gellatly  
Ros McIntosh  
Jude Pickthorne  
Heather Spence  
Denise Walsh

## Aged Residential Care

Kate Gellatly  
Ros McIntosh  
Mel Humphries-Connolly

## Primary Care

Heather Spence  
Ida Yassein

## Hospital Palliative Care Team

Dr Tom Middlemiss  
Jude Pickthorne  
Sarah Shellard

## Nursing Staff

Peter Godden-Steele  
Denise Walsh

Alison Anderson  
Sue Campbell  
Lidia Czudaj  
Katherine Gill  
Melanie Humphries-Connolly  
Heather Lust  
Gabrielle Mercer  
Debbie Salter  
Janice Wilson

## Palliative Care Assistants

Lana Charlesworth  
Annie MacDougall  
Beth Paddock  
Sandhya Shankar  
Caroline Yates  
Marie Jupp (part of the year)

## Patron – Te Omanga Hospice Trust

Marion Cooper MNZM QSM

## Te Omanga Hospice Trustees

Rod Gillespie (Chairman)  
Brendon Baker  
Paul Mettam  
Gavin Murphy  
Catherine Taylor  
David Young

## Bankers

Bank of New Zealand

## Bereavement Counsellor/Team Leader

Counsellor – Primary  
Social Worker – Primary Care  
Social Worker  
Spiritual Care Coordinator  
Spiritual Care Coordinator (part of the year)  
Maori Liaison  
Art Therapist  
Music Therapist  
Touch Therapist

## Occupational Therapist/OT Team Leader

Occupational Therapist  
Equipment / Fleet Coordinator

## Inpatient Unit Manager /Clinical Quality & Risk Manager

Palliative Care Clinical Nurse Educator/Education Coordinator  
Palliative Care Clinical Nurse Specialist: Aged Residential Care  
Palliative Care Clinical Nurse Specialist: Aged Residential Care  
Palliative Care Clinical Nurse Specialist/Hospital Palliative Care Team  
Nurse Practitioner  
Community Care Manager

## Palliative Care Clinical Nurse Specialist

Palliative Care Clinical Nurse Specialist  
Palliative Care Nurse

## Nurse Practitioner

Palliative Care Nurse

## Palliative Medicine Consultant

Palliative Care Clinical Nurse Specialist  
Palliative Care Clinical Nurse Specialist

## Inpatient Unit Manager/Clinical Quality Manager

Community Care Manager

Nicola Beazley-Smith  
Christine Cavanagh  
Cathy Davel  
David Gilmore  
Marian Jongepier  
Gemma Manning  
Helen Murdie  
Christine Solly  
Natalie Wilson

Pamela Beirne  
Jossie Crous  
Louise Ferrari  
Maureen Ginnane-Dew  
Sandra Kedzlie –Wilson  
Olivia Marchant  
Laura Page  
Damaris Thirkell  
Ida Yassein

Shelley Bignell  
Lenore Cunningham  
Michelle Gibbs  
Winnie Graham-Smith  
Caroline Komene  
Ros McIntosh  
Sherrilyn Rodgers  
Raylene van Horik

## Patron – Te Omanga Hospice Foundation


Keith Quinn MNZM

## Te Omanga Hospice Foundation Trustees

Gerard Dewar  
Rod Gillespie (Chairman)  
Sam Knowles  
Paul Mettam  
Gavin Murphy  
Brian Walshe  
David Young

## Auditor

Kendons Chartered Accountants



“I often think of our team as  
players in an orchestra;  
all playing an essential part in  
making beautiful music.”

**BIDDY HARFORD,**  
CHIEF EXECUTIVE



# Te Omanga Hospice

Te Whare Manaaki Tangata

Rebuilding our future, together



Annual Review 2017-2018

[www.teomanga.org.nz](http://www.teomanga.org.nz)

Phone: 04 566 4535 | PO Box 30 814, Lower Hutt 5040

Te Omanga Hospice Trust Charities Commission number 22248  
Te Omanga Hospice Foundation Charities Commission number 22165