

Annual Review  
2019-20

# UNITING

THROUGH UNCERTAINTY



Te Omanga Hospice  
Te Whare Manaaki Tangata



**Te Kahui Ngakau Aroha** is the name of our hospice building, gifted to us by Kura Moeahu (Te Ati Awa).  
Te Kahui references those workers and volunteers who offer their time and services.  
Ngakau Aroha means considerate for others and kind-hearted.

A brief translation of Te Kahui Ngakau Aroha is *“the considerate and kind-hearted cluster for others.”*



## COMPASSION

Honesty, Empathy,  
Courage, Positivity,  
Resourceful.

## RESPECT

Collaboration, Role Model,  
Honesty, Trust,  
Believing the Best.

## OUR VALUES

## LEARNING

Eager to Learn,  
Role Model, Listen,  
Open Mindset.

## PARTNERSHIP

Trust, Collaboration, Listen, Honour,  
Communication, Willing to Compromise,  
Honesty, Flexibility, Can Do, Resourceful,  
Believing the Best.

## OUR HISTORY

Te Omanga Hospice opened its doors to its first patient on 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

Our communities receive equitable, responsive and proactive palliative care support.

## OUR PURPOSE

To provide or facilitate palliative care services to all people in need.

## OUR GOALS

- To engage with our communities to understand their needs and strengthen the delivery of services that meet these.
- To seek equity of outcome recognising cultural, ethnic and social needs.
- To work collaboratively with all health and social care providers to ensure our communities receive the care they need.
- To grow our knowledge through research and education to strengthen the quality and delivery of care.
- To be a great place to work with shared values where people feel included and belong.
- To build the future sustainability of our hospice on the aroha of our community.

## 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 Aged Residential Care Facilities, the Hutt Hospital and in conjunction with General Practitioners.







“I will be forever grateful we were able to take Mum home to die; this was what she was waiting for. Without the support of the hospice this would not have been possible.” - Sandra

# HOSPICE CARE WHENEVER AND WHEREVER YOU NEED IT

**Our dear Mum Shirley (aged 80) was admitted to Hutt Hospital in February 2017. Her overall health had been declining for a number of months. In hospital she complained of a constant pain in her left leg and was unable to feel her foot. Mum had developed a clot in her leg and was immediately transferred to Wellington Hospital where she had emergency surgery. They were able to remove most of the clot and what a happy family we were.**

Sadly, our joy was short lived when the following day we were told Mum's kidneys were failing and she was dying and only had a matter of hours to live. I remember the shock of that news as if it was yesterday. Mum was moved into a small room at Wellington Hospital so we could spend, what they thought would be her last hours in privacy.

Although nobody had told the doctor what a strong-willed person our Mum was! She did not pass away within hours as expected but woke the next morning and asked for breakfast. When I asked her what she wanted, she replied "steak," which was hilarious as for years Mum had not worn her bottom dentures and steak was definitely not something she could eat easily.

Mum was transferred back to Hutt Hospital and after two nights she was still with us, though her lucid periods were less and less. I said to my sister "she is waiting for something and I think it is to go home." So, the next morning we had a meeting with the Te Omanga Palliative Care Nurse. It was amazing how fast things happened.

I asked Mum if she could give me some indication that we were doing the right thing by taking her home and she smiled. Mum smiled again as she was carried through her front door; she knew she was home.

Two wonderful hospice nurses helped Mum get comfortable and gave us a number to ring at any time if we felt she needed help.

That night there was a Blues Vs Chiefs rugby match on the TV. Mum loved her sport and she was sitting upright watching the game. Although she couldn't really communicate with us, she was still very much aware of her surroundings and family.

During the rugby match she started to look uncomfortable. My sister-in-law immediately rang the hospice as we suspected she needed a top up to her syringe driver. The nurse was there within 10 minutes and whilst drawing up the medication indicated she felt Mum was very close to dying.

And so it was; five hours after being home, our darling Mum passed away with all of us present. I am so grateful the nurse was there at the time as I have never experienced anything like this before and would not have known what to do.

The nurse was so reassuring and guided us through what the next steps were. She suggested we ask the Funeral Director to pick up Mum in the morning to allow us more valuable time. The nurse had noticed Mum had a lovely quilt in her bedroom and suggested we put it on her bed, so she looked like she was just sleeping.

Although our association with Te Omanga Hospice was brief, it has left a lasting impression on me. I will be forever grateful we were able to take Mum home to die; this was what she was waiting for. Without the support of the hospice this would not have been possible.

*Our greatest thanks to Sandra for allowing us to share her experience with you.*






# IN A YEAR...

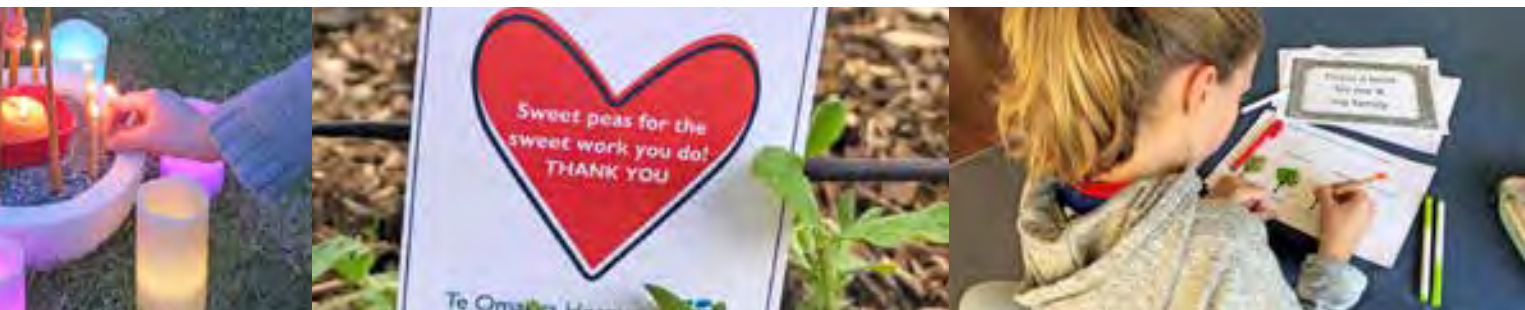
**1 IN 3**   
**PEOPLE**   
 WHO DIED IN THE  
 HUTT VALLEY WERE  
 SUPPORTED BY  
 TE OMANGA HOSPICE

  WE CARED FOR  
**603 PATIENTS**  
 & THEIR FAMILIES  
 AND THERE WERE  
**176 PATIENTS**  
 ON OUR PROGRAMME   
 AT ANY ONE TIME

OUR YOUNGEST  
 PATIENT WAS   
**4 YEARS OLD**  
 AND OUR OLDEST WAS  
**96 YEARS OLD**

THERE  
 WERE   
**196 ADMISSIONS**  
 TO OUR INPATIENT UNIT







**WE SUPPORTED  
42% OF PATIENTS  
TO DIE IN THEIR  
OWN HOME**



OUR NURSES MADE

**5,584 VISITS**

TO PATIENTS IN THEIR  
OWN HOMES

WE PROVIDED CARE  
FOR AN AVERAGE OF  
**147 DAYS**    
PER PATIENT

**28%**   
**OF PEOPLE**

WE CARED FOR HAD A  
NON-CANCER DIAGNOSIS



# WORKING COLLABORATIVELY

Te Omanga Hospice continues to work collaboratively with Aged Residential Care Facilities, the Hutt Hospital and in partnership with General Practitioners (GPs) to ensure we achieve our vision of communities receiving equitable, responsive and proactive palliative care support. It may mean we are not always visible because we're in the background, but we're sharing our knowledge and expertise to influence the care people receive in our community.

## WORKING TOGETHER WITH AGED RESIDENTIAL CARE

The Aged Care Team works in partnership with Aged Residential Care (ARC) staff to support the provision of palliative care for any person dying in an Aged Residential Care Facility. Our way of working aims to encourage and equip ARC teams, so that older people have timely and equitable access to palliative care services. The Aged Care Team also supports the care of people requiring residential care who are not necessarily elderly, but their care needs or complex symptoms mean they cannot remain in their own homes. As specialist Palliative Care Nurses, we provide a consultancy service and clinical support to medical and nursing teams.

Our aim is to ensure that all ARC staff understand that palliative care takes place in their facility, and what their role is. Our team acknowledges the cumulative impact of palliative care work on those who provide direct care on a daily basis, and we invest time in formal group debriefs and mentoring. This has been vital to support resilience and emotional well-being amongst care staff, and to promote ongoing learning.

Part of our ongoing strategy is to encourage teamwork and leadership in palliative care by encouraging those in leadership positions to invest in education and initiatives to grow palliative care skills. This includes the Link Nurse programme, and Clinical Leaders' forums. This is a group where ideas developed by ARC facilities themselves are celebrated and shared.

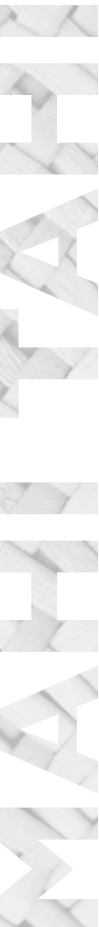
The aim of this collaborative way of working is to ensure that patients and families receive quality palliative care wherever they are.

WE PROVIDED ADVICE AND SUPPORT TO

# 15



RESIDENTIAL CARE  
FACILITIES IN THE HUTT VALLEY





## PALLIATIVE CARE IN HOSPITAL

Te Omanga has a dedicated Hospital Palliative Care Team at Hutt Hospital. They are permanently based in the hospital and the team consists of a palliative care consultant and two palliative care clinical nurse specialists. The team are able to provide palliative care input to any patient regardless of their age, disease or the hospital ward they are staying in.

The other primary role of the team is to provide education and support to the staff of Hutt Hospital with both clinical education and support or delivery of service development.

During the Covid-19 pandemic, the team collaborated within the Hutt region, with Capital and Coast DHB and at a national level to develop symptom guidelines and support for other institutions.

WE PROVIDED  
CONSULTATION  
& ADVICE FOR



**349**  
PATIENTS  
AT THE HUTT  
HOSPITAL

WE PROVIDED  
CONSULTATION  
& ADVICE FOR



**222**  
PATIENTS IN  
CONJUNCTION  
WITH 22  
PRACTICES  
IN THE  
HUTT VALLEY

## INTEGRATION WITH GPs

It has been another busy and productive year for the Te Omanga community nursing team. Even with the challenges of Covid-19 the work on embedding the changes to our integrated model of care has continued.

Our Palliative Care Facilitator (PCF) role was successfully piloted in Upper Hutt and has since been rolled out to all three regional “neighbourhoods”. We now have three dedicated nurses acting as a specialist interface to strengthen collaboration between Te Omanga and the GPs, Practice Nurses and Palliative Care Link Nurses in primary care.

The PCFs, and their teams of community palliative care nurses, are continuing to build positive relationships to improve collaboration support and education. In partnership with the Primary Health Organisation (PHO), Te Awakairangi Health Network, Palliative Care registers have been set up in practices across the Hutt Valley, and Palliative Care Indicator Tools have been introduced.

Further progress towards this integrated approach, in continued alignment with the 3DHB “Living Well, Dying Well: A Strategy for a Palliative Care Approach,” means that Te Omanga and primary care can work together to support those in our community with palliative care needs and overcome any barriers to care.

As with all innovation, it is not without its own challenges, but there is a commitment of all involved to improve outcomes for our community.

## SUPPORTING FAMILIES AND WHĀNAU

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

When the Covid-19 crisis hit we had to adapt quickly and proactively to deliver a Family Support service to patients, their families and whānau during lockdown. Some of the team supported delivery at the hospice while others worked remotely from home. Not only did they support each other through this time, they also supported the self-care and mental wellbeing of patients, their family and whānau, and colleagues by supporting debriefs, providing resources and being available to talk.

During lockdown we supported tūpāpaku (the deceased) when leaving the hospice building by taking special care in providing ritual and dignity with karakia and waiata. For some patients this was their only farewell ritual as funerals and tangihanga could not be held.

Our Coffee & Chat Bereavement Group has gone from strength to strength over the past year with up to 20 people attending morning tea each month. The group continued to meet during lockdown via zoom as it was important for them to have bereavement support through this time.

## IN A YEAR

OUR FAMILY SUPPORT  
TEAM MADE

**561 VISITS**

TO PATIENTS IN  
THEIR OWN HOME



**193**

**PATIENTS**

AND THEIR FAMILIES  
RECEIVED ART THERAPY  
AND MUSIC THERAPY

OUR SOCIAL WORKERS  
SUPPORTED

**250**

PATIENTS AND  
THEIR FAMILIES



**192**



PATIENTS RECEIVED  
SUPPORT FROM OUR  
OCCUPATIONAL  
THERAPISTS



Along with providing services to patients, their family and whānau, our Family Support Team contributed to the Te Omanga education programme including the Clinical Skills Series, Palliative Care Link Nurse Programme, Palliative Care Essentials course, and supported courses for patients and carers.

Through our psychosocial community liaison role, we increased networks with primary care over the year leading to an increase in psychosocial only referrals from primary care providers accessing psychosocial palliative care for patients directly.

We hosted a Bereavement Care Hui for hospices in the region, and a Hospice Occupational Therapist day. We attended a number of meetings and hui relating to family support, whānau living with cancer, spiritual care and Kaimahi.

Our community involvement included a display at the Seniors Expo to raise awareness of psychosocial palliative care, and a remembrance activity at Te Rā o te Raukura. We held two children's remembrance services in collaboration with Mary Potter Hospice, and continued to hold our special remembrance services for those whose loved ones have died during the year.



**“I WOULD LIKE TO ACKNOWLEDGE THE PROFESSIONALISM AND GENEROSITY OF THE FAMILY SUPPORT TEAM IN ADAPTING TO WHAT HAS BEEN A CHALLENGING AND BUSY YEAR.”**

- Diane Greenwood-Havea,  
Family Support Manager  
& Counsellor

**308**   
**PATIENTS**  
AND THEIR FAMILIES  
RECEIVED COUNSELLING

**227** **PATIENTS**  
AND THEIR  
FAMILIES RECEIVED  
SUPPORT FROM OUR  
MĀORI LIAISON



 **66**  
**PATIENTS**  
RECEIVED SUPPORT  
FROM OUR SPIRITUAL  
CARE COORDINATOR

WE COMPLETED  
**27** **BIOGRAPHIES**  
TAKING **622**  
HOURS 

“Whāia te mātauranga  
hei oranga mō koutou”

Seek after wisdom for the  
sake of your wellbeing

**305** HOURS  
OF

PROFESSIONAL  
DEVELOPMENT FOR  
TE OMANGA HOSPICE  
CLINICAL STAFF



WE DELIVERED **56** EDUCATION  
WORKSHOPS TO OVER **+++**

**550** HEALTH PROFESSIONALS  
AND STUDENTS

**37**



TRAINED PALLIATIVE CARE  
LINK NURSES WORKING IN  
THE HUTT VALLEY

COMPASSION



# SUPPORTING LEARNING AND RESILIENCE

Education at Te Omanga continues with much enthusiasm implementing our programme of standard courses and new topics of interest in palliative care.

This year we have had the pleasure of hosting courses in the McKenzie Centre of our new building, which holds up to 60 people seated.

We provided education for clinical staff, health professionals, patients and their family and whānau, and anyone with an interest in palliative care. Unfortunately, some of our courses were postponed or cancelled this year due to Covid-19, including our biannual Changing Minds Conference.

Coping with and managing a totally unexpected global event challenged the resilience of all staff. There was an immediate switch in education from teaching and coordinating palliative programmes to attending Personal Protective Equipment (PPE) training at Hutt Hospital and then training all clinical staff in the safe wearing of PPE gear.

Our Education, Family Support and Aged Residential Care Teams worked together to prepare kete for patients and their families, which included heart cloths, lavender sachets, wishing stones and candles. The kete provided comfort to people self-isolating at home.

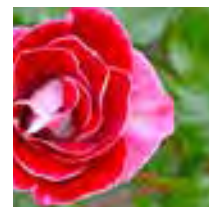


We continued to offer our Palliative Care Link Nurse (PCLN) training to maximise quality palliative care in the Hutt Valley. To support ongoing links and their continued growth we visited PCLNs in their setting, had meetings, learning sessions, study days and debriefs.

Our clinical skills series continued to support ongoing learning and updated knowledge in palliative care for clinical staff and other health professionals. Staff are supported to attend external conferences that align with our strategic plan and aim to increase knowledge.

Courses for patients and their family and whānau continued throughout the year. These sessions aim to empower patients and their family and whānau with knowledge and resilience, helping focus care on a palliative approach to support quality of life and when the time is near, bring meaning to dying. We help people understand what is happening and encourage ways for them to look after themselves in what is often a stressful time.

Our desire for the Hutt Valley is to become a compassionate community; a community where people have conversations about death, dying and grief, and come together to support each other at the end of life.



# FUNDRAISING IN CHALLENGING TIMES

While we had a strong start to the year in fundraising, the global pandemic has had a big impact on our ability to raise funds. This year we needed to raise nearly \$3 million to bridge the gap between Government funding and what it costs us to run our service on a day to day basis.

The cancellation of vital fundraising events like our Annual Street Appeal and Vintners' Lunch, along with many community events, has put financial pressure on our hospice.

Prior to lockdown we held the Te Omanga Golf Tournament in association with Kensway Property Consultants, which was a highlight. Our special Christmas events, the Magical Ten Tables Christmas Tour and Farmers Trees of Remembrance, continued to shine brightly.

We have been extremely fortunate to receive several bequests this year. It's a gesture of kindness that means a great deal to the people we care for and helps us be there for future generations.

Grant providers have been incredibly supportive helping us cover the cost of medical equipment, art therapy supplies, musical therapy instruments, vehicle running costs, conference fees, salaries and more.

Many generous people and businesses have gifted a Day of Care to Te Omanga, helping us provide much needed care and support to patients and their families on a specific day of the year. It's a wonderful way to honour someone's memory or celebrate a special day.



On our 40th anniversary we revealed a special wall in the atrium of our hospice in recognition of our generous community of donors. It acknowledges current donors who have made a significant contribution over many years and those who have given a major gift to rebuild our hospice.

We are thankful to everyone who has supported us this year whether it be through monetary or in-kind donations, sponsorship or fundraising on our behalf. In these uncertain times the ongoing support of our hospice is vital and very much appreciated so we can continue to provide free care and support to people in our community.





**\$100,000**

was raised by the Upper Hutt  
Cossie Club who chose  
Te Omanga Hospice as  
their charity of choice

**\$62,543**

was raised from the Te Omanga  
Golf Tournament in association  
with Kensway

**\$44,844**

was raised from Farmers Trees  
of Remembrance

“INDIVIDUALLY,  
WE ARE  
ONE DROP.  
TOGETHER,  
WE ARE AN  
OCEAN”

- Ryunosuke Satoro

GRATEFUL

# RETAIL SUCCESS



TE OMANGA HAS  
**4 SHOPS**  
ACROSS THE HUTT VALLEY AND  
AN ONLINE SHOP



**Our Hospice Shops continue to be an important source of funding for Te Omanga. As the level of concern for our environmental impact grows along with the impact of Covid-19, more and more people are donating to and buying from our Hospice Shops.**

We continued to increase visibility in our community this year by opening a new shop in Wainuiomata and moving our Petone Shop to a more prominent location on Jackson Street. All our shops are now open seven days a week.

The success of the new shops, along with our existing Lower Hutt and Upper Hutt Hospice Shops, has led to a record result for retail, ensuring the best possible financial support for the hospice.

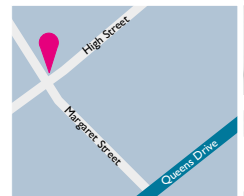
Like many retailers, our Hospice Shops temporarily closed for seven weeks when New Zealand went into Alert Level 3 and 4. To keep the hospice running, our Shop Managers were redeployed to fill essential roles as housekeepers and kitchen-hands; without them our Inpatient Unit would have closed.

Over lockdown we launched a new online shop – **shopteomanga.com** – where people can browse and purchase quality items from the comfort of their home. Women’s clothing is proving a popular category for online shoppers.

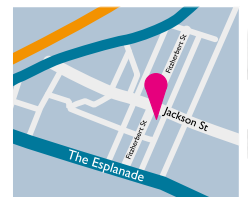
Through our partnership with the Ministry of Social Development we employed three new people in our shops, all completing their NZQA course in Retail. We are thankful for the hard work and dedication of so many volunteers who help keep our doors open.

As we recover from the impact of Covid-19, our local Hospice Shops are thankful for the support of our community. We welcome quality donations and gratefully turn them into quality care for the Hutt Valley community.

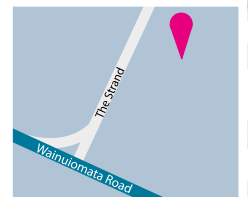
## LOWER HUTT HOSPICE SHOP



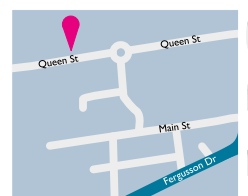
## PETONE HOSPICE SHOP



## WAINUIOMATA HOSPICE SHOP



## UPPER HUTT HOSPICE SHOP



SUSTAINABILITY





## THE KINDNESS OF VOLUNTEERS

Te Omanga Hospice is extremely grateful to the many volunteers who kindly donate their time, talent, and skills to help us provide an essential service to our community.

A major achievement this year has been the development of our hospice garden. Just one year on from the rebuild of our hospice it is looking magnificent. Patients and their families often comment on the beauty of our gardens and are surprised to learn they are nurtured and maintained solely by volunteers.

“He aroha whakatō,  
he aroha puta mai”

If kindness is sown, then kindness  
you shall receive

We received support this year from several corporate groups wanting to give back, including Pynenburg & Collins Architects who volunteered en masse to paint our lengthy hospice fence. It was a pleasure to receive the Mahi Aroha Award for ‘Reduced Inequalities’ from Te Herenga Waka Victoria University of Wellington and Volunteer Wellington in recognition of this. It celebrated how business and community groups come together in the spirit of partnership.

While it was a huge loss to our hospice having to send volunteers home during the Covid-19 lockdown, we saw an increase in the number of people wanting to volunteer afterwards. This has helped us meet the growing need for volunteers in our four Hospice Shops, which are now open seven days a week.

It was an absolute delight to see our volunteers return to work after lockdown – they were so pleased to be back, and we were very pleased to have them back! The time apart made us appreciate even more the kindness and generosity of our wonderful volunteers. Our hospice and community are so much stronger because of volunteers.



WE HAVE  
**500**   
VOLUNTEERS

WE HAVE  
**196**   
VOLUNTEERS  
IN OUR HOSPICE SHOPS



# WITH OUR GREATEST THANKS

To everyone who generously supported us in the 2019 - 2020 Financial year.

Adele Yee  
Advance Electrical Wholesalers (Lower Hutt)  
Alfred Memelink  
Allott Calvert Family Trust  
Ally Bull  
AMC Electrical Services Ltd  
Anthony Hughes  
ANZ Commercial & Agri - Wellington  
Apex Print & Design  
ArborTech Services Ltd  
Armstrong Downes Commercial Ltd  
Ashish Dhar  
Barbara Hill  
Barbara Millensted  
Bayleys Commercial Wellington  
Bert & May Wilson Charitable Trust  
Beryl McCallum  
Biddy & Richard Harford  
Bidfood  
BNI - Hutt City  
Bob & Elaine Moffat  
Brady Dyer Photography  
Brendan Foot Supersite  
Brian Cooper  
Bryan & Mari Atkins  
Bunnings Warehouse Petone  
Chalet Caterers  
Charleston Trust  
Chris & Kathryn MacKay  
Christine & Malcolm Small  
Civil Contractors Wellington Wairarapa  
Clare Stanley  
Clegg Family Charitable Trust  
Commercial Signals  
Concept Sign & Display  
Creative Mouse Design  
Crest Financial Brokers Ltd  
D & A Curnow  
Daniel Vincent  
Darin Campbell  
David Cheape  
David Meiklejohn  
Deidre & Darren Hampton-Eales  
Dilmah  
Dion Kirkwood & Michelle Hansen  
Dixon & Dunlop  
Dominator Garage Doors  
Donna Wieben  
Dorothy Hardie  
Dorothy L Newman Charitable Trust  
Doug & Gwyn Rogers  
E M Pharazyn Trust  
Eftpos & Retail Solutions  
Elaine Wallace  
Elizabeth Stevens  
Estate of Dennis Baker  
Estate of Ellen Ngaire Cooper  
Estate of Florence Quentin Davies  
Estate of Gaylene Zohs  
Estate of Gerardus Nicolaas Mulder  
Estate of Harry Pilling  
Estate of James Healy  
Estate of Marjorie Charlotte Mouat  
Estate of Maurice Victor Thorn (Morry)  
Estate of N G Baker  
Estate of Yvonne Marion Morgans  
Esther Sweet  
Executive Laundry  
Farmers Lower Hutt & Upper Hutt  
Felicity Wilson  
Four Winds Foundation  
Frances Henrietta Muter Charitable Trust  
Fulton Hogan Ltd  
G R Dobbs Charitable Trust  
Garador : Your Garage Door Specialists  
Gavin Service  
Gaynor Charitable Nominees Ltd  
Gee & Hickton - Funeral Directors  
George & Anne Scott  
Geraldine Sims  
Gerard Dewar  
Gerard Letts  
Gibson Sheat Lawyers  
Giuseppe's  
Gladys Derham  
Graeme Mitchell  
Grant Burney & Trish McCormack  
Grant Henderson  
H S Cooke Family Trust  
Harbour Asset Management  
Harbour City Funeral Home  
Hardieboys Beverages  
Harford Menswear  
Helen Miller  
Helen Regan  
Helen Rushton  
Horokiwi Quarries Ltd  
Howie Shoot  
Hutt Bowling Club (Inc)  
Ian & Yvonne Burt  
INphotography  
Irene Baker Foy Trust  
Ivan Fay  
J A Russell Ltd  
J D Dillon Contracting Ltd  
Jack Jeffs Charitable Trust  
Jan Henderson  
Janine Wojcik  
Jim & Joan Malcolm  
Joe & Clare Whelan  
John & Muriel Hopper Charitable Trust  
John Flux  
John Freeman  
JT Property Wash  
Jude Tungatt  
Judith Devereux  
Kaitlyn, Maddix & Hayze Fualau  
Keesing McLeod  
Keith & Robyn Gibson  
Kensway Property Consultants (Central) Limited  
Kerry Reedy  
Kevin & Lyncia Podmore  
Kevin & Robyn Melville  
Kevin Paterson  
King Toyota  
KLMOS Finance Limited  
Laurent Loudeac  
Leonard Monk Charitable Trust  
Lew Sutherland  
Lions Club of Eastbourne  
Lions Club of Silverstream  
Lottery Regional Community Committee  
Louise Sziranyi  
Lyna Samosir  
Malcolm & Carol Gillies  
Manish & Sonal Patel  
Marion Callus  
Mark Bramwell (Bramco)  
Mark Redman & Judith Livingstone  
Marko & Jennifer Bogoievski  
Mary & Michael Taylor  
Mary Margaret Schuck  
Mary Rundle  
Mary Wilson  
Master Plumbers, Gasfitters & Drainlayers NZ Inc.  
Matt Freeman  
Matthews & Te Huia  
Maudslay Trust  
McDonald's Hutt Valley - Chris & Liz Boon  
Merran Bakker  
MF & JC Hay  
Michael Williams Family Trust  
Miriam Stephen Charitable Trust  
Mitre 10 MEGA Petone  
Mokoia Masonic Perpetual Trust  
Moonshine Rod & Custom Club  
Music Helps  
Nathan Callaghan  
New World Hutt City  
New World Railway Metro  
New World Stokes Valley  
New World Willis Street Metro  
Nikau Foundation  
Norm & Shirley Williams  
OLI & MI Kitchen  
Ontrays Food Emporium  
O'Reilly's Garage  
Pak n Save Upper Hutt  
Park Avenue Saturday Indoor Bowling Club  
Partridge Jewellers  
Patricia O'Brien Charitable Trust  
Peak Electrical  
Peg Sargent  
Pelorus Trust  
Peryer Construction  
Peter & Judy Anderson  
Peter Hin  
Peter Leslie  
Peter Rowney  
Petone Club



Petone Dental Laboratory Ltd  
Placemakers Hutt City  
Prime Property Group  
Pub Charity  
Rangatira Investments  
Richard Taggart  
Robin & Jo Heron  
Rod & Liz Gillespie  
Roger Whitmarsh  
Ron & Fran Dixon  
Rotary Club of Eastern Hutt  
Rotary Club of Heretaunga  
Rotary Club of Hutt City  
Rozalie Brown & Whānau  
Russel Dean  
Russell & Betty Watt  
Ruth Mansell  
Rutherford & Bond Toyota  
Sandy Kincaid  
Sarah Searancke Catering  
Sharon Hendry & Ian McGregor  
Sherrington Jewellers  
Shirley Jones  
Shona McFarlane Retirement Village  
Sid & Joan Pennell  
Simon & Erina Potter  
Society of Mary Trust Board  
Soprano Petone  
Spencer Logan Valuations Ltd  
Steve Galyer  
Steve Logan  
Stevens Motors Ltd  
Summerset at the Course - Residents Association  
Sybil Lane Charitable Trust  
Sydney & Ange Cumming Charitable Trust  
Te Rā o te Raukura  
Teagle Family Trust  
The Christie Family  
The Lion Foundation  
The Surveying Company  
Thomas Dewar Sziranyi Letts - Lawyers  
Thomas George Macarthy Trust  
Tommy's Real Estate Lower Hutt  
Trish McCormack & Grant Burney  
Trust House Foundation  
Upper Hutt City Council  
Upper Hutt Club Inc.  
Upper Hutt Cosmopolitan Club  
Upper Hutt Health Centre  
Upper Hutt Yellow Bellies Rugby Team  
Urban Plus Limited  
Vodafone  
Warwick Angus  
Wayne & Annette Broughton  
Wellington Childrens Foundation Incorporated  
Wellington Hospitality Group  
Wendy & John Noble  
Whiting Financial Services  
William Noel Pharazyn Charitable Trust

Thank  
you

**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 really appreciate your  
support and generosity.

## MARION'S STORY



**As I sat with Margaret, the effect of her medication had worn off and her distress caused by severe and unremitting pain tore at my heart. “Please ask for more pain relief, Marion” she said. Of course I did, seeking out the Staff Nurse whose response was, “she is not due for medication yet. I will give it early this time, but we can’t keep on doing this.”**

Marion was at the bedside of her dear friend and fellow nurse who was dying of cancer. This brave friend was seldom free of severe pain until her death. Several days later, Marion with all her being cried “there has to be a better way!”...and there was.

On 6 September 1979 Marion Cooper opened Te Omanga Hospice, along with her husband Max and Sir Roy and Shirley, Lady McKenzie. Her vision was for people with a terminal illness to experience a more peaceful and dignified death.

Marion had trained as a nurse and after marrying Max, started a family. When she was expecting their second child, she went into premature labour and was admitted to hospital. She delivered unexpected twins, a boy and a girl. The babies lived for just 48 hours.

While the medical care provided was the best available in those days, support and assistance for grieving parents was non-existent. There was no understanding of the grief process, and Marion did not even see her son, who died first.

The funeral took place while she was still in hospital, and the twins’ ashes were scattered, leaving the family with no special place to grieve. Marion returned home to continue caring for Max’s mother, who had Alzheimer’s.

These profound early experiences contributed to Marion’s vision and passion for Te Omanga, which is still present and at the heart of what we do today.

**When recently meeting with Marion she said “I started Te Omanga so all forms of pain could be relieved for people approaching end of life.” She encouraged us not to forget the essence of hospice.**



# CHAIRMAN'S REPORT TE OMANGA HOSPICE TRUST



“Staff adapted to a new way of working to ensure they were able to continue to provide our patients with excellent palliative care.”

## 2020 will be forever remembered as the year of the Covid-19 pandemic.

At present, we in New Zealand have escaped relatively unscathed. We are all rightly proud of the efforts of the “team of 5 million”. At Te Omanga, we are equally proud of our team of 106. Virtually overnight our medical, nursing, allied health, administrative and retail staff adapted to a new way of working to ensure they were able to continue to provide our patients with the excellent palliative care service Te Omanga Hospice is renowned for.

One of the highlights of the year has been the implementation of our retail strategy. We now have a new outlet in Wainuiomata and new improved locations for our Petone, Lower Hutt and Upper Hutt stores. In addition, we are increasing our online presence. These changes are proving very successful in our effort to raise the additional funds necessary to continue the hospice's work.

Te Omanga has an army of superb volunteers. We are so fortunate to have so many and are very grateful for their ongoing support.

During the year the Board of Trustees began considering the strategic direction of Te Omanga 2020 – 2025. There are many factors which we will take into consideration from the possible economic fall-out resulting from the Covid-19 pandemic, new models of providing care, improved information systems, through to the impact of the new combined executive management structure of Hutt Valley and Capital and Coast DHBs.

I would like to take this opportunity to thank my fellow Te Omanga Trust Board Trustees and the Trustees of the Te Omanga Hospice Foundation for their support over the year and to give special thanks to Bidy Harford, our CE. Her leadership has been pivotal in our ability to provide our service.

In addition, I would like to thank our devoted team. They make Te Omanga Hospice a wonderful place to work and together they work to provide an excellent palliative care service for our community.

A handwritten signature in black ink that reads "David Young". The signature is written in a cursive, flowing style.

David Young  
Chairman  
Te Omanga Hospice Trust

# CHAIRMAN'S REPORT TE OMANGA HOSPICE FOUNDATION



“We certainly live in a great community with many, many generous people.”

Well, what a year it has been! Reflecting on last year, we proudly opened our fantastic new hospice building at 136 Woburn Road, Lower Hutt on 11 April 2019. This proved to be a hugely exciting, but challenging project for the hospice, and indeed the community we serve.

The overall cost of the project was \$10 million with the Foundation contributing \$4.3 million. The Trustees of both the Foundation and the Trust are extremely grateful to the Hutt Valley community who got right in behind the fundraising activities. We certainly live in a great community with many, many generous people.

The Foundation continues to support ongoing education of its staff with funds from the Jean Murray Nicholson Scholarship. The recipients have excelled in their studies and this has been of considerable benefit to the hospice.

The Trustees have received excellent support from the Chief Executive, Biddy Harford and the Executive Leadership Team, and wish to record our thanks to them.

I wish to also record my thanks to my fellow Trustees, Sam Knowles, Gerard Dewar, and Judy Bain for their support throughout the year. They are a great team with a wealth of experience.

As our previous Chair, Rod Gillespie, wrote in his last report to you all “Te Omanga Hospice is a charity. Its palliative care service to the community is without peer. It is to be admired and nurtured.” I sincerely agree and thank you all for your ongoing support.

On behalf of the Trustees I again wish to thank the community for its participation in this outstanding organisation. When I look across other hospices both in New Zealand and around the world, I know that it is simply the best and we will all strive to continue the great legacy.

A handwritten signature in black ink, which appears to read 'Gavin J Murphy'. The signature is stylized and fluid.

Gavin J Murphy JP DipFS  
Chairman  
Te Omanga Hospice Foundation



TE OMANGA HOSPICE TRUSTEES AND TE OMANGA  
HOSPICE FOUNDATION TRUSTEES



Back: Judy Bain, Richard Taggart, Brendon Baker, Blair Smith, Paul Mettam.  
Front: Debbie Tse, David Young (Te Omanga Hospice Trust Chairman),  
Gavin Murphy (Te Omanga Hospice Foundation Chairman), Michele McCreadie.

Absent: Marion Cooper (Patron), Keith Quinn (Patron), Sam Knowles,  
Catherine Taylor, Gerard Dewar.



Marion Cooper, Patron,  
Te Omanga Hospice Trust



Keith Quinn, Patron,  
Te Omanga Hospice  
Foundation

# CHIEF EXECUTIVE'S REPORT



“I am immensely proud of the resilience our team showed, adapting quickly to the changing situation.”

**Just one year on from the rebuild of our hospice, we didn't anticipate facing another steep challenge so soon in the way of a global pandemic. Yet through the hard work and resilience of our team, we navigated our way through adversity to provide essential care to the Hutt Valley.**

## **Essential care in a crisis**

As Covid-19 spread across the globe in March, we deployed our pandemic plan and took critical measures to keep our patients, their families, staff, and volunteers safe. Visitor restrictions and a screening process were put in place, our volunteer workforce was sent home, fundraising events were cancelled, and our Hospice Shops were temporarily closed.

It was challenging for the people we cared for. As well as facing the end of their life, patients and their family and whānau had to deal with the restrictions of Covid-19 like self-isolation and physical distancing. It was heartbreaking to see families physically separated from their loved ones during lockdown or unable to hold a funeral or Tangihanga.

Many of our team found it challenging as they worked remotely and virtually to provide care and support. It was difficult as physically connecting with people is an important part of what we do and can make a very real difference to their care.

I am immensely proud of the resilience our team showed, adapting quickly to the changing situation. It wasn't always easy or perfect, but we did our best to provide compassionate care in uncertain times and we are very grateful to our patients and families for their understanding.

## **Growing need for our service**

This year we cared for 603 patients and families compared with 414 patients and families ten years ago. There is a greater need for our service as the population ages and due to advances in medical science, there has been a notable increase in hospice care for people with non-cancer diagnoses.

In response to this growth, we continue to support GPs, the staff in Aged Residential Care Facilities and in Hutt Hospital to care for patients with palliative needs. Our integrated service means there is greater equity of access to palliative care for those who need it.

RESILIENCE



### Reviewing our strategy

We began a review of our strategic plan for 2020 – 2025. Key areas of focus are on understanding the needs of our communities to strengthen the delivery of our services, the wellbeing of staff, continuing integration with primary care, and effective use of technology to support decision making.

Our vision, purpose and goals (on page 2 of this Annual Review) have been reviewed and updated to align with our strategic direction.

Being financially sustainable continues to be a strategic priority with Covid-19 expected to have a lasting impact on our ability to raise funds. There are many unknowns as we strive to raise nearly \$3 million each year to bridge the gap between Government funding and what it costs each year to run our service.

### Thank you

I would like to acknowledge and thank staff and volunteers for their commitment to Te Omanga and for their loving care of our patients and their families. I thank the Trustees and Executive Leadership Team for their support.

40 years ago, we relied on the generosity of our community to establish Te Omanga Hospice and today is no different. Without community support, Te Omanga Hospice would not exist.

In these uncertain times, we are extremely grateful for the kindness and continued support of businesses, community groups, grant providers, individuals and families. Together we provide the essential care and support needed to help people live well and with dignity and compassion at the end of life.



Biddy Harford MNZM  
Chief Executive



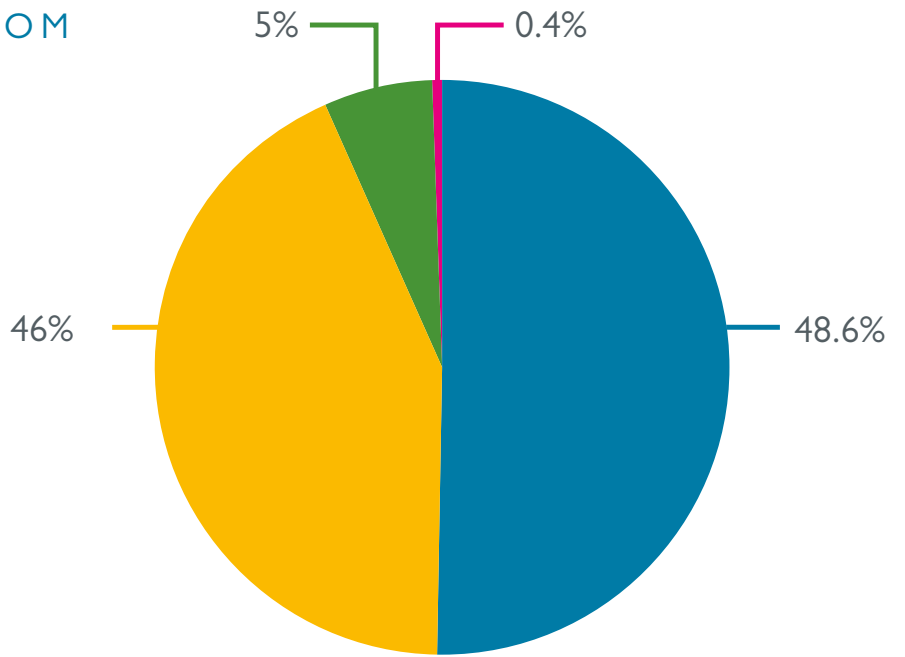
## EXECUTIVE LEADERSHIP TEAM



Peter Godden-Steele - Nursing & Clinical Support Director,  
Biddy Harford - Chief Executive,  
Denise Kramer - Support Services Director, Dr Ian Gwynne-Robson - Medical Director.

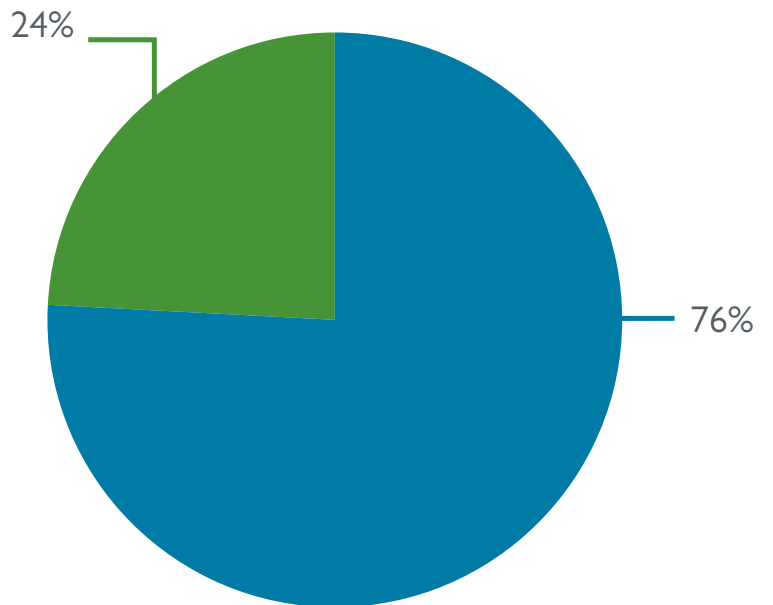
### FUNDS RECEIVED FROM

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



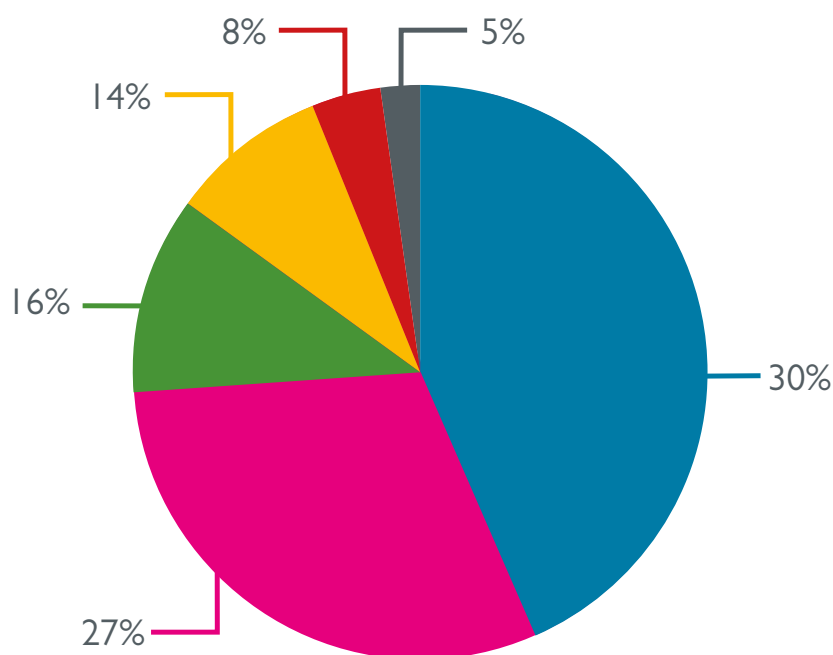
### FUNDS SPENT ON

- Salaries & Wages
- Operating Expenses



## SOURCES OF FUNDING

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



## FINANCIAL SUMMARY FOR YEAR ENDED 30 JUNE 2020

All services provided to patients and families by the Hospice are free of charge but it costs \$7.7 million to provide our services.

### TE OMANGA HOSPICE TRUST

#### Operating Income

Contract Income	\$4,895,152
Course Fees	\$7,960
Other Income	\$28,870
	\$4,931,982

Less Operating Expenses \$7,696,310

Operating Deficit (\$2,764,329)

---

Net Fundraising Income \$2,708,943

Operating Deficit (\$55,386)

---

Financial Income \$96,445

Covid-19 Wage Subsidy (one off) \$621,963

---

Net Operating Surplus \$663,022

---

### TE OMANGA HOSPICE FOUNDATION

#### Investing Income

Bequests	\$33,715
Donations	\$732,076
Financial Income	\$399,428
	\$1,165,219

Less Expenses \$418,726

---

Net Investment Surplus \$746,494

---

A full set of financial statements is available on request.



# OUR TEAM

## CHIEF EXECUTIVE

Biddy Harford MNZM

Chief Executive

---

## EXECUTIVE LEADERSHIP TEAM

Biddy Harford

Chief Executive

Peter Godden-Steele

Nursing & Clinical Support Director

Dr Ian Gwynne-Robson

Medical Director

Denise Kramer

Support Services Director

---

## QUALITY & RISK

Marie Jupp

Quality & Risk Manager

---

## NURSING TEAM: COMMUNITY

Denise Walsh

Community Palliative Care Manager

Shelley Bignell

Chris Cavanagh

Lidia Czudaj

Cathy Davel

Sarah Frith

Michelle Gibbs

Kathy Gill

Sandie Kedzlie-Wilson

Heather Lust (part of year)

Sarah McEvoy

Chris Solly

Raylene van Horik

Ida Yassein

---

## NURSING TEAM: INPATIENT UNIT

Lenore Cunningham

Inpatient Unit Coordinator

Nicola Beazley-Smith

Alannah Hill

Caroline Komene

Gemma Manning

Gabrielle Mercer

Sanae Masujima

Helen Murdie (part of year)

Laura Page

Wendy Pearce

Sherrilyn Rodgers

Debbie Salter

Rosemary Silby

Neelam Unka

Erena Whare

Lynda Wrightson

### **PALLIATIVE CARE FACILITATORS**

Sue Campbell	Upper Hutt
Erin Pomana	Central Hutt
Anna Garton	Lower Hutt

---

### **AGED RESIDENTIAL CARE**

Ros McIntosh	Clinical Nurse Specialist (Team Leader)
Melanie Humphries-Connolly	Palliative Care Nurse

---

### **NURSE PRACTITIONER**

Heather Spence	Nurse Practitioner
----------------	--------------------

---

### **CASUAL NURSING TEAM**

Pam Beirne  
Anne Edwards  
Louise Ferrari  
David Gillmore  
Maureen Ginnane-Dew  
Marian Jongepier  
Jennifer King  
Olivia Marchant  
Sarah Shellard  
Janice Wilson  
Natalie Wilson

---

### **PALLIATIVE CARE ASSISTANTS**

Lana Charlesworth  
Jill Gibson  
Beth Paddock  
Sandhya Shankar

---

### **MEDICAL TEAM**

Dr Salina Iupati  
Dr Kaye Basire  
Dr Tom Middlemiss  
Dr Siew Tan

---

### **HOSPITAL PALLIATIVE CARE TEAM**

Dr Tom Middlemiss	Palliative Medicine Consultant
Annie Hand	Clinical Nurse Specialist
Jude Pickthorne	Clinical Nurse Specialist, Nurse Leader (part of the year)
Sarah Shellard	Clinical Nurse Specialist (part of the year)

---

### **PHARMACIST**

Richard Bridge

## **FAMILY SUPPORT TEAM**

Diane Greenwood-Havea	Family Support Manager & Counsellor
Margaret Alve	Counsellor
Lynda Marino	Social Worker
Jeanette McLaughlin	Social Worker
Pip Nicholls	Spiritual Care Coordinator
Linda Olsen	Māori Liaison
Keryn Squires	Music Therapist
Serena Stace	Counsellor & Art Therapist

---

## **OCCUPATIONAL THERAPY**

Penny Broad	Occupational Therapist
Eimear Kealey	Occupational Therapist
Catherine Laverock	Occupational Therapist (part of the year)

---

## **EDUCATION**

Raelee Jensen	Clinical Nurse Educator and Education Coordinator
Kate Gellatly	Education Facilitator

---

## **CLINICAL ADMINISTRATORS**

Margret Gloag
Sally McGavin
Cheryl Thomson

---

## **SUPPORT SERVICES**

Dianne Raynes	Support Services Manager/Executive Assistant
Annie Bright	Medical & Education Secretary
Sabrina Meo	Quality & Medical Secretary
Alex Godden-Steele	Systems & IT Training Manager
Wendy Smith	Finance Assistant
Rochelle Piper	Payroll & Finance Administrator
Mark Chan	Finance Manager (part of the year)
Jodie Hague	Facilities Manager/Finance Support
Mark Rybinski	Equipment/Fleet Coordinator
Kirsty Rattray	Kitchen Manager/Exec Chef
Jan White	Kitchen Supervisor
Margaret Lissette	Kitchen Assistant
Allison McIndoe	Kitchen Assistant
Rosa Mishkin	Kitchen Supervisor (part of the year)
Betty Watkins	Kitchen Supervisor
Kaye Plunkett	Housekeeping Supervisor
Debra Crawford	Housekeeping Supervisor
Helen Hill	Housekeeping Supervisor (part of the year)
Dorothy Wilson	Housekeeping

---

## **VOLUNTEER SERVICES**

Janice Henson	Manager of Volunteer Services
Rachel Brandt	Volunteer Service Support



## FUNDRAISING, MARKETING & COMMUNICATIONS

Leanna Bruce	Communications & Marketing Manager
Kirsty Stratford	Fundraising Relationship Manager
Penelope Esplin	Regular Giving Programme Manager
Debbie Ferrel	Fundraising & Database Coordinator

---

## RETAIL TEAM

Allister Wood	Retail Development Manager
Margaret Williams	Retail Support Manager & Fundraising Ambassador – Petone Hospice Shop
Carol Joy	Petone Hospice Shop Duty Manager
Annette Morton	Petone Hospice Shop Duty Manager
Penny Muir	Petone Hospice Shop Duty Manager
Ann Topp	Petone Hospice Shop Duty Manager
Diane Shuker	Petone Hospice Shop Duty Manager
Debbie Tse	Petone Hospice Shop Duty Manager
Pam Wrigley	Petone Hospice Shop Duty Manager
Kody Loretz	Retail Manager – Lower Hutt Hospice Shop
Hannah Rumens	Assistant Manager – Lower Hutt Hospice Shop
Ashley Chapman	Retail Assistant (part of year) – Lower Hutt Hospice Shop
Antony Hughes	Retail Manager – Upper Hutt Hospice Shop
Carmen Haskell	Assistant Manager – Upper Hutt Hospice Shop
Alexandra Bruintjese	Sales Advisor – Upper Hutt Hospice Shop
Valentine Silifai	Retail Manager – Wainuiomata Hospice Shop
Eldora Matautia	Assistant Manager – Wainuiomata Hospice Shop
Rob Glen	Retail Driver
John Muir	Retail Driver
Michele Hughes	Retail Driver (part of the year)

---

## BOARD OF TRUSTEES TE OMANGA HOSPICE TRUST

Marion Cooper MNZM QSM (Patron)
David Young (Chairman)
Brendon Baker
Gerard Dewar
Michele McCreddie
Paul Mettam
Gavin Murphy
Blair Smith
Richard Taggart
Catherine Taylor
Debbie Tse

---

## BOARD OF TRUSTEES TE OMANGA HOSPICE FOUNDATION

Keith Quinn MNZM (Patron)
Gavin Murphy (Chairman)
Judy Bain
Gerard Dewar
Sam Knowles

## BANKERS ANZ

**SOLICITORS**  
Richard Martin  
Gault Mitchell Lawyers Ltd

**AUDITOR**  
Kendons Chartered Accountants



Te Omanga Hospice  
Te Whare Manaaki Tangata

“UNITY IS STRENGTH...  
WHEN THERE IS TEAMWORK  
AND COLLABORATION,  
WONDERFUL THINGS  
CAN BE ACHIEVED”

- Mattie Stepanek

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

Connect with us



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