



Te Omanga Hospice
Te Whare Manaaki Tangata

EMBRACING CHANGE

ANNUAL REVIEW
2020-21



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.”

OUR VALUES

RESPECT

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

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.

COMPASSION

Honesty, Empathy, Courage, Positivity, Resourceful.

OUR HISTORY

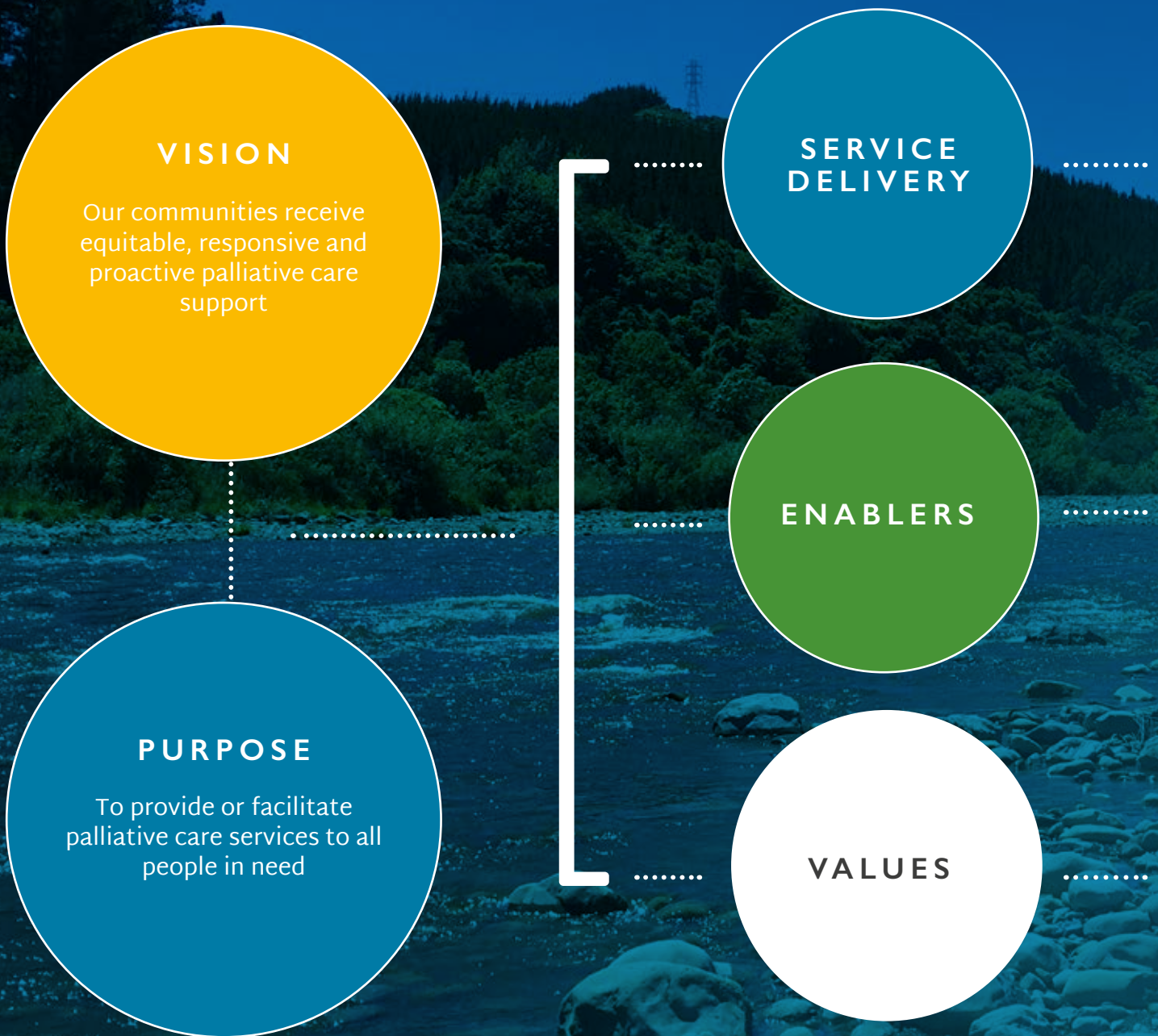
Te Omanga Hospice opened its doors to its first patient on 6th of September 1979. It was the first home-based hospice service in New Zealand to provide a programme of total care and to offer a comprehensive education programme.

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.



TE ARA KŌKIRI KIA TIKA

- THE PATHWAY TO EQUITY 2020 - 2025





Te Omanga Hospice
Te Whare Manaaki Tangata

To provide equity of outcome, recognising cultural, ethnic and social needs

To engage with our communities to understand their needs and strengthen the delivery of services that meet these

To work collaboratively with all health and social care providers to ensure our communities receive the care and support they need

To grow our knowledge through research and education to strengthen the quality and delivery of care

PEOPLE

- A healthy and sustainable workforce
- A great place to work
- People aligned with Strategic Plan and Hauora 5x5

TECHNOLOGY & PROCESSES

- Effective systems
- Efficient and effective operating model work

MARKETING & PR

- Enhanced brand reputation
- Increased community awareness

FINANCIAL SUSTAINABILITY

- Aroha and support of our community
- Sufficient capital in Trust and Foundation work

COMPASSION

RESPECT

PARTNERSHIP

LEARNING

I WILL ALWAYS BE GRATEFUL TO TE OMANGA HOSPICE...



On 10 September 2020 at 8:40pm I lost the man I loved. He passed away at home with those he loved around him. His wish was to die at home, and I feel so lucky to have been able to honour this. He lived the last months of his life fully and with such independence and dignity thanks to the solid and respectful support from Te Omanga Hospice.

A year earlier we received the devastating news Daniel had an aggressive glioblastoma; a brain tumour. If you have been in this position you will be well aware of how life-wrenching news like this can be. If you have never been in this position, I pray you never will be. It is impossible to describe how the news explodes your world. Our present, our future, our everything was in an instant unrecognisable.

We assumed at diagnosis we would kick the odds given how incredibly fit and healthy Daniel was. He served in the Air Force and ran or went to the gym most days. He ate healthily and lived an amazingly balanced life. He was surrounded by incredible family and friends. I have twenty years of knowledge and experience in neuroscience and how stress impacts brain development. Together, how could we not defy all the odds?

Unfortunately though, Daniel's tumour progressed faster than anyone expected. It is fascinating how, despite all the information professionals had given us, our brains have a way of filtering it to make it palatable for the soul. We kept believing we would make it, until the truth became too glaringly obvious to avoid.

It was whilst on a quick holiday in the Wairarapa that it all got very real. Daniel had three consecutive seizures, which was incredibly scary and made us

start feeling more vulnerable. It was at this time we realised we needed additional support.

Te Omanga Hospice had been there in the background, but we hadn't connected with them as it almost felt like that would be 'giving up'. We were offered a visit, we accepted, and it was nothing like I expected. The end is never ever going to be easy, but I realise now the more realistic we are during the process, the more we can do what needs to be done while we have the ability. It was a change from denial to acceptance, and the hospice helped us get there, gently and supportively.

The hospice listened to everything Daniel desired. It wasn't much, he was a low maintenance kind of guy. When we engaged a counsellor from hospice, I so wished he had met her earlier. He got so much from his time with her. Daniel needed someone who was comfortable to talk with him about how he was feeling and what he was afraid of. Hospice deals with death, they know it, they understand it.

They increased our independence by ensuring we had medication for seizures and taught me what I needed to do and when. I was then more confident when we went for walks, for coffee, or visits with friends. I also knew I could call them any time, day or night for advice.



"Throughout the next two days, as we watched this beautiful man leave us, hospice was there if we needed them, but gave us the space we desired too."

Even my middle of the night calls, of which there were many, were always greeted with respect and tolerance. If I was upset, reassurance was there. If I just wanted to check information, again and again, there was always patience and compassion, and above all else, excellent advice.

By anticipating and supporting all my fears (the rational and irrational ones) hospice increased Daniel's quality time with me, with his gorgeous mother and family, and his incredible friends who surrounded him.

When Daniel slipped into a coma, hospice again gave us a choice to stay home or go into their amazing facility. It was Daniel's wish to stay at home, so that is what we did. Hospice respected this. Throughout the next two days, as we watched this beautiful man leave us, hospice was there if we needed them, but gave us the space we desired too.

I will never be okay with losing this incredible man, of losing the future we dreamed of together. But I will always be grateful to Te Omanga Hospice for ensuring the time we had together was of maximum quality. And afterwards, on this long journey of grief that I continue on, it is the memories that I can hold on to, when I can't hold my Daniel.

Kathryn



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

IN A YEAR




OUR NURSES MADE
5,487 VISITS
TO PATIENTS IN
THEIR OWN HOME

THERE WERE



191
ADMISSIONS
TO OUR INPATIENT UNIT

26%
OF PEOPLE 
WE CARED FOR HAD A
NON-CANCER DIAGNOSIS


WE PROVIDED CARE
FOR AN AVERAGE OF
160 DAYS 
PER PATIENT



OUR YOUNGEST PATIENT WAS
5 YEARS OLD AND OUR OLDEST
PATIENT WAS **100** YEARS OLD

THERE WERE 
187 PATIENTS
ON OUR PROGRAMME
AT ANY ONE TIME

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

WE SUPPORTED
45%  **OF PATIENTS**
SO THEY COULD DIE IN
THEIR OWN HOME

 WE CARED FOR
558 PATIENTS
& THEIR FAMILIES



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.

PARTNERING WITH AGED RESIDENTIAL CARE FACILITIES

A team of three specialist palliative care nurses from Te Omanga Hospice visit Aged Residential Care Facilities (ARC) in the Hutt Valley on most days of the week. The philosophy of our 'Aged Care Team' is that all older people deserve to live well until they die and can do so when they receive positive, compassionate, and quality care.

The role of this team is to support ARC staff to provide quality end of life care for residents living in facilities and to ensure they have access to specialist palliative care if needed. The team also provides emotional and spiritual support for residents and their families.

This year we have focused on the "whole team" giving holistic care. Our clinical education and training groups for care staff and nurses, and ongoing support for GPs continues. Our team now attends multi-disciplinary meetings at some facilities and has palliative registers at others. We have trained four new Palliative Care Link Nurses this year to provide ongoing links to the facilities, and we continue to run reflective debrief groups.

We acknowledge the incredible work our colleagues in ARC accomplish and are privileged to be part of this by working in partnership with them.

WE PROVIDED
ADVICE AND
SUPPORT TO

 211

PATIENTS
LIVING AT AGED
RESIDENTIAL CARE
FACILITIES IN THE
HUTT VALLEY

PALLIATIVE CARE IN HOSPITAL

Te Omanga Hospice has a dedicated Hospital Palliative Care Team at Hutt Hospital. They are permanently based in the hospital to provide palliative care input to any patient regardless of their age, disease or 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.

This year the hospice worked in collaboration with the Respiratory Department at Hutt Hospital on a new initiative to help patients with lung conditions manage chronic breathlessness. Outcomes include increasing our understanding of breathlessness in palliative care patients. A Chronic Breathlessness Programme has been established and is gaining momentum with positive feedback received.

INTEGRATION WITH GPs

It was another exciting year working in partnership with Primary Care. Our Palliative Care Facilitators (PCF) have continued to work on strengthening our relationships with GPs, Practice Nurses and Palliative Care Link Nurses in the Hutt Valley. We are now in the review stage and are evaluating our successes and challenges to see what we have achieved and what we need to continue working towards.

Whilst we have had some changes in the people in our PCF roles, they are now a firmly embedded and recognised part of our service. They are on the front line in Primary Care helping to support our community as specialist nursing representatives of Te Omanga Hospice. They also have strong relationships with other specialist services.

As a team we learnt a lot in 2020 thanks to Covid-19. Whilst we are all still feeling the effects, we have learnt new approaches to working in an integrated model of care and are looking forward to what lies ahead so we can stay one step ahead.

WE PROVIDED
CONSULTATION
& ADVICE FOR

303

PATIENTS

AT THE HUTT
HOSPITAL

WE PROVIDED
CONSULTATION
& ADVICE FOR

295

PATIENTS



IN CONJUNCTION
WITH GPs IN THE
HUTT VALLEY

SUPPORTING FAMILIES AND WHĀNAU

Te Omanga Hospice's 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, physiotherapy, counselling, social work, spiritual care, whānau support, bereavement care and biographies.

This year we added physiotherapy to our Family Support services. While some people may think physiotherapy is only used for sports injuries or bad backs, it can also be used in palliative care by assisting patients with issues like breathlessness, fatigue, muscle weakness and general deconditioning. Our physiotherapist provides education and practical advice to patients and families on daily tasks and safety, along with designing individualised exercise programmes if required.

We undertook a review of our Occupational Therapy services and equipment this year, updating old equipment and installing a system to support loan of equipment. We are incredibly grateful for the support from our community in funding equipment so patients can quickly get what they need, when they need it, to maintain their independence and dignity when being cared for at home.

Our community liaison with the help of a social work student led a project to explore the ways we can ensure those needing psychosocial palliative care in the Hutt Valley have ease of access to these services.

Growing housing challenges and Covid-19 have affected peoples' socioeconomic wellness, adding complexities to their care. With a greater number of referrals and more complex care, we've been looking at ways we can respond by working smarter, in collaboration and partnership, clarifying processes and measuring acuity levels, and recruiting.

Along with providing services to patients, families and their whānau, our Family Support Team continued to contribute to the education programme at Te Omanga Hospice and community events. This included blessing the bricks at the Garden of Appreciation, a children's remembrance workshop in collaboration with Mary Potter Hospice, and two remembrance services for those whose loved ones had died during the year.

We held a special blessing of our Pou, Kaitiaki (guardian) and Mātauranga Māori (wisdom). The Pou were gifted to us and placed either side of the lift in the original hospice building, travelled with us to our temporary hospice in Britannia Street and now reside either side of the main entrance to our building, Te Kahui Ngakau Aroha.



IN A YEAR...

OUR FAMILY SUPPORT
TEAM MADE

646 VISITS
TO PATIENTS IN
THEIR OWN HOME

 **171**
PATIENTS

AND THEIR FAMILIES
RECEIVED ART THERAPY
AND MUSIC THERAPY

OUR SOCIAL WORKERS
SUPPORTED

 **226**

**PATIENTS AND
THEIR FAMILIES**

164 

PATIENTS RECEIVED
SUPPORT FROM OUR
OCCUPATIONAL
THERAPISTS


257 
PATIENTS
AND THEIR FAMILIES
RECEIVED COUNSELLING


 **55**
PATIENTS
RECEIVED SUPPORT
FROM OUR SPIRITUAL
CARE COORDINATOR


40 **PATIENTS** 
AND THEIR
FAMILIES RECEIVED
SUPPORT FROM
OUR MAORI LIAISON

WE COMPLETED
26 **BIOGRAPHIES**
TAKING **840**
HOURS 



317 HOURS
OF 
INTERNAL
PROFESSIONAL DEVELOPMENT
FOR TE OMANGA HOSPICE
CLINICAL STAFF

162 
PATIENTS
ATTENDED
THE 'WHERE THE LANDSCAPE
LIES' COURSE

155 
FAMILY CARERS
ATTENDED
THE 'MAP THROUGH THE
FOREST' COURSE

WE DELIVERED
EDUCATION
WORKSHOPS TO
90 HEALTH +++
469 PROFESSIONALS
AND STUDENTS

37 
TRAINED PALLIATIVE CARE
LINK NURSES WORKING IN
THE HUTT VALLEY

LEARNING, KNOWLEDGE AND COMPASSION

We have continued to provide education for staff, patients and their whānau during Covid Alert Levels. We worked with the restrictions, although some courses had to be rescheduled and our biennial Changing Minds Conference was postponed until October 2021.

Our programme provided education and learning opportunities for clinical staff, health professionals, patients and their family and whānau, and anyone with an interest in palliative care.

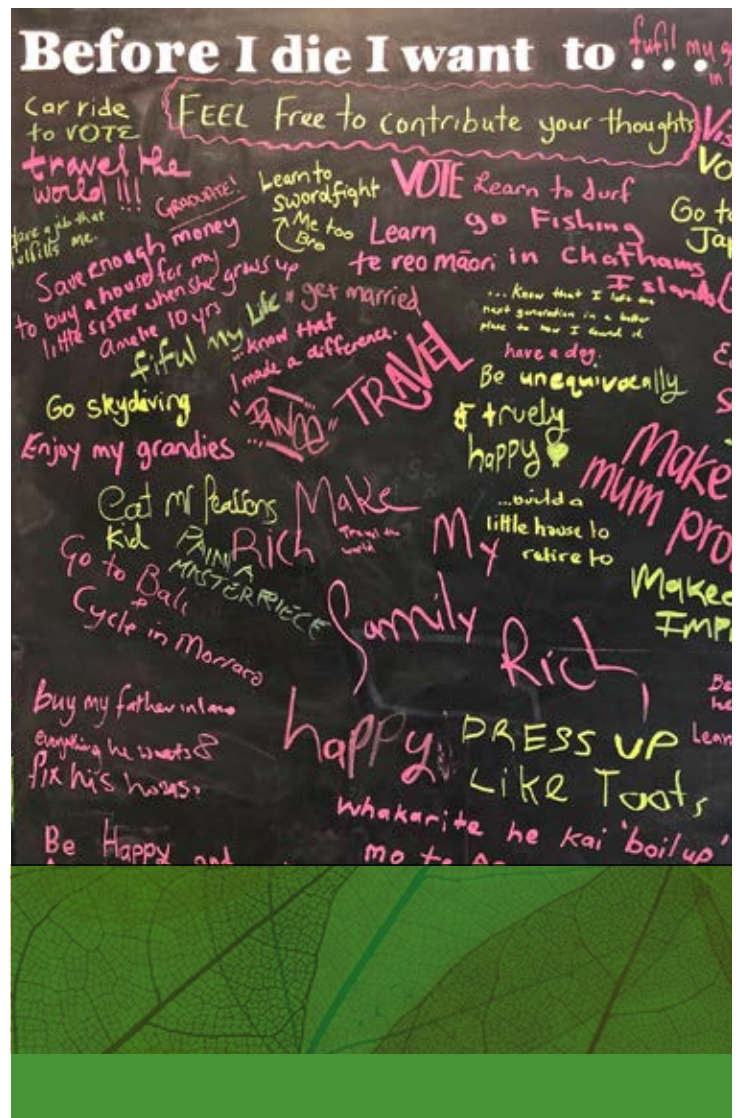
We continued to offer our Palliative Care Link Nurse (PCLN) training to maximise the quality of palliative care in the Hutt Valley. It is pleasing to observe the positive outcomes in our community in primary settings due to an increase in the knowledge and confidence in the palliative approach and in recognising when dying is near for people.

Courses for patients and their family and whānau aimed to empower them 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.

In August 2021 our annual 'Dying to know Day' focused on raising awareness and bringing to life conversations and community action around death, dying and bereavement. Our volunteers created a blackboard as part of a global art project that invited people to contemplate death and reflect upon their lives. Originally created by Candy Chang on an abandoned house in New Orleans after the death of a loved one, there are now more than 5,000 walls in 78 countries and 36 languages.

It was encouraging to see so many people from our community engage with the wall, which travelled to four libraries in the Hutt Valley. We also held a musical evening entitled 'Lyrical Lament' for World Hospice and Palliative Care Day, which highlighted grief and loss in our community. We were the only hospice to participate in this global event.

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.





\$300,434

was raised from our Hearts of Gold Vintners' Lunch 2021

\$61,000

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

\$52,015

was raised from Farmers 'Trees of Remembrance' and hospice baubles





FUNDRAISING IN UNCERTAIN TIMES

It was an uncertain start to the year with the impact of Covid-19 on fundraising and our generous community of supporters a big unknown. Following a year of cancelled events, we were feeling the effects. Yet it was vital we continued to raise enough funds to support our essential service, which operates regardless of the Alert Level we were at.

The postponement of the Vintners' Lunch in July 2020 led to a smaller event 'The Long Italian Lunch' being organised in a short timeframe. While it was well attended and a wonderful way to gather together to celebrate, it wasn't without its challenges. Changes in Covid-19 Alert Levels meant the event date moved, which impacted guests and our ability to raise funds.

However, with change comes learnings and we were pleased to be able to use feedback received from the Long Italian Lunch to inform our Hearts of Gold Vintners' Lunch in 2021, which was a sell-out event and outstanding success. We enjoyed connecting with our community again through both Vintners' Lunch and our Annual Street Appeal, which was also cancelled last year.

In February, we were fortunate our keen golfers at the Te Omanga Hospice Golf Tournament in association with Kensway were able to tee off for a good cause before Alert Levels changed a couple of days later. We were also grateful to be the recipient charity of many other golf tournaments kindly organised by community groups.

Grant providers have been incredibly supportive helping cover the cost of specialised equipment, extra counselling support sessions and bereavement packs for families, vehicle running costs, other operational expenses and more.

Our Days of Care programme continues to grow with many generous people and businesses gifting Days of Care to help provide compassionate 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.

The phase out of cheques in July is expected to have an impact on donations charities receive. It is pleasing to see many of our supporters switching to other methods of payment, like depositing donations directly into our bank account or setting up automatic payments to regularly donate each month. We are always happy to assist supporters with different ways to donate.

In these uncertain times, the support of our community is crucial in helping people in need of our care and support in the Hutt Valley. We are grateful and humbled by the heartfelt generosity of our community. We value every individual who has contributed in some way this year and are thankful for our meaningful partnerships with local businesses and community groups.

**“WE ARE GRATEFUL
AND HUMBLLED BY THE
HEARTFELT GENEROSITY
OF OUR COMMUNITY”**

RETAIL SUCCESS

Our Hospice Shops continue to be a vital source of funding for Te Omanga, helping deliver much-needed care and support to people living with terminal or life limiting illnesses in the Hutt Valley.

While there was uncertainty around the impact of Covid-19 at the beginning of the year, the end of the year finished well with a record result for our Hospice Shops. The funds raised ensure the best possible financial support for the hospice.

Our Hospice shops in Petone, Wainuiomata, Lower Hutt and Upper Hutt continue to be well supported by our generous community. The relocation of our Petone Hospice Shop to Jackson Street is proving popular with sales exceeding expectations.

As the level of concern for our environmental impact grows, so does the support for our Hospice shops. We are fortunate to receive donations of quality furniture, with many older pieces entering

our furniture restoration workshop for a new lease of life. This is part of our focus on sustainability; protecting our natural environment and reducing waste to landfill.

Our partnership with the Ministry of Social Development has continued with people gaining retail skills and experience within our Hospice shops. We are sincerely thankful for the hard work and dedication of our volunteers who contribute greatly to the smooth running of our shops.

We have continued to expand by acquiring another vehicle and leasing a warehouse to cater for the growing number of items kindly donated. We welcome quality donations and take pride in turning them into quality care for the Hutt Valley community.



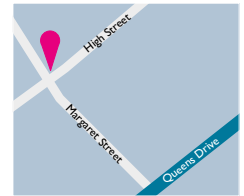
TE OMANGA HOSPICE HAS
4 SHOPS
ACROSS THE HUTT VALLEY AND
AN ONLINE SHOP



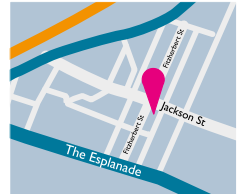


171  **PEOPLE**
VOLUNTEER
 IN OUR HOSPICE SHOPS

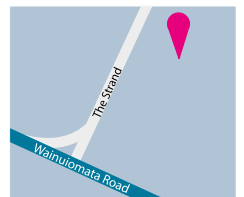
LOWER HUTT
 HOSPICE SHOP



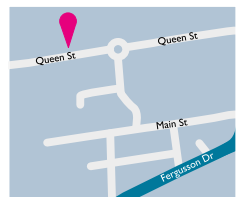
PETONE
 HOSPICE SHOP



WAINUIOMATA
 HOSPICE SHOP



UPPER HUTT
 HOSPICE SHOP



“IF YOU HAVE BUILT
 CASTLES IN THE AIR, YOUR
 WORK NEED NOT BE LOST;
 THAT IS WHERE THEY
 SHOULD BE. NOW PUT
 THE FOUNDATIONS
 UNDER THEM.”

- Henry David Thoreau



WITH OUR GREATEST THANKS

To everyone who generously supported us in the 2020 - 2021 Financial year.

Action Civil Limited
Action Tyres
Advance Electrical Wholesalers Ltd (Upper Hutt)
Alfred Memelink
Alison King
Allan & Pauline Hewson
Althea Lord
Andrea & Anthony O'Connell
Andrew Bascand
Anne & Keith Quinn MNZM
Anthony Hughes
ANZ Business - Wellington
ANZ Staff Foundation
Apex Print & Design
Armstrong Downes Commercial Ltd
Barbara Millensted
Bayleys Real Estate Limited - Wellington
BedsRus Thorndon Quay
Ben Hawan
Betty Watt
Biddy Harford
BNI - Hutt City
Bob & Elaine Moffat QSO
Brad Chittick Ray White Masterton
Brady Dyer Photography
Brendan Foot Supersite
Brian Cooper
Brian James
California Garden Centre Lower Hutt
Capital Mobility Ltd
Carl & George Longstaff
Cascade Charters
Chalet Caterers
Chris & Kathryn MacKay
Chris & Liz Boon
Chris Mackay Financial Planning
Chris Moore
Christine & Malcolm Small
Clare Stanley
CK & Co Realty
Clegg Family Charitable Trust
Commercial Signals
Craig Stone
Creative Mouse Design
Darin Campbell
David Cheape
David Daily Charitable Trust
Des Walsh - Central Forklift Group Ltd
Dilmah New Zealand Limited
Dominator Garage Doors
Donovan Family Charitable Trust
Door City Wellington Limited
Dorothy L Newman Charitable Trust
Dr M S & Mrs M J Taylor
E J & M C O'Brien Trust
E M Pharazyn Trust
Eastbourne-Bays Community Trust
Eftpos and Retail Solutions
Estate of Alison Jane Simpson
Estate of Benjamin Bousefield Creagh
Estate of Craig Dalton Lindsay
Estate of Daniel Lazet
Estate of David Joseph Cullen
Estate of Dorothy May Hardie
Estate of Ellen Ngaire Cooper
Estate Of Gillian Sophia Watt
Estate of Glenda Carol Foster
Estate of Graham John Caird
Estate of Irene W Young
Estate of Paul Francis James Clarke
Estate of Ronald Charles Sheppard
Estate of Suzanne Frances West
Executive Laundry
Faisandier Group Limited
Farmers Queensgate Lower Hutt
Farmers Trading Co Upper Hutt
Farmers Trading Company Ltd
Field & Green
Fix Federation
Frances Henrietta Muter Charitable Trust
Fulton Hogan Ltd
G R Dobbs Charitable Trust
Gavin Service
Gaynor Charitable Nominees Ltd
Gee & Hickton - Funeral Directors
Georgia Dearnis
Gerard Dewar
Gerard Letts
Gibson Sheat Lawyers
Gilmour Consulting Ltd
Gilmours Wholesalers
Gina Gambitsis
Glen & Maria O'Toole
Graeme Mitchell
Grant Henderson
Harbour Asset Management
Harbour City Funeral Home
Harford Menswear
Helen & Mike Williams
Heretaunga Bookfest Charitable Trust
Hiremaster Event and Party Ltd
Horokiwi Quarries Ltd
H S Cooke Family Trust
Hutt City Council
Hutt Mana Charitable Trust
Ian McGregor & Sharon Hendry
Ian Robertson
Insurance Market
Isaac Taylor
Ivan Fay
Jack Jeffs Charitable Trust
Jan Heine
Janice Henson
Jit & Jiggy Govind
Jo & Matt Humphrey
Joel Bull
John & Jan Henderson
John Dillon
JT Property Wash
K J & L M Burns
Kāpura
Kaye Basire
Keith & Robyn Gibson
Kensway Property Consultants (Central) Limited
Kevin & Lyncia Podmore
Kevin & Robyn Melville
Kevin Anderson
King Toyota
KLMOS Finance Limited
Laurent Loudeac
Lighthouse Cinema
Lions Club of Silverstream
Live Wires
Lizzie Beere
Lottery Grants Board
Louise Sziranyi
Lower Hutt Event Centre
Lyna Samosir
Lynn Angus
Malcolm & Carol Gillies
Malcolm McIntyre
Manish & Sonal Patel
Mark & Leanne Hourigan
Mark Bramwell - Bramco
Marko & Jennifer Bogoevski
Mary Rundle
Matt Freeman
Max & Dianne Quin
Maycroft Construction
McDonald's Hutt Valley Restaurants
Michael & Jenny Jameson
Michael Williams Family Trust
Michelle Simpson
Mitre 10 MEGA Petone
Mokoia Masonic Perpetual Trust
Moonshine Rod & Custom Club
Moores Valley Nurseries
Moses Chan
Joe & Clare Whelan
Matt & Rebecca Reed
Graham & Jennifer Wigley
Jim & Joan Malcolm
Nancy Staples
New World Hutt City
New World Willis Street Metro
New Zealand Community Trust
Nicki Slater
Norm & Shirley Williams
Normandale School
NZ Vehicle Distribution
Oli & Mi
Ontrays Food Emporium
PAK'nSAVE Upper Hutt
PAK'nSAVE Petone
Pam Wright

Patricia Millar
Patricia O'Brien Charitable Trust
Paul & Stefania May
Paul & Vanessa O'Reilly
Paulas Home & Living
Peak Electrical
Pelorus Trust
Peter & Judy Anderson
Peter & Julie Savage
Peter & Susy McGuinness
Placemakers Hutt City
Quality Demolition and Contracting Ltd
Rangatira Investments
Ray Hyndman
Ray White Kemeys Brothers
Red Knights Firefighters Motorcycle Club
Richard Taggart
Rita Patel
Rod & Liz Gillespie
Rod Preston
Ron & Fran Dixon
Rotary Club of Heretaunga
Rotary Club of Hutt City
Rotary Club of Hutt River Valley
Rotary Club of Petone
Rotary Club of Upper Hutt
Rozalie Brown
Rudi & Barbara van Baarle
Safari Real Estate Ltd, Tommy's Lower Hutt
Salina Iupati
Sally Curtis - Propad Ltd
Sandy Kincaid
Sarah Searancke Catering
Sarin Hotels
Shane Rangihaeata
Sharlene Winikerei
Sherrington Jewellers
Sheryl Robertson
Shirley Farquharson
Shirley Jones
Simon & Erina Potter
Sir Somerford & Leonie, Lady Teagle
Society of Mary Trust Board
Soprano Petone
Steadfast Foundation
Stephen & Diane Cummings
Stephen & Gillian Goodman
Stephen Fitzjohn
Stephen Lucy
Steve Galyer
Steve Joll
Sumati Govind and Waka McKay
Sutherland Self Help Trust
Suzanne Hills
Sybil Lane Charitable Trust
Sydney & Ange Cumming Charitable Trust
T H P Gilbert
Tania Davis
Team Ledger Harcourts

The Lion Foundation
Thelma Brabyn
Thomas George Macarthy Trust
Tony & Erica Doile
Trudy Donovan
Trust House Foundation
Ty Gill
Unichem High Street Pharmacy
Upper Hutt City Council
The Upper Hutt Club Inc.
Upper Hutt Health Centre
Upper Hutt Yellow Bellies Rugby Team
Valley Three Putt Club
W M Bamford & Co Ltd
Wellington Children's Foundation
Whiting Financial Services
Wikki Wikki
William Noel Pharazyn Charitable Trust
Winton & Margaret Bear Charitable Trust
Xin Huang
Zircon Properties Ltd

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
your support and generosity is
greatly appreciated.

CELEBRATING THE LIFE OF MARION COOPER

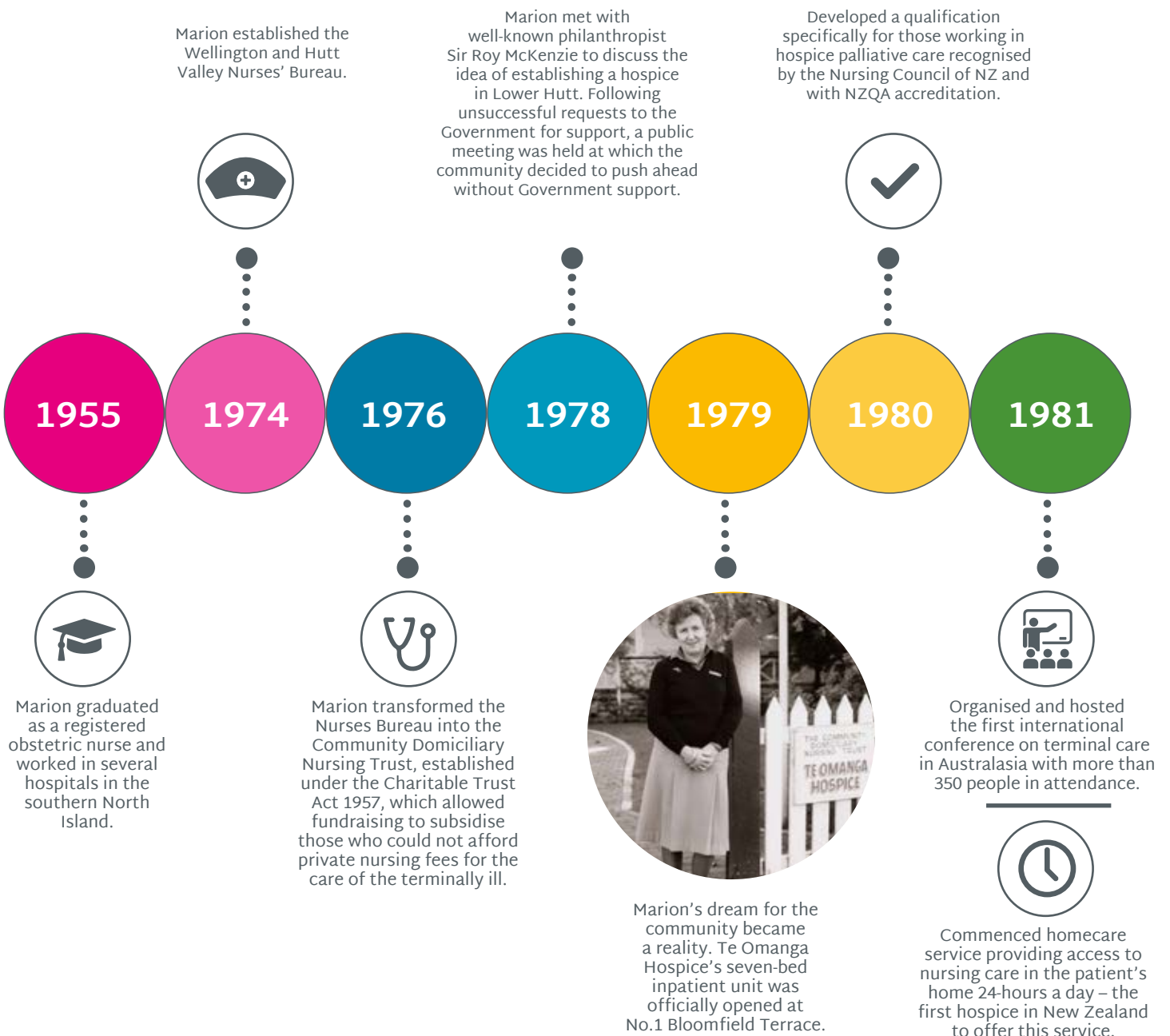
MNZM QSM 12.5.1932-14.12.2020



Marion Cooper was a pioneer of hospice and palliative care in New Zealand and the driving force behind establishing Te Omanga Hospice, along with her husband Max and Sir Roy and Shirley, Lady McKenzie.

Marion relentlessly campaigned for the needs of terminally ill cancer patients because of the experience of a friend and fellow nurse who was dying of cancer. She transformed the way we provided care to people, and their families, living with terminal or life limiting illnesses. Marion's focus was always on the person being at the centre of care, regardless of their circumstances, and this is still at the heart of what we do today.

On behalf of the hundreds of people who have worked for the hospice and the thousands who have benefited from her vision, passion, determination, leadership, and resulting care and support, we thank Marion for her outstanding humanitarian contribution to Te Omanga Hospice and palliative care in New Zealand.





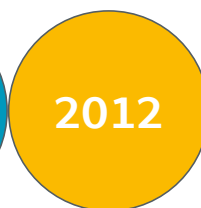
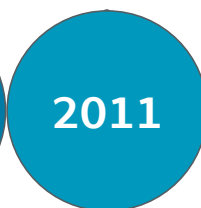
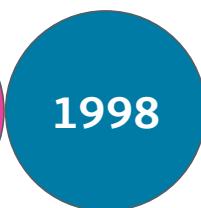
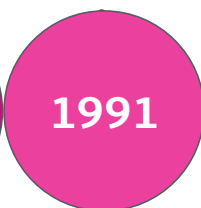
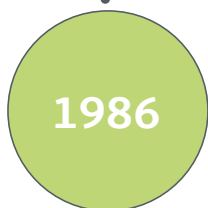
Art Therapy was introduced as grief and loss support, especially for children. Biographies were also introduced as a therapy service for patients to help them recognise the value of their lives.



Marion was awarded the Queen's Service Medal.

Te Omanga Hospice moved into its new premises at 136 Woburn Road following an intensive fundraising effort to raise funds for the purchase and renovation of the Cenacle buildings. Marion's husband Max was her secret weapon when it came to fundraising. He built strong enduring relationships with everyone and supported Marion completely.

Marion was made a Member of the New Zealand Order of Merit for services to the hospice movement.



Music Therapy was introduced as an innovative way to give patients and their families the opportunity to express their feelings and manage pain with the help of music.



Marion retired from her role as Nursing Director although continued to serve as a member of the Board of Trustees.



Marion was appointed as Patron of Te Omanga Hospice Trust.

TIMELINE



VOLUNTEERS MAKE A DIFFERENCE

Te Omanga Hospice is extremely grateful to the many volunteers who kindly donate their time, talent, and skills to help make a difference in the lives of those we care for.

While Covid-19 has impacted our community in many ways, we feel very fortunate to have a steady stream of new people wanting to volunteer for Te Omanga Hospice, along with volunteers who have served the hospice for more than 40 years.

Development of our hospice garden continued this year. The reflection pond at the back of the building was cleaned and overgrown bush cleared to make way for a new seating area, thanks to GNS Science and the Hutt City Council. The picking garden has flourished with flowers being used in posies for patient meal trays and spectacular floral displays dotted around the hospice, thanks to our creative volunteer floristry team.

It was a pleasure to welcome a special Buddha statue back to our hospice garden. The statue was donated to Te Omanga by Cameron Hislop and his family in 2014.

During the rebuild of our hospice it was cared for by Monks at Stokes Valley Monastery. Thank you to Ajahn Kusalo Abbot for blessing the Buddha, Eddie Chuah our volunteer who beautifully restored and cared for the statue, and Warren Henson for building a home to protect it.

We cherish the diversity of our volunteer team, which includes students, professionals, retirees, community and corporate groups, and people with disabilities. Many of our students have completed voluntary service in our Hospice shops, kitchen, and housekeeping to achieve their Duke of Edinburgh Award.

Our volunteers underpin and strengthen our ability to support people who need care and support. They are the backbone of the hospice, and we are thankful for all they do to enrich our lives and that of our community.



"ACT AS IF WHAT YOU DO MAKES A DIFFERENCE... IT DOES."

- William James

CHAIRMAN'S REPORT TE OMANGA HOSPICE TRUST



"A huge thanks to our wonderful community whose generous support, over another challenging year, has been remarkable."

In a year where the economic impact of Covid-19 affected so many local and family businesses, the support Te Omanga Hospice has experienced from our community has been extraordinary. Every form of giving is so precious and enables us to provide high quality palliative care to our patients and support to their families.

Te Omanga Hospice is a special place. It is here because of the vision, determination and drive of Marion Cooper - our Patron and founder, who passed away in December. Marion has left us with a lasting legacy, and it is our job to ensure the values and practice of palliative care remain strong.

Te Omanga Hospice's aim is to strengthen palliative care across our community. As well as directly providing specialist services, the hospice has continued to strengthen its partnerships with primary care providers and aged care facilities to provide them with "consulting palliative care" support. This enables other health professionals to better support their patients and enables patients to have more seamless care.

As a palliative care specialist, one of our great challenges has been working through the implications of the End of Life Choice Act. This has been, and continues to be, a testing and complex process. Planning is continuing and our approach will be driven by the values of palliative care which are fundamental to our organisation.

None of the work that we do would be possible without the dedication and professionalism of our staff and the loyalty and commitment of our vast

number of volunteers. I and my fellow Trustees would like to thank you for all that you do – through good and trying times. For us, you are all VIPs.

I would also like to express appreciation to Biddy Harford and her leadership team for deftly steering the organisation through another testing year. Thanks also to my fellow Trustees on the Te Omanga Hospice Trust Board and Te Omanga Hospice Foundation for their contribution and support. Finally, I would like to acknowledge David Young (our previous Chairperson) for his wise and considered leadership, and Paul Mettam for his pragmatic and no-nonsense contribution.

With the major health reforms ahead, I am sure next year will present another series of hurdles – with your ongoing support Te Omanga Hospice will continue to succeed.

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

Debbie Tse
Chairman
Te Omanga Hospice Trust

CHAIRMAN'S REPORT TE OMANGA HOSPICE FOUNDATION



“I wish to thank the community for its participation in this outstanding organisation.”

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.

It's hard to believe yet another year has flown by. It's now been a little over two years since we proudly opened our fantastic new hospice building at 136 Woburn Road, Lower Hutt. As a community we are very fortunate to have such a beautiful, fit for purpose facility, in an idyllic environment, which enables the team to continue to excel in the care of people living with terminal or life limiting illnesses in our community.

The Trustees of both the Foundation and the Trust continue to be extremely grateful to the community for their support. We certainly live in a great community with many generous people.

A highlight for the Foundation this year has been the performance of financial markets post the pandemic. Funds invested by the Foundation assist the hospice in managing the deficit from government funding and ensures its future sustainability. I'd like to acknowledge the team at Harbour Asset Management who continue to provide expert advice and stewardship of funds that are generously donated to the Foundation.

With Covid-19 now seemingly under control, training opportunities have been reactivated. The Foundation continues to support ongoing education of hospice 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 Foundation also supported medical staff in their research projects by providing grants from the Murray Bond Research Fellowship.

Again, this year, the Trustees have received excellent support from the Chief Executive, Biddy Harford and the Executive Leadership Team. We wish to record our thanks to them and all staff through, what has been, a particularly challenging 12 months recovering from the impact of Covid-19.

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

On behalf of the Trustees, I 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, appearing to read 'Gavin J Murphy'. The signature is fluid and cursive, written over a white background.

Gavin J Murphy JP DipFS
Chairman
Te Omanga Hospice Foundation

TE OMANGA HOSPICE TRUSTEES AND TE OMANGA
HOSPICE FOUNDATION TRUSTEES



Back: Catherine Taylor, Howard Clentworth, Blair Smith, Debbie Tse (Te Omanga Hospice Trust Chairperson), Richard Taggart, Judy Bain.

Front: Michele McCreddie, Gerard Dewar, Brendon Baker, Dianna Taylor.

Absent: Keith Quinn (Patron), Sam Knowles, Gavin Murphy (Te Omanga Hospice Foundation Chairperson)



Keith Quinn, Te Omanga Hospice
Foundation Patron

CHIEF EXECUTIVE'S REPORT



“Uncertainty is a natural part of life and with it comes positive change.”

While last year we found ourselves adapting quickly to the global pandemic, this year we have lived with the impact of Covid-19 and the ongoing uncertainty. It has continued to challenge the way we work, including disrupting our ability to raise funds to support our service. Yet uncertainty is a natural part of life and with it comes positive change.

The impact of Covid-19

As we continued to adapt to a new reality, we worked on improving our technology infrastructure to ensure our team can work wherever and whenever they are needed. This will ensure continuity of service to our community no matter what the circumstances.

We have found the need for bereavement counselling has grown this year. Extra support has been required from families who faced restrictions during the Covid-19 lockdown. The restrictions meant patients could not always be with their loved ones when they were at the end of life and funerals or Tangihanga were unable to be held.

Our usual fundraising events didn't go ahead last year. The cancellation of Vintners' Lunch planned for July 2020 saw us pivot into a smaller celebratory event, which wasn't without its challenges given the movement in Alert Levels at the time. Although Covid-19 impacted our ability to raise funds, we are incredibly grateful for the generosity shown by many people in our community.

Another impact we have felt is the shortage of nurses in New Zealand. With travel restrictions in place, fewer nurses from overseas have filled the gaps in our national health workforce. I would like to acknowledge

our dedicated nursing team for all their hard work and commitment to Te Omanga Hospice during this time.

Our strategy

We finalised our five-year strategic plan Te Ara Kōkiri Kia Tika – The Pathway to Equity 2020 – 2025. A key focus of our strategy is providing an equitable service, recognising people's cultural, ethnic and social needs. You can read more about our strategic plan on page 2 of this Annual Review.

Being financially sustainable continues to be a strategic priority with Covid-19 expected to have an ongoing impact. 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.

Service highlights

One of the highlights this year has been securing \$150,000 in funding from the Ministry of Health for 'Digitally Enabled Health Services for Primary and Community Care'. These funds will help us implement an equitable digital palliative care programme that enhances our current integrated approach. It has the potential to increase our capacity to support Primary Care providers in a variety of ways and increases access for all those who need care.

Several research projects have been undertaken by our team, including an Intranasal Fentanyl study published in the Journal of Pain and Symptom Management, and a PhD study commenced on models of community integrated care in palliative care in New Zealand.

In collaboration with the Hutt Hospital, we introduced Breathlessness programmes to help increase our understanding of breathing problems in patients with lung conditions and to help patients manage chronic breathlessness.

Our people

We farewelled three long serving staff members with over 20 year's service this year: Denise Walsh, Community Nurse Manager (40 years of service), Kate Gellatly, Education Facilitator (35 years of service) and Raylene van Horik (25 years of service). Janice Henson, Volunteer Services Manager retired after 14 years of service. Their individual contributions to palliative care and our community have been outstanding and we wish them well in their retirements.

Sadly, Marion Cooper, the Founder and Patron of Te Omanga Hospice, died on 14 December 2020. Marion was a pioneer of hospice and palliative care in New Zealand, and the driving force behind establishing Te Omanga Hospice in 1979, along with her husband Max and Sir Roy and Shirley, Lady McKenzie. Te Omanga Hospice exists because of Marion's vision, passion,

tenacity, and leadership. Her focus was always on the person being at the centre of care, regardless of their circumstances, and this is still at the heart of what we do today.

A final word

I would like to acknowledge our incredible team of people who deliver compassionate care and support to patients, families and whānau every day, and to those who support our frontline team. Thank you to the Trustees and Executive Leadership Team for their support over the year.

It was an honour to win the 2020 Wellingtonian of the Year award in the Community Service Category. The awards celebrate achievements and contributions across all sectors of the Greater Wellington community.

We are continually inspired by the kind-heartedness and generosity of people in our community. Together, we truly make a meaningful difference to those in need in the Hutt Valley. Thank you.



Biddy Harford MNZM
Chief Executive

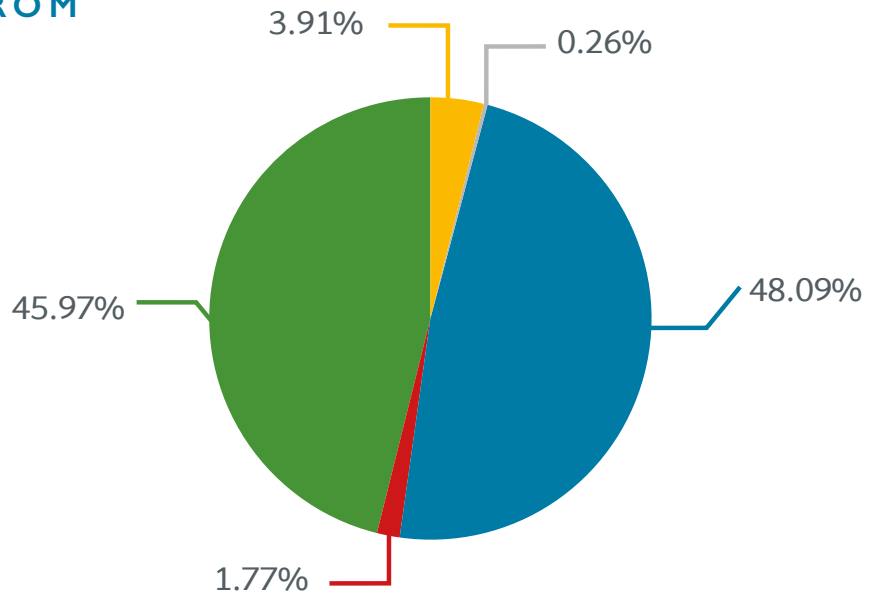
EXECUTIVE LEADERSHIP TEAM



Back: Peter Godden-Steele – Nursing & Clinical Support Director, Denise Kramer – Support Services Director
Front: Marie Jupp – Quality Director, Dr Ian Gwynne-Robson – Medical Director, Biddy Harford – Chief Executive

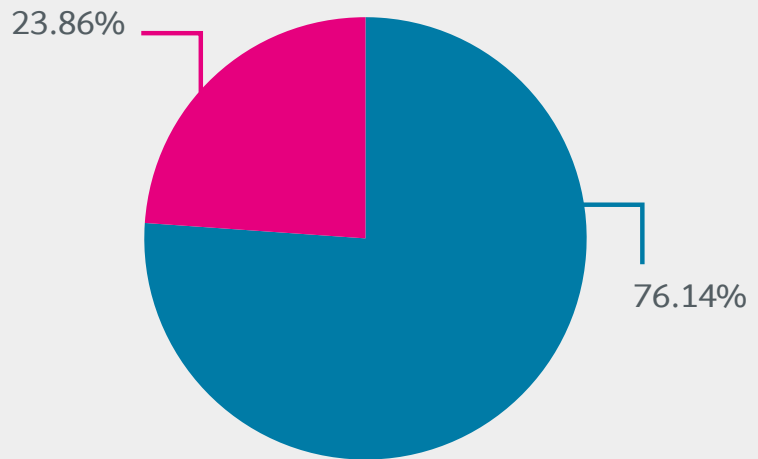
FUNDS RECEIVED FROM

- District Health Boards
- Covid Relief Funding
- Fundraising – Gross
- Investment Income
- Other



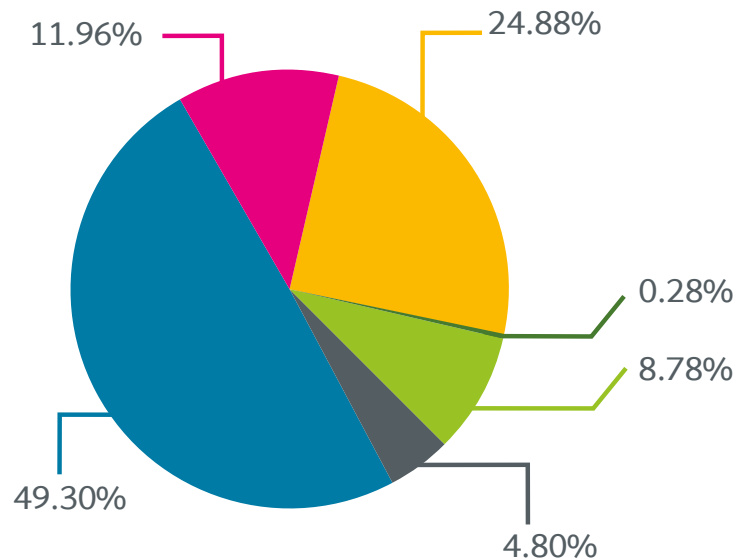
FUNDS SPENT ON

- Salaries & Wages
- Operating Expenses



SOURCES OF FUNDRAISING

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



FINANCIAL SUMMARY

FOR YEAR ENDED 30 JUNE 2021

All services provided to patients and families by the Hospice are free of charge but it costs more than \$8 million to provide our services.

TE OMANGA HOSPICE TRUST

Operating Income

Contract Income	\$5,089,011
Course Fees	\$11,309
Other Income	\$16,406
	<u>\$5,116,726</u>

Less Operating Expenses	<u>\$8,212,492</u>
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Operating Deficit	\$(3,095,767)
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Net Fundraising Income	\$3,472,604
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Operating Surplus	\$376,837
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Financial Income	\$110,640
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Covid-19 Funding Relief	\$187,367
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Net Operating Surplus	<u>\$674,845</u>
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TE OMANGA HOSPICE FOUNDATION

Investing Income

Donations	\$42,976
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Financial Income	\$302,933
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Bequests	\$560,260
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	<u>\$906,169</u>
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Less Expenses	<u>\$221,361</u>
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Net Investment Surplus	<u>\$684,808</u>
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Net Surplus (combined) (operating and investing)	<u><u>\$1,359,652</u></u>
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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

Denise Kramer

Support Services Director

Dr Ian Gwynne-Robson

Medical Director

Marie Jupp

Quality Director

Peter Godden-Steele

Director of Nursing and Clinical Support

EXECUTIVE ASSISTANT

Dianne Raynes

BOARD OF TRUSTEES: TE OMANGA HOSPICE TRUST

Blair Smith

Brendon Baker

Catherine Taylor

David Young (Chairperson part of year)

Debbie Tse (Chairperson part of year)

Dianna Taylor (part of year)

Gavin Murphy

Gerard Dewar

Howard Clentworth (part of year)

Michele McCreddie

Paul Mettam (part of year)

Richard Taggart

BOARD OF TRUSTEES: THE TE OMANGA HOSPICE FOUNDATION

Gavin Murphy (Chairperson)

Gerard Dewar

Judy Bain

Keith Quinn MNZM (Patron)

Sam Knowles

MEDICAL TEAM

Dr Kaye Basire

Registrar & House Surgeon (Rotating)

Dr Salina Iupati

Dr Siew Tan

Dr Tom Middlemiss

HUTT HOSPITAL PALLIATIVE CARE TEAM

Annie Hand

Clinical Nurse Specialist

Sarah McEvoy

Clinical Nurse Specialist

Sonya Dickens

Clinical Nurse Specialist

Dr Tom Middlemiss

Palliative Care Consultant Team Leader

NURSE PRACTITIONER

Heather Spence

PALLIATIVE CARE FACILITATORS

Anna Garton

Lower Hutt Valley

Erin Pomana

Central Hutt Valley

Sarah Frith

Upper Hutt Valley (part year)

Sue Campbell

Upper Hutt Valley (part year)

TRIAGE NURSE

Erin Pomana

NURSING TEAM: COMMUNITY

Chris Cavanagh
Chris Solly
Denise Walsh
Fiona Machin
Ida Yassein
Lidia Czudaj
Michelle Gibbs
Raylene van Horik
Sanae Masujima
Sandie Kedzlie-Wilson
Sarah Roberts
Shelley Bignell

Community Palliative Care Manager (part year)

NURSING TEAM: INPATIENT UNIT

Allanah Hill
Angela Crestani
Caroline Komene
Cathy Davel
Debbie Salter
Erena Whare
Gabrielle Mercer
Gemma Manning
Helen Jackman
Laura Page
Lenore Cunningham
Lynda Wrightson
Neelam Unka
Nicola Beazley-Smith
Rosie Silby
Sherrilyn Rodgers
Wendy Pearce

Inpatient Unit Coordinator

CASUAL NURSING TEAM

Anne Edwards
Helen Jackman
Jennifer King
Kate Strang
Pauline Wheatley
Rose Anne (Anne) Corpus

AGED RESIDENTIAL CARE

Jo Baker
Melanie Humphries-Connolly
Ros McIntosh

Palliative Care Facilitator
Palliative Care Nurse
Clinical Nurse Specialist (Team Leader)

PALLIATIVE CARE ASSISTANTS

Jill Gibson
Lana Charlesworth
Olivia Marchant
Sandhya Shankar



“IN THIS WARM ENVIRONMENT THERE ARE BENEFITS GATHERED BY THE PATIENT, HIS FAMILY AND STAFF ALIKE. THEY FORM A CIRCLE OF LOVE AND CONCERN, WHICH IS AT THE SAME TIME A CIRCLE OF STRENGTH AND SUPPORT.” - Marion Cooper

KITCHEN

Allison McIndoe
Jacqui Bardsley
Jan White
Jude Kennedy
Kirsty Rattray
Margaret Lissette
Rosa Mishkin

Kitchen Assistant
Casual Kitchen Supervisor
Kitchen Supervisor
Casual Kitchen Supervisor
Kitchen Manager/Exec Chef
Kitchen Assistant
Casual Kitchen Supervisor

HOUSEKEEPING

Debra Crawford
Dorothy Wilson
Kaye Plunkett

Housekeeping Supervisor
Housekeeper
Housekeeping Supervisor

SUPPORT SERVICES TEAM

Alex Godden-Steele
Annie Bright
Dianne Raynes
Jan Workman
Jodie Hague
Mark Rybinski
Rochelle Piper
Sabrina Meo
Wendy Smith

Systems & IT Training Manager
Medical & Education Secretary
Support Services Manager
Quality & Medical Secretary
Facilities Manager/Finance Support
Equipment/Fleet Coordinator
Payroll & Finance Administrator
Quality & Medical Secretary (part year)
Finance Assistant

FAMILY SUPPORT TEAM

Brian Phelan
Diane Greenwood-Havea
Jeanette McLaughlin
Keryn Squires
Linda Olsen
Lynda Marino
Margaret Alve
Pip Nicholls
Serena Stace

Physiotherapist
Family Support Manager
Social Worker
Music Therapist
Māori Liaison
Social Worker
Counsellor
Spiritual Care Coordinator
Counsellor and Art Therapist

OCCUPATIONAL THERAPY TEAM

Catherine Laverock
Eimear Kealey
Penny Broad

Occupational Therapist (part year)
Occupational Therapist
Occupational Therapist

CLINICAL ADMINISTRATORS

Barbara Sellers
Cheryl Thomson
Margaret Gloag
Sally McGavin (part year)

EDUCATION

Gemma Manning
Kate Gellatly
Raelee Jensen

Clinical Nurse Educator
Education Facilitator (part year)
Education Coordinator

PHARMACIST

Richard Bridge

VOLUNTEER SERVICES

Beth Paddock
Janice Henson
Rachel Brandt

Volunteer Service Support
Manager (part year)
Manager

FUNDRAISING MARKETING & COMMUNICATIONS

Debbie Ferrel	Fundraising and Database Coordinator
Kirsty Stratford	Fundraising Relationship Manager (part year)
Leanna Bruce	Marketing and Communications Manager
Matthew McCracken	Fundraising Relationship Manager
Penelope Esplin	Regular Giving Programme Manager

RETAIL TEAM

Allister Wood	Retail Development Manager
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PETONE SHOP

Anne Morton	Duty Manager
Ann Topp	Duty Manager
Carol Joy	Duty Manager
Diane Shuker	Duty Manager
Margaret Williams	Retail Support Manager and Fundraising Ambassador
Pam Wrigley	Duty Manager
Penny Muir	Duty Manager

LOWER HUTT SHOP

Hannah Rumens	Retail Manager
Jelani Haenga	Sales Advisor
Jodie Rawire	Duty Manager
Kody Loretz	Retail Manager (part year)
Rebecca Silcock	Sales Advisor

UPPER HUTT SHOP

Alexandra Bruintjese	Assistant Manager
Antony Hughes	Retail Manager
Archiek Philip	Sales Advisor
Aruai Chuot	Sales Advisor
Carmen Haskell	Assistant Manager
Dominique Russ	Sales Advisor
Kassius Moke-Morgan	Sales Advisor
Monique Falloon	Sales Advisor

WAINUIOMATA SHOP

Breeana Smith	Sales Advisor
Eldora Matautia	Assistant Manager
Filomena Moti	Sales Advisor
Shanaea Com	Sales Advisor
Valentine Silifai	Retail Manager

RETAIL DRIVERS

John Muir
Rob Glen

BANKERS

ANZ

SOLICITORS

Richard Martin	Gault Mitchell Lawyers Ltd
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AUDITOR

Kendons Chartered Accountants



Te Omanga Hospice
Te Whare Manaaki Tangata

“IF NOTHING
EVER CHANGED,
THERE WOULD BE
NO BUTTERFLIES”

- Unknown

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