

Facing challenges together for an outstanding future

Annual Review 2012-2013

Te Omanga Hospice
Te Whare Manaaki Tangata





Our History

Te Omanga Hospice commenced providing services to the Hutt Valley Community on the 6th of September 1979. It was the first home-based hospice service in New Zealand to provide a programme of total care and to offer a comprehensive education programme. The service was the vision of Marion Cooper, supported by her husband Max and Sir Roy 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.

Our Vision

Te Omanga Hospice, in partnership with the Hutt Valley community and the District Health Board will continue to be a Centre of Excellence in Specialist Palliative Care locally and as a point of reference for our New Zealand and international colleagues.

Our Purpose

To assist the terminally ill to make the most of their life that remains and to ensure that patients die comfortably, with dignity and in their own home if that is their wish. To provide support and care for the family and close friends during the patient's illness and in bereavement.

Our Values

Dignity - Working in a respectful and non judgmental way

Compassion - Being empathetic, caring and encouraging

Professionalism - Being responsible and accountable for all individual and collective actions by using our expertise with integrity

Partnership - Working together to ensure the best outcome for hospice patients and families



With our genuine thanks to ...

24 Carrot Dream Produce	Dawell Furniture Co. Ltd	GR Dobbs Charitable Trust	McCashins	Signature Promotions
Aardvark Audio	Devham Services Limited	Gaynor Charitable Nominees Ltd	McConachie Painters	Signworks
Accent on Production	Dilmah New Zealand Limited	Gee & Hickton Funeral Homes	MediaWorks - Wellington	Simply Food
ACM New Zealand Ltd	Dorothy Newman Charitable Trust	Gen-i	Mediterranean Food Warehouse	SJ Shayle-George Charitable Trust
Alfred Memelink	Dzine Signs Print on Canvas	Gibson Sheat	Mitre 10 Mega - Petone	Speights Ale House
All Electrical	EM Pharazyn Trust	Gillespie, Young & Watson	Multi Media	Storage King
Apex Print Limited	Eco Store	Godfreys	Murphy's Movers Ltd	Sweet Vanilla Cafe
Aqua Installation and Maintenance	Efficient Carrying Company	Guardian Trust	National Crime Group	Taylor Preston
Artisan Restaurant	Eftpos New Zealand	Gusto Bistro	New World Hutt City	The Angus Inn
Ashton Panel & Paint	Estate of Al Gibson	Han River Korean Restaurant	Oderings Garden Centre	The Clegg Family Charity Trust
Black Diamond Technologies Ltd (BDT)	Estate of Alison Mae Shaw	Harbour City Funeral Directors	Ontray	The Dawn Trust
Banks Group Ltd	Estate of Bernard John McAloon	Harfords Menswear	Ortega Fish Shack	The Dominion Post
Bayleys Real Estate Lower Hutt	Estate of Daphne Wong She	Hiremaster	Osteria Del Toro	The Glass Company
Bellevue Gardens Establishment	Estate of David Brian Carrad	Holy Trinity Church Avalon	PAK'nSAVE - Lower Hutt, Petone and Upper Hutt	The Jack Jeffs Charitable Trust
Bert & May Wilson Charitable Trust	Estate of Dora Anne Thompson	House of Travel - Rhind & Gardiner	Paperplus Books Lower Hutt	The Lion Foundation
Beveridge Locksmiths	Estate of EA Jackson	House of Travel Lower Hutt	Patricia O'Brien Charitable Trust	The Music Warehouse
Bidvest Fresh	Estate of Ellen Ngaire Cooper	Hurring Place (RM) Ltd	Peak Electrical	The New Dowse
Black Olive	Estate of Gwynn Frederick Walker	Hutt City Council	Peter Sayer Gloaming Foundation Trust	The New Zealand Music Foundation
Blackbaud Wines	Estate of Hazel Evelyn Dorothy Clendon	Hutt Mana Charitable Trust	Petone Workingmens Club	The Photo Warehouse
Blue Carrot Catering	Estate of Irene Piper	Hutt Valley High School	Professionals Hutt City Ltd	The Radio Network
BNI Groups	Estate of Ivan & Nancye Davis Charitable Trust	Irene Baker Foy Trust	Progressive Enterprises Ltd	The Southern Trust
BNZ Lower Hutt	Estate of Jean Murray Nicholson	Janis Bakkerij	Pub Charity	The Warehouse - Lower Hutt
Bolton Hotel	Estate of John & Muriel Hopper Charitable Trust	Kadima	Quality Demolition and Contracting Ltd	Thomas George Macarthy Trust
Brother International (NZ) Ltd	Estate of Kimball Thompson	Kelleher Charitable Trust	Randwick Meats	Unique Design and Print Ltd
Cadbury Ltd	Estate of Lillias Mavis Gillies	Kimberly-Clark New Zealand	RD Builders	Upper Hutt City Council
Caffe L'Affare	Estate of Nancy Rina Thompson	King Toyota	Rembrandt	Upper Hutt Cosmopolitan Club
Celcius Café	Estate of Rex Albert Bird	LB White Limited	Roe Print Services	Upper Hutt Leader
Chalet Caterers	Estate of Sybil Janet Lane	La Bella Italia	Rotary Club of Eastern Hutt	Valley Three Putt Club
Chilton St James School	Estate of Sylvia Irene Rosenquist	Leisure Active	Rothbury Insurance Brokers	Verve Consulting
Computer & Telephone Services	Event Cinemas - Queensgate	Life Pharmacy Queensgate	Roy & Jan Mace Charitable Trust	VFM Services Ltd
Contour Asphalts Ltd	Farmers Trading Co	Lighthouse Cinema	Sara Searancke Catering	Vibrant Hutt
Craigs Investment Partners Ltd	Frances Henrietta Muter Charitable Trust	Limelight Café	Shandon Golf Club	Westfield Queensgate
Crighton's (ITM)	Fuji Xerox New Zealand Limited	Lynn Harris (ECCC)	Shine Café	Window Treatments
Croft Funeral Home Ltd		Martinborough Wines	Shott Beverages	
Dave Hadley Tyres		Massey University		
David Daily Charitable Trust		Masterpet Corporation Ltd		
		Matterhorn		

Everyone who supports the hospice means the world to us. If for some reason your name is not captured on this list, please know that we are appreciative of your kindness to Te Omanga.



Reflecting on another year always reminds us how our work is only made possible through the kindness and understanding of individuals and businesses in our local community, trusts and foundations who share our vision and local Government who can see the value Te Omanga brings to this vibrant city.

Your support allows us to assist the terminally ill to make the most of their life.

So, to all of you, we thank you from the bottom of our hearts. Each and every piece of support, whether financial or in-kind, is treated with the utmost respect by the hospice, and it is a privilege to be able to share our journey with you.

A large part of Te Omanga Hospice is our family of volunteers, who last year contributed over 30,000 hours of their time to support our work in the community. We have volunteers who work in our retail stores, help our fundraising team, do our housekeeping, arrange flowers for patient rooms, keep our gardens beautiful, drive our patients to appointments, write biographies, assist on reception, help out with building maintenance and of course, sit on our two Boards. We just couldn't do it without you.



Te Omanga Hospice Trust

Patron and Board Members



34 years ago, Te Omanga became the first community based hospice in New Zealand.

Our journey since then has seen Te Omanga's service evolve into the comprehensive programme of care it currently provides. From day one the Hutt Valley community has supported and influenced the way our programme has evolved. Together with our skilled caring staff and volunteers we must be one of the biggest and best teams in NZ! To our hospice team and all our supporters in the wider community, I thank you for your sustained and ongoing support. In the patient's home or the peaceful setting that is Te Omanga, I believe our future remains in safe hands.

Marion Cooper
Patron
Te Omanga Hospice Trust

'There is a destiny
that makes us
brothers
None goes his way
alone;
All that we send
into the lives of
others
Comes back into
our own'

Edwin Markham.



Back : Elaine Moffat, Esther Sweet, Rob McGregor, Catherine Taylor, Paul Mettam
Front : David Young, Marion Cooper, Graeme Talbot. (Absent: Sam Knowles)

Chairman's Report



We maintained the highest possible level of palliative care to our patients and an outstanding level of support to families. Numerous messages of appreciation testified to this.

Meeting fundraising targets was a challenge in the current economic environment and with the disruptions created by a number of changes in our fundraising team. We did not achieve our targets but did very well in the circumstances due entirely to the outstanding efforts of our staff and supporters. The result is a credit to all concerned.

The Integrated Model of Palliative Care project progressed very well. It demanded an extraordinary amount of time from a large number of very busy staff and I wish to acknowledge their efforts and thank them for the progress made. The project when complete, will contribute significantly in ensuring that Te Omanga Hospice continues to have an outstanding future.

Our new cottage was opened this year and work is almost complete on the essential remedial work to our buildings. We will now commence the research to establish what needs to be done to meet additional strengthening requirements.

I wish to acknowledge the contribution from all staff during the year and for the efforts of our CEO and management team. Thank you.

Graeme Talbot
Chairman
Te Omanga Hospice Trust

Our theme for the year was 'facing challenges together for an outstanding future'. This is very apt as we had a number of major challenges during the period which were faced very effectively.





Chief Executive's Report



This year has been a year of intense activity for Te Omanga as we face the many challenges before us and embed new initiatives.

We have commenced a project on the development of a Model of Integrated Palliative Care for the Hutt Valley, reviewing the ways in which Te Omanga integrates the excellent care we provide through strategic partnerships with all other providers of palliative care in a cooperative and collaborative way, centered on the needs of the patient and their family. An underlying principle of the project is that the right care is delivered at the right time in the right place by the right person. This will ensure the Hutt Valley is well positioned for the future growth in palliative care need being forecast.

We have commenced the work to remediate the health and safety risks within our facilities. The original Art & Music Therapy cottage has been demolished and a new cottage, dedicated to our founders Max and Marion Cooper, named Cooper Cottage, has been built and was opened by the Associate Minister of Health, Jo Goodhew. The new building was made possible through the support of the Te Omanga Hospice Foundation and the many wonderful sponsors listed elsewhere within this Annual Review.

The remediation work within the main building has also commenced with three health and safety projects being undertaken. The team has continued to deliver services of the highest quality while having to work around the constant demolition and rebuilding.

The role of Clinical Nurse Specialist, Aged Care has been successfully trialed and implemented this year, and is now responsible for the oversight of all hospice patients in any Aged Residential Care Facility in the Hutt Valley.

The Te Omanga Hospice Foundation has generously provided funding to support Dr Kaye Basire as she commences her 3 years of training in Palliative Medicine.

A scholarship for the nursing and allied health staff at Te Omanga has been established through the generous bequest of Jean Murray Nicholson. The scholarship will enable our staff to have access to funding to undertake training in palliative care that will benefit both them as individuals and the organisation as a whole.

723 participants have attended the many courses on palliative care that Te Omanga offers. At the same time Te Omanga has continued to deliver the Hospice NZ Fundamentals of Palliative Care training packages to the 18 Aged Residential Care Facilities in our district.

Dr Ian Gwynne-Robson has moved into the role of Medical Director from December 2012 following Dr Lindsay Tanne's decision to step back from this role.

Mary Death joined the Te Omanga team as the Director of Nursing and Clinical Support Services in April 2013.

I acknowledge and thank our dedicated team, 96% of whom in our recent staff satisfaction survey indicated that they were proud to work for Te Omanga Hospice.

I also acknowledge and thank our committed and loyal volunteers who this year gave over 30,000 hours of their time and talent in support of our patients and their families.

Biddy Harford
Chief Executive





Te Omanga Hospice Foundation Patron and Board Members



Keith Quinn
Patron
Te Omanga Hospice
Foundation

The Te Omanga Hospice Foundation was established in 2005 to help bridge a funding shortfall of around \$2 million each year for Te Omanga Hospice. It is a separate registered charitable trust tasked with securing the financial future of the Hospice Trust. The Te Omanga Hospice Foundation is supported through membership, gifts in kind and bequests received from the local community.

It goes without saying I continue to feel an enormous sense of pride in being part of such a caring group who work so hard for people in need of care in our community.



Back row: Brian Walshe, Chris MacKay, Graeme Talbot
Front row: Rod Gillespie, Elaine Moffat, David Young.
(Absent: Gerard Dewar & John McCafferty)

Chairman's Report



I am thrilled to see the Foundation supporting the future development of Te Omanga through education for the staff and ensuring that the facilities for patients and staff are safe and fit for purpose.

Foundation accomplishments

The Foundation has very generously funded the project manager's contract costs for the development of a Model of Integrated Palliative Care for the Hutt Valley. This project examines ways Te Omanga's expertise in palliative care can be shared with other providers in a way that focuses on patient and family needs, and builds capacity in our community.

The Te Omanga Hospice Foundation has generously provided funding to support Dr Kaye Basire as she commences her 3 years of training in Palliative Medicine.

A scholarship for the nursing and allied health staff at Te Omanga has been established through the thoughtful bequest of Jean Murray Nicholson.

We have commenced a research project in partnership with University of Otago, Wellington, to monitor transition to the integrated pathway and determine the effectiveness of the new Model of Integrated Palliative Care for the Hutt Valley, with funding assistance from the Te Omanga Hospice Foundation through the Murray Bond Research Fellowship.

Rod Gillespie
Chairman
Te Omanga Hospice Foundation





Cooper Cottage

Just over 12 months ago we saw the original Art & Music Therapy Cottage demolished as it was deemed unsafe for use following a seismic assessment of our facilities. In that time we have sought the assistance of the Te Omanga Hospice Foundation to underwrite the development of this wonderful new space. Cooper Cottage has been named for, and dedicated to Max and Marion Cooper, the founders of Te Omanga Hospice.

In the 20 years of art and music therapy being offered from the cottage, many hundreds of children have benefited. Our new, bigger, purpose-built cottage has meant we can bring the other members of the Family Support Team – the Counsellor, Social Workers and the Māori Liaison together to support their collaborative and integrated approach to the care provided to patients and their families.

We acknowledge the companies, individuals and service clubs listed below who worked through the design and then the building of Cooper Cottage. Over \$50,000 of discounts, materials and free labour has been very generously donated by contractors working on this wonderful project:

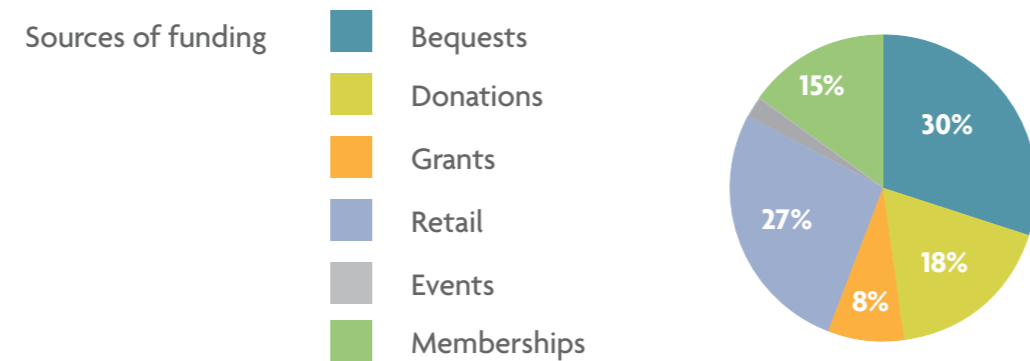
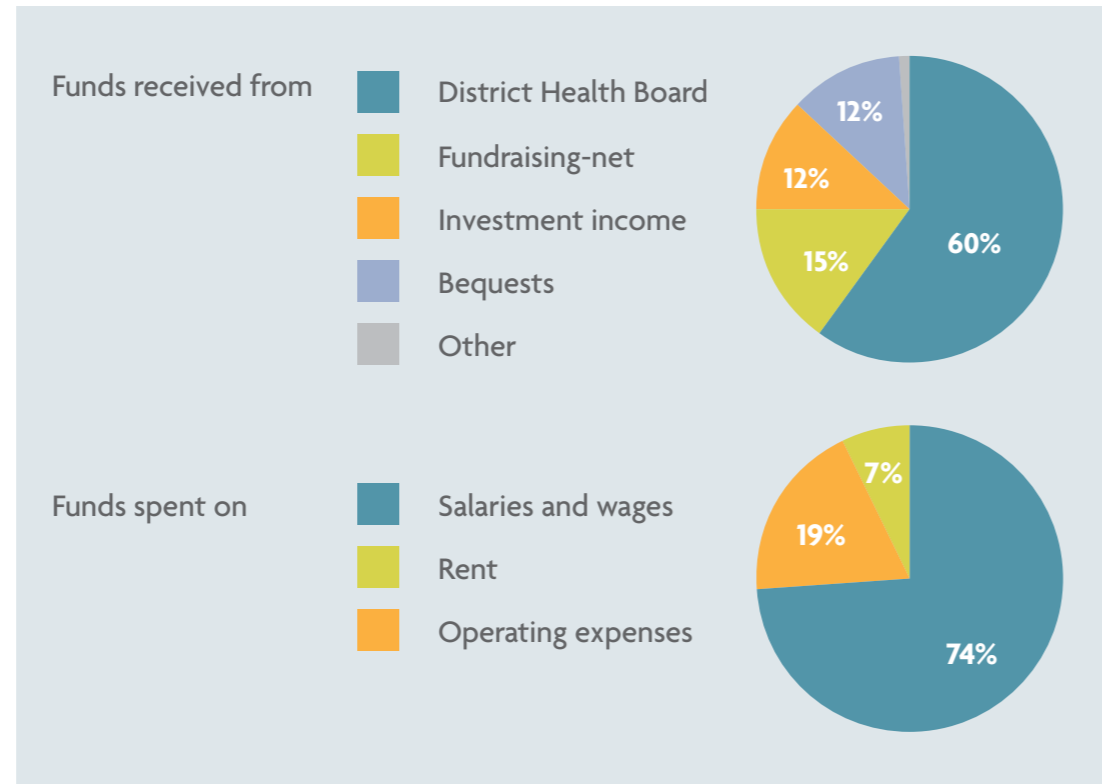
RD Builders, 1880 Cottage Co Limited, Advance Electrical Wholesalers, Apex Valves, Brockelsby Roofing Products Ltd, Carters, CJ Plasterers, Computer & Telephone, Darlington Piling, Dux Industries, Fairview Windows, Hammond Transport, Hutt City Council, Jacobsens Flooring, Jerram Tocker Barron Architects Ltd, Kapiti Fencing, Lee Turner Transport, Hutt City Council, JB Malcolm, Peak Electrical, Placemakers Seaview, Pyradeck/Acrow Limited, Quality Demolition, Quality Painting Contractors, Reid Flooring Ltd, Roil Contracting Ltd, Roofworkz, Rotary Club of Heretaunga, Spencer Holmes, Storage King, Te Omanga Hospice Foundation, The Surveying Company, Tinakori Flooring, Vidak, LB White.



Te Omanga CE Bidy Harford, Associate Minister of Health Jo Goodhew, and Te Omanga Hospice Trust Patron Marion Cooper at the opening of Cooper Cottage.



Financials at a glance for year ended 30 June 2013



Financial Summary for year ended 30 June 2013

All services provided to patients and families by the hospice are free, but it has cost more than \$5m to do so this year.

Operating income	
Contract income	4,068,284
Course fees	12,325
Other income	62,143
	4,142,752
Operating expenses	5,448,951
Operating deficit	(1,306,199)
Net fundraising income	1,250,668
Operating result	(55,531)
Investment income	1,340,577
Net income	\$1,285,046

A full set of financial statements is available on request.



Our achievements

over the past year

Te Omanga Hospice delivers palliative care across the spectrum – community home care, day care, hospice inpatient, aged residential care, Hutt Hospital and in conjunction with general practitioners.

In the 2012 - 2013 financial year we supported 401 new patients and their families with approximately 211 people on the programme of care on any given day. 32% of these patients have non-cancer diagnoses.

The comprehensive programme continued to provide high quality specialist palliative care to approximately 92 patients on any given day. These patients have intensive psychosocial needs and are imminently dying, requiring access to 24 hour support either in the hospice's ten bed inpatient unit or in their own home.

Our Homecare nurses made 7497 community visits to enable these people to stay home, and 37% of patients on the comprehensive programme were supported to die at home.

The inpatient unit operated at a 56% occupancy rate with 275 admissions a total of 2041 bed days, with an average length of stay of 8 days per patient.

The partnership programme continued to strengthen as it provided 24 hour support to the general practitioners in the Hutt Valley who care for their patients with palliative needs. The partnership nurses helped to support approximately 88 patients each day by liaising with GPs to ensure patients received the care they needed.

The Hospital Specialist Palliative Care team continued to work alongside health professionals in Hutt Hospital, offering consultancy, advice and education benefiting approximately 337 patients.

Our Palliative Care Nurse Specialist has successfully completed a trial where she provides the oversight of the clinical care provided to Te Omanga patients residing in aged care facilities in the Hutt Valley. As part of her role, she continues to provide education and support to staff in these facilities as they care for residents who may be living with a terminal illness.

We continued to provide specialist medical support to the Wairarapa palliative care service at a weekly clinic in Masterton and via 24 hour telephone support to all health professionals in the Wairarapa.

Our experienced Family Support Team provided psychosocial support to the family and friends of patients on the hospice programme of care through counselling and touch therapy, music therapy, art therapy and spiritual support.

9% of the patients receiving our care were Māori and received support from our Māori Liaison.



The Team

Chief Executive

Biddy Harford

Directors

Mary Death	Director of Nursing & Clinical Support (part of the year)
Rhondda Knox	Director of Nursing & Clinical Support (part of the year)
Katherine Monks	Fundraising & Marketing Director (part of the year)
Dr Ian Gwynne-Robson	Medical Director (part of the year)
Dr Lindsay Tanne	Medical Director (part of the year)

Administration & Funding

Jenni Anderson	Marketing & Communications (part of the year)
Emma Batt	Fundraising & Marketing Support (part of the year)
Rachael Carpenter	Donor Relations Coordinator
Christine Conroy	Medical Secretary
Christine Coulson	Retail Manager, Petone
Jenny Cronin	Finance & Administration Assistant
Rob Glen	Van Driver (part of the year)
Margret Gloag	Clinical Administrator
Carmen Haskell	Retail Manager, Lower Hutt
Helen Kelland	Fundraising & Marketing Manager (part of the year)
Sally McGavin	Clinical Administrator
Diane Phillips	Finance & Property Manager
Dianne Raynes	Executive Assistant, Support Services Coordinator
Lyndy Roberts	Hospice Secretary
Caroline Ryan	Event & Funding Administrator (part of the year)
Graeme Sinclair	Operations Manager
Rachel Skipper	Payroll and Senior Accounts
Ian Weatherall	Van Driver (part of the year)
Pam Wrigley	Retail Manager, Upper Hutt

Volunteer Services

Janice Henson Manager

Medical Staff

Dr Ian Gwynne-Robson	Medical Director (part of the Year)
Dr Kaye Basire	Medical Officer
Dr Siew Tan	Medical Officer
Dr Lindsay Tanne	Medical Director (part of the year)
Dr Barry Taylor	Medical Officer
Dr Kirsten Wadsworth	Medical Officer
Dr Angela Williams	Medical Officer

Ancillary Health Professionals

Eleanor Barrett	Occupational Therapist (part of the year)
Penny Broad	Occupational Therapist
Mary Brownlow	Art Therapist
Mary Harmer	Family Support Coordinator
Diane Greenwood-Havea	Bereavement Counsellor
Fr David Orange	Hospice Chaplain
Linda Olsen	Māori Liaison
Keryn Squires	Music Therapist
Sheryl Trigg	Touch Therapist

Palliative Care Nurse Specialists (Aged Residential Care)

Kate Gellatly
Ros McIntosh

Palliative Care Hospital Team

Winnie Graham-Smith	Palliative Care Nurse Specialist
Dr Lindsay Tanne	Palliative Care Specialist
Debbie Wise	Palliative Care Nurse Specialist

Quality & Risk

Tess Sullivan Quality & Risk Manager

Nursing Staff

Jacqueline Mathieson	Inpatient Unit Coordinator (part of the year)
Denise Walsh	Home Care Coordinator

Alison Anderson	Maureen Ginnane-Dew	Jean O'Neill
Beryl Anderson	Winnie Graham-Smith	Sherilyn Rodgers
Pam Beirne	Janny Howse	Jennifer Sage
Shelley Bignell	Raelee Jensen	Debbie Salter
Sue Campbell	Marion Jongepier	Sarah Shellard
Chris Cavanagh	Marie Jupp	Teresa Simmons
Janine Collier	Sandie Kedzlie-Wilson	Chris Solly
Kerry Cooper	Francis Knoef	Anne Stanton
Josie Crous	Kiran Lata	Damaris Thirkell
Lidia Czudaj	Heather Lust	Raylene van Horik
Joan Doyle	Ros McIntosh	Janice Wilson
Louise Ferrari	Olivia Marchant	Mary Wilson
Elizabeth Gardiner	Lorna Moir	Joanne Wilson
Michelle Gibbs		

Patron – Te Omanga Hospice Trust

Marion Cooper MNZM QSM

Patron – Te Omanga Hospice Foundation

Keith Quinn MNZM

Te Omanga Hospice Trustees

Graham Talbot OBE (Chairman)
David Young (Deputy Chairman)
Elaine Moffat QSO JP
Marion Cooper MNZM QSM
Michelle Dykes (part of the year)
Ken Laban (part of the year)
John McCafferty (part of the year)
Rob McGregor
Paul Mettam
Sam Knowles
Esther Sweet
Catherine Taylor (part of the year)

Te Omanga Hospice Foundation Trustees

Rod Gillespie (Chairman)
Gerard Dewar
John McCafferty
Elaine Moffat QSO JP
Chris MacKay
Graeme Talbot OBE
Brian Walshe
David Young

Auditor

Paul Barnett

Bankers

BNZ for Te Omanga Hospice Trust
ANZ for Te Omanga Hospice Foundation

Solicitors

Richard Martin
Gault Mitchell Lawyers. Wellington.

All of the photos in this publication were taken in the gardens of Te Omanga Hospice.



www.teomanga.org.nz

Te Omanga Hospice
Te Whare Manaaki Tangata



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