



**Delivering
quality care
where it's
needed**



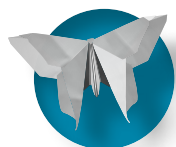
ANNUAL REVIEW 2014-15

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 expertise with integrity



Partnership

working together to ensure the best outcome for hospice patients and families

OUR HISTORY

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

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 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 PROGRAMME OF CARE

Te Omanga Hospice provides palliative care through an interdisciplinary team of specialists doctors, nurses, therapists and specially trained volunteers to those living with a life limiting condition in the Hutt Valley.

TE OMANGA HOSPICE, A CENTRE OF
EXCELLENCE AT YOUR PLACE

ACCESS

To improve access for all residents in the Hutt Valley to quality palliative care services and information about these services.

LEADERSHIP

To be the provider of outstanding specialist palliative care services leading the development of palliative care in the Hutt Valley.

Te Omanga Hospice, a centre of excellence at your place

THE PATIENT AND FAMILY/ WHĀNAU

QUALITY

To deliver high quality cost effective services to patients and whānau with an appropriate workforce.

PARTNERSHIP

To work with patients, whānau, providers, funders and the community in a cooperative and collaborative way.

THANK YOU

At Te Omanga Hospice, we know the difference your support means to the quality service we provide to the Greater Hutt region. The way you value our work and advocate for us in the community means a great deal, because sometimes, just like you, we need confidence and courage in our days, whatever our role may be at the hospice.

We receive the balance of the funding we need to deliver essential day to day services through you. You may be Local Government endorsing our work in the community we share; you may be an individual who gives to us financially, in-kind or through attending our own in-house fundraising events; a company or organisation who manages fundraising events so we may benefit from the money raised; a community group or club; a corporate sponsor; bequestor, member of the Te Omanga Hospice Foundation, a volunteer or one of the many Charitable Trusts who respond positively to the many funding applications we make each year. Whoever you are, we feel like you are part of us and hope you feel that way too.



THANK YOU

In this publication we always make special mention of the team of over 500 people who make up our volunteer team.

Thank you for the gardening, floral arranging, helping in our kitchen, housekeeping, building maintenance, assisting at events, on our reception desks, working in our IPU or with the Family Support team, helping fundraise, working in our three Hospice Shops, driving patients, helping out at our Living Well group, writing biographies and sitting on our two Boards. You're all amazing!



WITH OUR GREATEST THANKS TO ...

Alfred Memelink	Boomrock	Dilmah New Zealand Limited	Event Cinemas - Westfield	Hospice New Zealand
All Stars Property Services	Boon Group - Liz & Chris Boon	Direct Security Services	Eversons Jewellers - Upper Hutt	House of Knives
Animates Lower Hutt	Boulcott's Farm Heritage Golf Club	Dixon & Dunlop	Expressions Upper Hutt	House of Travel Lower Hutt
ANZ - Commerical & Agri Team Wellington	Brendan Foot Holden	Dorothy L Newman Charitable Trust	Fabric Warehouse	HPW Windows
Apex Print Limited	Brew'd - Eastbourne	Driving Range - Silverstream	Farmers Queensgate	Hutt Art Society
Appliance Test Services Ltd - Clive Ibbotson	Brezelmania	Dzine Signs	Farmers Upper Hutt	Hutt City Council
Armstrong Motorgroup	Brother International (NZ) Ltd	E J & M C O'Brien Trust	Fine Signs Ltd	Hutt City Dance Centre
Art for Arts Sake	Bud Florist	Eastern Hutt Rotary Club	Fishscene Ltd - Hataitai	Hutt City Dental
Art Hair Co	Café Reka	Eftpos & Retail Solutions	Flair Flooring Xtra	Hutt City New World
Autotech Associates	Caffe L'affare	EM Pharazyn Trust	Flowers Et Cetera	Hutt Mana Charitable Trust
Avison's - Upper Hutt	California Garden Centre	Espresso Garden Café	Frameworks - Petone	Hutt News
Barkers Clothing	Capital Roadmarking	Estate of A I Gibson	Francis Henrietta Muter Trust	Hutt Old Boys Marist Rugby Club
Barlows Transport	Capitol Restaurant	Estate of Bernadette Morris	Fresh Connection	Hutt Valley DHB
Bartercard	Celcius Coffee	Estate of Dora McGrath	Fulton Hogan Ltd	Hutt Valley K E V Ladies Section
Bayleys Real Estate Lower Hutt	Chalet Caterers	Estate of Ellen Ngaire Cooper	G R Dobbs Charitable Trust	Ideal Electrical
Bayleys Residential - Grant Henderson	Champagne Direct	Estate of Etta Littlejohn	Gaynor Charitable Trust	Illott Trust
Bert & May Wilson Charitable Trust	Charmaine's on Royal	Estate of Evaline Vera Mathie	Gee & Hickton Funeral Home	Infinity Foundation
Betty & Russell Watt	Chris Bishop, National Party	Estate of Geoffrey Brabon Thorne	Georges Michel	Interislander
Bidvest	Cobar Restaurant	Estate of Iris Mary Clarke	Glerups	Irene Baker Foy Charitable Trust
Bill Brown Trust	Commercial Signals	Estate of Jean Cardno	Global Wines	Jacobsens
Black Gates Meek & Dong	Community Organisation Grants Scheme	Estate of Jens Torben Schmidt	Grant Quinn	Jeff Gray BMW
BNI - Hutt City	Community Post	Estate of Kevin Barrie Quentin Ross	Grant Sullivan Entertainment	Jewel - Petone
BNI - Hutt Forefront	Contour Asphalts	Estate of Marcia Stokes	Hancocks, Wine Spirits and Beer Merchants	Jill Oakley
BNI Chapter Wednesday Petone	Craigs Investment Partners Ltd	Estate of Margaret Mary Oakley	Handles Knockers & Knobs	Jina's World of Fresh Produce
BNI Chapter Wellington	Creative Mouse Design	Estate of Nancy Rina Thompson	Harbour City Funeral Home	John & Jenni Ross
BNI Groups	Crest Brokers - Executive Limousines	Estate of Paul John Daleszak	Harford Menswear	John & Muriel Hopper Charitable Trust
BNI Hutt Business Connections	Croft Funeral Home	Estate of Peter Robert Holmes	Health 2000	Joyce Christie
BNI New Zealand	Darryl Fagence - Glass Artist	Estate of Richard Arthur Large	Heaney on Jackson	JR McKenzie Trust
BNI Upper Hutt - Business Boosters	David Daily Charitable Trust	Estate of Richard Leonard Clouston	Helipro	JT Property Wash
BNZ Lower Hutt	Dawn Nippert	Estate of Ross Price	Heroine	Julicher Estate
Bohemein Chocolates	DCR Rentals	Estate of Teresa Ann Mauger	Hippopotamus Restaurant	Kadima
Bolton Hotel	Devham Services Limited	Estate of Walter Nelson	Hiremaster- Ngauranga	Keith Quinn MNZM



Kelleher Charitable Trust	Multi-Media Systems	R S Lane	Spencer Hill	Thomas George Macarthy Trust
King Toyota - Lower Hutt	Negociants New Zealand	Randwick Meats	Spice Rack - Petone	Tile Trends
La Bella Italia	New Leaf Skin Care	Red Pebble	Steve Carlin	Tony's Tyre Service
Lantech	New World Metro - Richard Taggart	Rembrandt	Stones Electrical	Totally Frocked Costume Hire
LB White Limited	New Zealand King Salmon	Resene	Storage King	Trade Aid
Le Cordon Bleu	Niyomthai Massage	Risk End Golf Club - Wainuiomata	Stream Beauty Therapy - Upper Hutt	Trentham Functions and Events Centre
Les Mills Hutt City	Nutrimetics	River Valley Rotary Club	Summerset at the Course -	Trip Tuau
Life Pharmacy Queensgate	NZ Lottery Grants Board	Rodney Wayne	Residents' Committee	Unichem Pharmacy - Lower Hutt
Lighthouse Cinema Petone	One80° Restaurant	Rotary Club of Eastern Hutt	Super Liquor Lower Hutt	Unlimited Ltd
Lions Clubs of Hutt Valley	Ontrays	Rotary Club of Heretaunga	Supervalu Woburn	Upper Hutt City Council
Lisa Tomlins	Ora King Salmon	Rotary Club of Hutt City	Sybil Lane Charitable Trust	Upper Hutt Cosmopolitan Club
Little India - Lower Hutt	Orangebox	Rotary Club of Petone	Taylor's on Jackson	Upper Hutt Yellow Bellies Rugby Team
Live Wires	Osteria Del Toro	Rotary Club of Wainuiomata	Te Marua Golf Club	Urban Mythology
Lluma	Pacific Jewellers	Rothbury Insurance Brokers	Te Ra o Te Raukura Committee	Valley Club Charitable Trust
Lonestar Petone	PAK'nSAVE Lower Hutt	Roy Hanns & Family	The Angus Inn - Quality Inn Angus	Valley Three Putt Club
Louis Sargeant	PAK'nSAVE Petone	Roy & Jan Mace Charitable Trust	The Antique Fair Charitable Trust	Value for Money - Jill Henshaw
Mad Butcher Lower Hutt	PAK'nSAVE Upper Hutt	Ruth Pretty Catering	The Beauty Room	Verve Consulting
Manor Park Golf Club	Palazzo Kitchens & Appliances	Salute Hair and Day Spa	The Butcher and Brewer - Petone	VFM Services Ltd
Mansfield Drycleaners	Parmars Flooring Centre	Sarah Searancke Catering	The Capital Brass Ensemble	Vibrant Hutt
Massey University	Pascoes Jewellers	Scintilla	The Dowse Art Museum	Village Beads - Petone
Masterpet	Patricia O'Brien Charitable Trust	Scratch Design	The Entertainment Book	VMD Collier Trust
Matahiwi Estate	PC Patch	Shandon Golf Club	The Fig Tree	Vogue Fashions
Maudslay Trust	Peak Electrical	Shayle George Charitable Trust	The Florist - Kelly Sutton	Wairarapa DHB
McConachie Painters	Pelorus Trust	Sherrington's Jewellers	The Interislander	Wanda Harland Design Store
McCormack Group Limited	Pencarrow Lodge	Shifting Gears	The Ivan & Nancye Davis Charitable Trust	Warwick Curtains
MediaWorks Wellington	Petone Central Bowling Club	Shirley Jones	The Jack Jeffs Charitable Trust	William Noel Pharazyn Trust
Mediterranean Food Warehouse	Petone Working Men's Club	Silverspoon Restaurant	The Lion Foundation	Winton & Margaret Bear Trust
Metro Productions	Pub Charity	Silverstream Golf Park	The New Zealand Music Foundation	Woolf Photography
MHL Electrical	Quality Bakers	Sky Sport	The Warehouse Petone	Yahzoo Hairdressing
Mitre 10 MEGA, Upper Hutt, Petone & Porirua	Quality Painting	Soprano Italian Caffe	The Warehouse Queensgate Lower Hutt	
Mokoia Masonic Perpetual Trust	R D Builders	Specsavers - Lower Hutt	The Warehouse Upper Hutt	
MTA Wellington	R J Mullin	Speight's Ale House	The Warehouse Wainuiomata	

We can't ever thank our supporters enough. Thank you to all the businesses, organisations, charitable trusts and individuals who were generous to us in the last financial year. Thank you everyone for trusting us to do the very best we possibly can for those people with a life limiting condition in the Hutt Valley.

OUR VOLUNTEERS

Te Omanga Hospice values the place it holds in the hearts and minds of our volunteer network. Remarkably, we have over 500 people in the Hutt Valley who are so committed to helping us deliver quality care where it's needed, they work for us for free. We consider them part of our workforce, part of our family. Volunteers bring new initiatives, new thinking and new energy to our organisation, and through doing so, broaden our horizons and capabilities.

We acknowledge the difference this team makes to what we can achieve for patients and their families.

The management of this impressive team is ably led by Janice Henson and her assistant, Judy Robb, who are both dedicated to unlocking each volunteer's strengths so other managers and team leaders can utilise the resources available. Having the calibre of resource available means volunteers can be utilised in our Inpatient Unit, at fundraising events, in our gardens, in our administration teams, writing patient biographies, working alongside the Family Support team, as hosts on both our IPU and Southward Reception teams, in our Hospice Retail Shops, assisting with the Living Well programme - and we also acknowledge the volunteers on both the Te Omanga Hospice Trust and Te Omanga Hospice Foundation Boards.

Thank you to all our wonderful, passionate volunteers.

You make a living by

what you get,

but

you make a life

*by what you **give***

~ Author unknown



*You give but little
when you give of your
possessions. It is when
you give of yourself that
you truly give.*

~Kahlil Gibran

*volunteers **are***

love in motion!

~ Author unknown

Act as if what you do makes a difference. It does.

~ William James

THE GARDEN OF APPRECIATION

The Garden of Appreciation is a respectful joint community project between Te Omanga Hospice, Rotary Club of Hutt River Valley and the Hutt City Council. Since its inception in November 2005, this beautiful garden has enjoyed the support of families who are looking to create a permanent tribute to a loved one or to commemorate a special event or memory.

Located in Bracken Street, Petone, the garden has increasingly become a popular space for those wishing to spend time in remembrance and reflection, or even to enjoy a family picnic together.

Our Volunteer Services team manage the project for Te Omanga and work with families and individuals who want to create a lasting tribute to

someone who has died. Memories are created by having an engraved brick made with a personal inscription which is then laid in a pathway in the garden.

The bricks cost \$100 each, and a portion of the cost goes directly to Te Omanga Hospice. We love our Garden of Appreciation, and are always ready to welcome enquiries about having a special brick made.

If you would like to talk with us about this or find out more about our Bracken Street garden, please email us on: Volunteers@teomanga.org.nz.



VINTNERS' LUNCH 2015

This year, Te Omanga celebrated the 8th annual Vintners' Lunch event at Trentham Gardens in Upper Hutt.

With such loyal support for our annual major fundraiser, there is certainly always plenty of pressure each year to outdo the previous, and this year was no exception. The theme we embraced in 2015 was 'Black & White' which lent itself to a 40s New York skyline backdrop with plenty of sparkle, extravagant floral arrangements and jazz entertainment.

The Vintners' Lunch committee felt this year was the most supported with special prizes for both Live and Silent Auctions and we all couldn't wait to share the day with our 220 guests.

We are always incredibly well supported by local businesses who support our auctions on the day, and are indebted to everyone who contributed in this way to Vintners' 2015.

We would like to thank the following chefs and their teams for making Vintners' Lunch 2015 possible –

Ivan Nugraha from Trentham Functions & Events – Canapés
Sarah Searancke from Sarah Searancke Catering – First Course
Mark Hartstonge from Boomrock – Second Course

Ryan Tattersal from Cobar – Third Course
Paul Dicken from Le Cordon Bleu – Main Course
Chetan Pangam from Copthorne Hotel's one80° Restaurant – Dessert

Wines to match each course were generously supported by Global Wines (Georges Michel Methode Traditionelle and Spencer Hill Nelson Blanc de Pinot Noir 2014), Hancocks Wine Spirit and Beer Merchants (Matawhero Gisborne 2013 Chardonnay and Loveblock Sweet Moscato 2014), Julicher Estate (Julicher Estate Pinot Gris 2011) and Hutt City New World (Te Mata Estate Merlot/Cabernets 2014).

We would also like to thank senior students from Hutt Valley High School for their support on the day.

And what would Vintner's Lunch be without great entertainment. Special thanks must go to Grant Quinn, Grant Sullivan, Lisa Tomlins and Steve Carlin for their pitch perfect musical accompaniment to this fabulous, fun event, as well as our wonderful MC, Te Omanga Hospice Foundation Patron, Keith Quinn.

With the generosity of our guests at this year's event, we made an after expenses profit of \$70,000 – the most this event has ever generated.

Thank you.





**VINTNERS'
LUNCH
2015**



THE OMANGA HOSPICE TRUST PATRON AND BOARD MEMBERS

This year, Te Omanga Hospice continued to deliver expert care to those who needed it throughout the Greater Hutt region. This included their wider support networks of family and friends.

It continues to make me proud to be associated with this wonderful place.

Marion Cooper
Patron
Te Omanga Hospice Trust





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



CHAIRMAN'S REPORT - TE OMANGA HOSPICE TRUST

It is a pleasure to present the Te Omanga Hospice Trust Chairman's Report for 2014 - 2015.

At Te Omanga, we aim to provide the highest quality palliative care services to patients and support to whānau and family. Despite the challenges of increasing demand for our service, increasing patient complexity, facility and funding issues, our staff and volunteers continue to achieve our aims.

Palliative care services must be readily accessible to residents of the Hutt Valley. During the past year, Te Omanga has improved and extended the services provided by our specialist, specialist supported primary care and residential care teams. By doing so, many more patients are able to access our care and support.

Te Omanga is a leader in the delivery of palliative care both in the region and nationally. We provide training for specialists, GP's, nurses and allied health professionals. Research and staff professional development is encouraged and supported. Much of this is funded by generous donations and bequests.

Congratulations to Biddy Harford, our Chief Executive. Biddy's election to the Chair of Hospice New Zealand further increases Te Omanga's profile.

First class care is achieved in partnership with both patients and our provider partners in the community. Te Omanga provides patient centric care by

encouraging patients and their families to participate in development of their care plans. Our team provides specialist support and education to primary care providers and hospital colleagues.



Our management and care teams are always seeking to improve, to provide a more efficient, holistic and high quality service. This year our service has achieved an impressive result from a rigorous and comprehensive external audit and regular patient and staff surveys have consistently shown a high level of satisfaction. It is important that we provide the quality of care that will give the confidence to our community and Government funders that Te Omanga Hospice is a provider worthy of their support.

I would like to take this opportunity to thank my fellow Trustees of the Te Omanga Hospice Trust Board and the Te Omanga Hospice Foundation Trust Board, Biddy Harford, our Chief Executive, the Executive Leadership Team, hospice staff, volunteers and all our sponsors and donors for their support during the past year. Continued support will enable Te Omanga to provide first class, sustainable palliative care services to the residents of the Hutt Valley.

Dr David Young MbChB, DipObs, FRNZCGP
Chairman
Te Omanga Hospice Trust



CHIEF EXECUTIVE'S REPORT

It is my privilege to lead this extraordinary organisation of dedicated staff, volunteers, supporters and partners, whose mission is to make a difference to the 540 people and their families who faced the most challenging time of their life this year.

Our promise to our community is that we will ensure quality care is provided to people nearing the end of life, where it is needed.

Underpinning our drive for excellence is our commitment to continuous improvement to ensure the best possible outcome for patients and their families. Te Omanga was audited against the EQulP5 Quality Standards in May with the result being 10 'Excellent' ratings with no remedial actions.

We have a unique funding model - a government/community partnership which brings its strengths and its challenges. It enables the community to have a say in the scope of the service beyond the government contracted services, the challenge being that the community is required to support such services financially to ensure free services can be delivered for all. The reality is for services to remain free, sustainable funding from our community is essential.



In addition, we are still working through a rigorous process to ensure that our building remains a safe haven while we determine the best direction to take in regards to a new building or strengthening and refurbishing the existing building to meet future needs. This year we have selected a firm of architects to work with us to determine the best approach.

The opportunities that have come from these challenges mean that we have adopted an innovative approach to aspects of our service needing review.

To support the clinical team in the area of prescribing, a review of our pharmacy service was undertaken and a local Pharmacist was engaged for advice and education eight hours a week.

To build on the success of the Living Well Group, the weekly support group for patients and families, programmes were reviewed and changes implemented following consultation with them.

To ensure nurses are focused on their professional skills we identified an opportunity to implement a volunteer palliative care assistant role in the Inpatient Unit. This new team supports the nursing team in their clinical tasks and provides front-line hospitality to patients and their families.



We are working on further projects to improve the quality of our care and increase efficiencies right across the organisation. We expect to implement an electronic rostering and payroll system this year, we are partnering with Capital and Coast DHB & Mary Potter Hospice in a jointly funded Palliative Medicine Registrar Training initiative and we have implemented our Human Resource Strategy following a year of testing.

As a member of the Lower North Island Palliative Care Managed Clinical Network we are working on cost effective ways across all levels of primary, secondary and tertiary care to improve access and care for all patients and their family/whānau. I am currently the chair of this group.

The project we have been most focused on is progressing our integration with primary care providers to ensure patients and families receive the right care for their current needs. We have experienced increasing requests for psychosocial support as a result of broadening our reach into the community. Feedback from the GPs we partner with and patients and families has been encouraging.

We were excited and relieved when the Minister of Health announced additional on-going funding for hospices in the 2015/16 budget.

This national funding of \$20 million included \$13 million to address historical funding shortfalls as there had been no increases since 2009, and \$7 million for innovation and new services to benefit Aged Residential Care and Primary Care. For Te Omanga this means an additional \$402,000 in catch up funding annually and \$216,500 in innovation funding annually. This innovation funding will assist in implementing initiatives to support our integration with primary care and aged care.

I was privileged to be elected to the role of Chair of our national advocacy body, Hospice New Zealand, at the AGM in May.

My job is made easy because of the support and trust I receive from our two boards, and the dedication of my team. Every day I am aware I am standing on the shoulders of many who have gone before who made Te Omanga what it is. As I look forward our commitment to delivering quality care where it's needed remains our strategic priority. This can only be achieved through the dedication of our expert specialist staff and you our supporters.

Bidy Harford
Chief Executive

EXECUTIVE LEADERSHIP TEAM

Te Omanga's Executive Leadership team not only lead key daily functions within the hospice, they also work together in a unified, respectful way with one another regarding hospice-wide operations, projects and organisational decisions every day.

EXECUTIVE LEADERSHIP TEAM PURPOSE

Te Omanga's Executive Leadership Team leads the continuous improvement of Te Omanga's specialist service and the development of palliative care in the Hutt Valley.



Back: Tess Sullivan – Quality & Risk Manager

Dr Ian Gwynne- Robson – Medical Director

Mary Death – Director of Nursing and Clinical Support Services

Front: Graeme Sinclair – Operations Manager

Biddy Harford – Chief Executive

Leanne McLean – Fundraising & Marketing Director



IT'S THE QUIET ONES

It's the quiet ones

They move mountains ever so quietly

They focus on patient care

And quietly gather to make it happen

Today I was told about a patient

And about care at its best

He can no longer speak

He is at huge risk of a catastrophic bleed

Together the Te Omanga team

Came up with a plan to help him

Should he need them urgently

If anyone should pick up the phone

To the sound of a bell ringing

It's him

He needs help

He needs it now

With no fuss

These nurses

Have drawn up a roster

Those that live near by

Have entered their names

They will be rung

They will go



It's just one more of those things
That happen quietly
In the background
Around here

None of them want
Recognition
Money to be on call
A chocolate fish for their troubles

They show their compassion
In a way that brings
Comfort
Understanding
And peace

To a person in need

This makes me so so proud to be part of this team

Mary Death
Director of Nursing and Clinical Support Services
2014



TE OMANGA HOSPICE FOUNDATION

The Te Omanga Hospice Foundation is a registered charitable trust which provides financial support to the hospice so it may continue to deliver quality care where it's needed, free of charge. The Foundation's supporters are committed to ensuring Te Omanga's financial future is secure.

It has been a privilege to continue to support the Te Omanga Hospice Foundation for another year as Patron. Te Omanga provides a holistic, meaningful service to the wider Hutt Valley community and as such, has a very special place in many hearts – including mine.

Keith Quinn

Patron

Te Omanga Hospice Foundation



Te Omanga Hospice is privileged to have had the following individuals and organisations support the Te Omanga Hospice Foundation during the 2014 – 2015 financial year. Thank you!

Mr David Cheape

Mr Brian Cooper

Mrs Marion Cooper QSM MNZM (Life Member)

Mr Glen & Mrs Barbara Evans (Honorary Members)

Gee & Hickton - Funeral Home

Mr Rod & Mrs Liz Gillespie

H S Cooke Family Trust

Simon Manning - Harbour City Funeral Home

Horokiwi Quarries Ltd

L T McGuinness Ltd

Mr Chris & Mrs Kathryn MacKay - Chris Mackay Financial Planning

Mr Jim & Mrs Joan Malcolm

Dr John (Snr) & Mrs Olive McCafferty

Ivan & Dawn Fay

Mr Graeme Mitchell

Mr Bob & Mrs Elaine Moffat QSO

Mr Kevin & Mrs Lyncia Podmore

Mrs Anne & Mr Keith Quinn MNZM

Rotary Club of Hutt City

Mrs Cynthia & Mr Graeme Talbot OBE

Sir Somerford & Lady Leonie Teagle - Teagle Family Trust

Mr Brian Walshe

Mr Norm & Mrs Shirley Williams

Gibson Sheat - Lawyers

Rotary Club of Heretaunga

Mr Keith & Mrs Robyn Gibson

Mr Gerard Dewar, Ms Louise Sziranyi, Mr Gerard Letts

Mr Daniel Vincent - Thomas Dewar Sziranyi Letts





CHAIRMAN'S REPORT

Projects funded by the Foundation have progressed successfully in the past year. In particular, scholarships funded through the Jean Murray Nicholson bequest have been of considerable benefit to the recipients who have been successful in their studies.

The principal focus of the Foundation in recent months has been the buildings at Woburn Road. A decision still needs to be made on the option of either strengthening or rebuilding our premises. There are many facets to this and the hospice has been fortunate to have a team of thoroughly professional and highly skilled advisers on board to assist in this major project. It is a challenge but



one which must be faced. The ongoing provision of palliative care at the highest level by the hospice to the community is foremost in the mind of the Trustees.

The Trustees are committed to ensuring the premises from which and in which care is provided are of the highest quality and remain the peaceful haven they are at present.

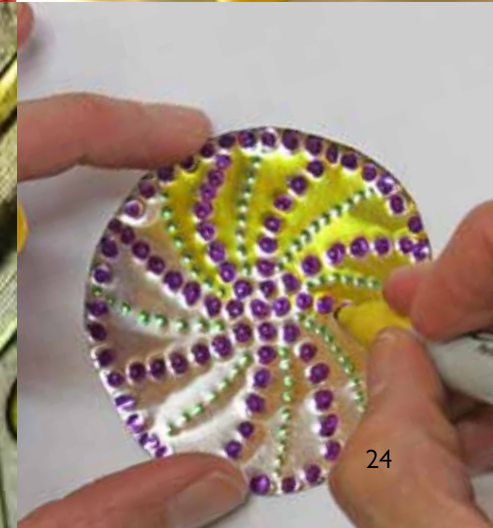
It remains an honour and pleasure to chair Te Omanga Hospice Foundation. Te Omanga remains an icon of the Hutt Valley.

Rod Gillespie
Chairman
Te Omanga Hospice Foundation





Back: Paul Mettam, Chris MacKay, Graeme Talbot, Brian Walshe
Front: David Young, Rod Gillespie, Elaine Moffat
(Absent: Keith Quinn – Patron, Gerard Dewar)



In the 2014 - 2015 financial year, Te Omanga supported 377 new patients and their families, with approximately 175 people on the programme of care on any given day. 26% of these patients had non-cancer diagnoses. Due to the nature of our work we also gave 402 one-off consultations to primary health providers.

OUR ACHIEVEMENTS OVER THE PAST YEAR

Te Omanga Hospice provided palliative care through our interdisciplinary team of specialist doctors, nurses, therapists and specially trained volunteers. We also supported the delivery of palliative care in Residential Care, the Hutt Hospital and in conjunction with General Practitioners.

We continued to provide high quality specialist palliative care to approximately 175 patients on any given day.

Our nurses made 6,665 community visits to enable patients to stay at home, as was their wish, and 49% of them were supported to die at home.

Te Omanga's 136 Woburn Road Inpatient Unit operated at 58% occupancy rate, with 254 admissions, totalling 2,116 bed days. The average length of stay was 8.4 days per patient.

The Hospital Specialist Palliative Care team continued to work with health professionals in Hutt Hospital, offering consultancy, advice and education, which helped approximately 372 patients with a terminal illness.

Our Palliative Care Clinical Nurse Specialists continued to work with 18 Residential Care facilities in the Hutt Valley, providing education and support to staff in these facilities as they cared for residents who were living with a terminal illness.

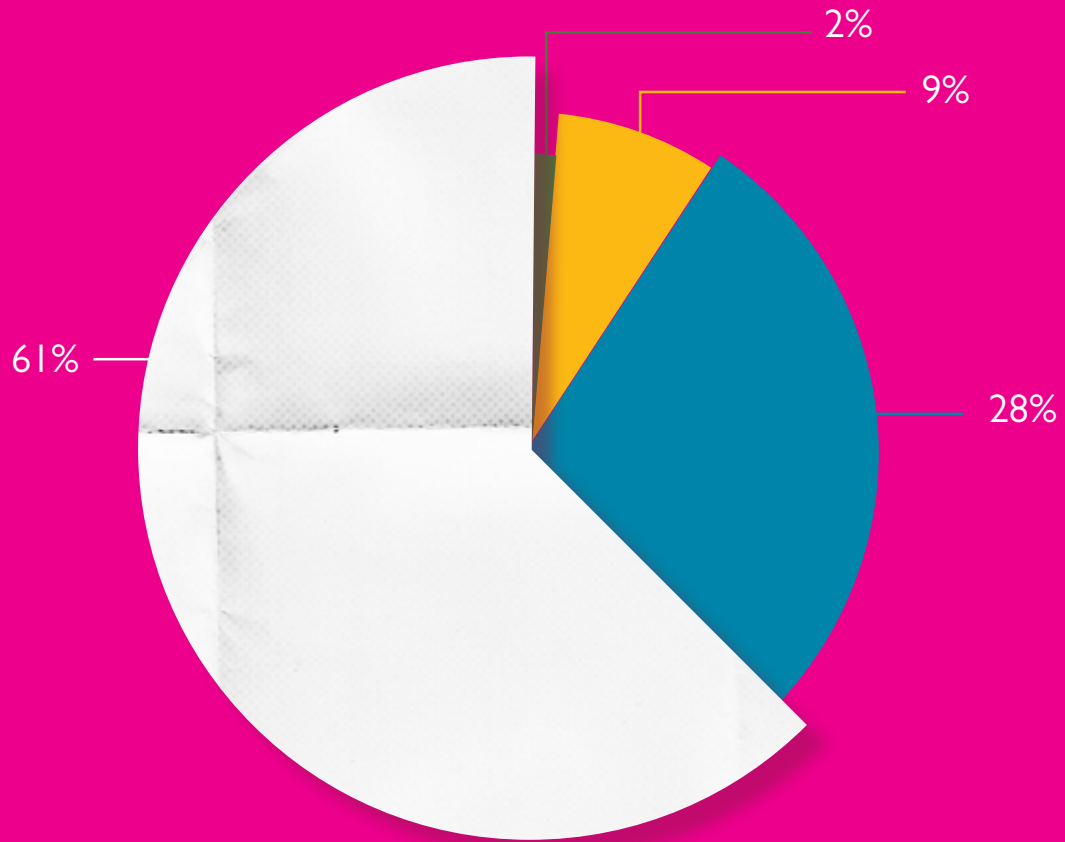
Te Omanga continued to provide specialist medical support to the Wairarapa Palliative Care Service at a weekly clinic in Masterton and via 24 hour telephone support to all health professionals in the Wairarapa.

Our Family Support Team provided psychosocial support to the family and friends of patients on the hospice programme of care through Counselling, Art Therapy, Music Therapy, Occupational Therapy, Touch Therapy and Spiritual Care.

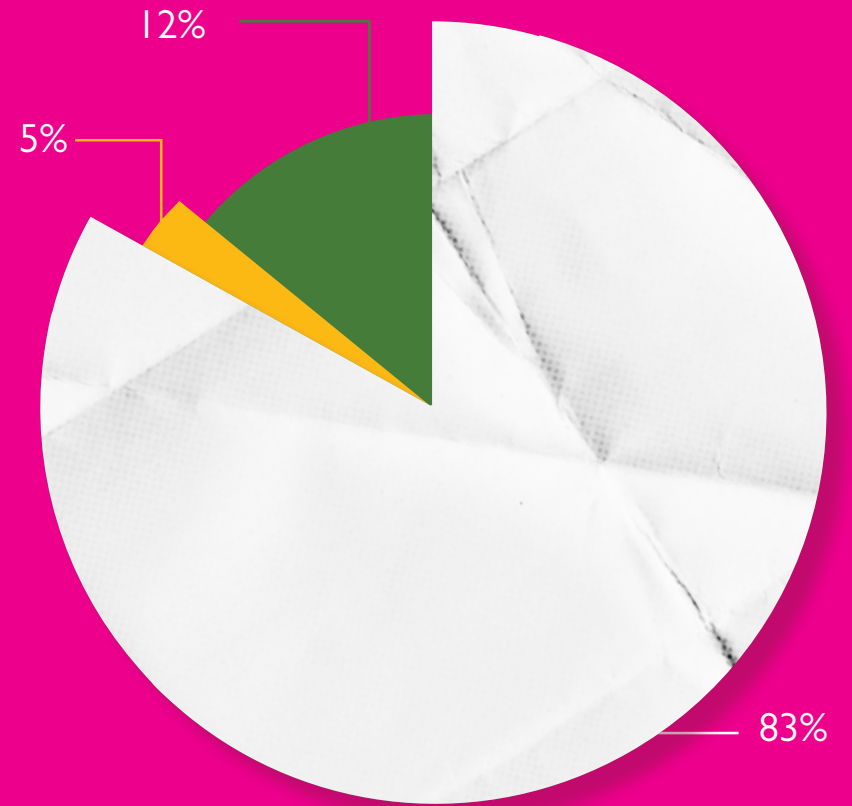
10% of the patients receiving our care were Māori and received support from our Māori Liaison.



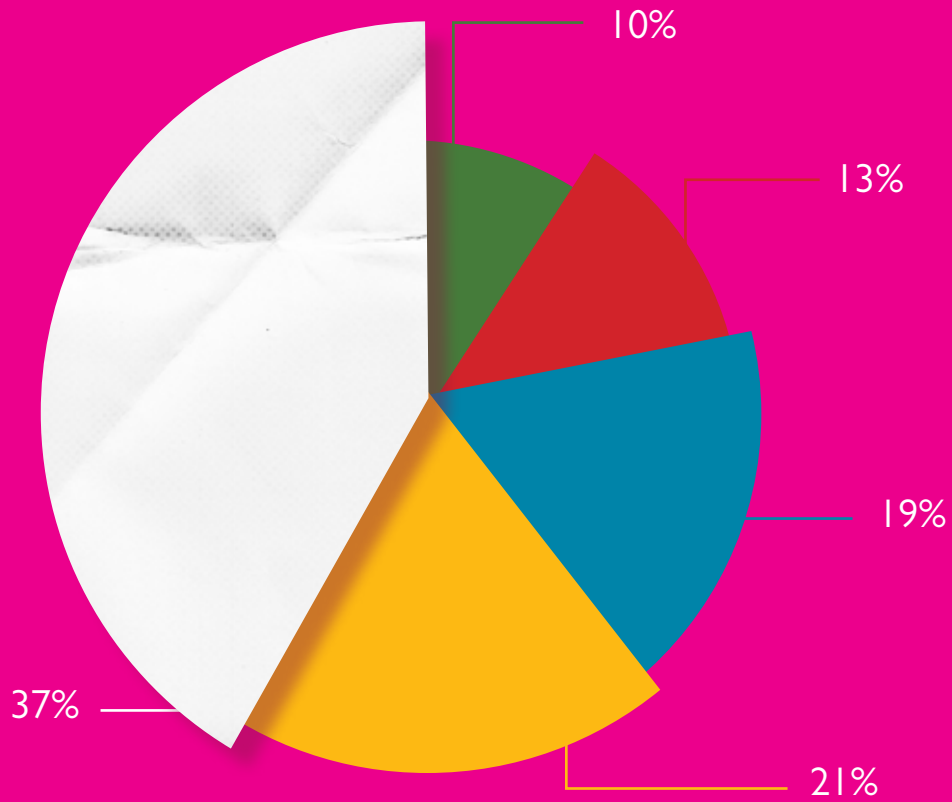
FUNDS RECEIVED FROM



FUNDS SPENT ON



SOURCES OF FUNDING



- Retail
- Events
- Donations
- Grants
- Bequests

FINANCIAL SUMMARY FOR YEAR ENDED 31 JULY 2015

All services provided to patients and families by the hospice are free but it cost more than \$6m to do so this year.

Operating Income

Contract Income	4,082,981
Course Fees	6,800
Other Income	111,611
	4,201,392

Operating Expenses

Operating Deficit	(1,849,361)
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Net Fundraising Income

1,043,889

Operating Result

(805,472)

Investment Income

581,118

Net Income

(224,354)

A full set of financial statements is available on request.

THE TEAM

Chief Executive

Biddy Harford Chief Executive

Executive Leadership Team

Mary Death Director of Nursing and
Clinical Support Services

Dr Ian Gwynne-Robson Medical Director

Biddy Harford Chief Executive

Leanne McLean Fundraising & Marketing

Director

Graeme Sinclair Operations Manager

Tess Sullivan Quality & Risk Manager

Senior Nursing Team

Kate Gellatly Palliative Care Nurse Specialist –
Aged Residential Care

Peter Godden-Steele Inpatient Unit Manager

Raelee Jensen Clinical Nurse Educator/
Education Coordinator

Heather Spence Palliative Care Nurse Specialist –
Primary Care

Denise Walsh Community Care Coordinator

Debbie Wise Palliative Care Nurse Specialist –
Hospital

Finance, Fundraising & Marketing, Support Services & Human Resources

Rachael Carpenter Events & Community
Relationships Manager
(part of year)

Christine Conroy

Christine Coulson

Rob Glen

Margret Gloag

Lynn Harris

Carmen Haskell

Wendy Jones

Sally McGavin

Julie McMeeken

Diane Phillips

Dianne Raynes

Lyndy Roberts

Rachel Skipper

Kirsty Stratford

Ian Weatherall

Margaret Williams

Brian Wood

Pam Wrigley

Education

Raelee Jensen

Medical Staff

Dr Kaye Basire

Dr Amanda Fitzgerald

Dr Doug King

Dr John Gordon

Medical Secretary, Support Services

Retail Manager, Petone Hospice Shop

Retail Driver (part of year)

Clinical Administrator, Support Services

HR Consultant (part of year)

Retail Manager, Lower Hutt Hospice Shop

Finance Assistant

Clinical Administrator, Support Services

Funds Development Manager

Finance & Property Manager

Executive Assistant, Support Services

Coordinator

Hospice Secretary, Support Services

Payroll & Senior Accounts

Hospice Retail Area Manager

Retail Van Driver (part of year)

Hospice Retail Support Manager

Events Manager (part of year)

Retail Manager, Upper Hutt Hospice Shop

Clinical Nurse Educator/
Education Coordinator

Advanced Trainee Palliative Medicine

Medical Officer (part of year)

Medical Officer (Locum part of year)

Medical Officer (part of year)

Dr Salina Iupati

Dr Anne MacLennan

Dr Robyn McArthur

Dr Anne O'Connor

Dr Siew Tan

Dr Lindsay Tanne

Dr Barry Taylor

Dr Kirsten Wadsworth

Dr Angela Williams

Services

Ruth Ashton

Anne Beattie

Margaret Lissette

Rosa Mishkin

Joan Thom

Betty Watkins

Volunteer Services

Janice Henson

Judy Robb

Family Support

Mary Brownlow

Kerry Francis

Diane Greenwood-Havea

Mary Harmer

Pat Hay

Palliative Medicine Specialist

Palliative Medicine Specialist (Locum part of year)

Medical Officer (Locum part of year)

Medical Officer (part of year)

Senior Medical Officer

Palliative Medicine Specialist

Senior Medical Officer

Medical Officer

Medical Officer (part of year)

Housekeeping Supervisor

Housekeeper

Kitchen Assistant

Kitchen Supervisor

Housekeeping Supervisor

Kitchen Supervisor

Manager

Assistant Manager

Art Therapist

Spiritual Care Coordinator

Bereavement Counsellor/
Family Support Team Leader

Social Worker

Art Therapy Student

Jeanette McLaughlin Social Worker
Linda Olsen Māori Liaison
Keryn Squires Music Therapist
Sheryl Trigg Touch Therapist

Occupational Therapy

Eleanor Barrett Occupational Therapist/OT
Team Leader
Penny Broad Occupational Therapist
Heather Lock Living Well Day Group
Coordinator
Mark Rybinski Equipment/Fleet Coordinator

Residential Care

Kate Gellatly Palliative Care Clinical Nurse
Specialist
Ros McIntosh Senior Registered Nurse

Primary Care

Heather Spence Palliative Care Clinical Nurse
Specialist – Primary Care

Hospital Palliative Care Team

Winnie Graham-Smith Senior Registered Nurse
Sarah Shellard Palliative Care Clinical Nurse
Specialist
Dr Lindsay Tanne Palliative Medicine Specialist
Debbie Wise Palliative Care Clinical Nurse
Specialist

Nursing Staff

Peter Godden-Steele Inpatient Unit Manager
Denise Walsh Community Care Coordinator
Alison Anderson
Pam Beirne
Shelley Bignell
Chris Cavanagh
Josie Crous
Lenore Cunningham
Lidia Czudaj
Cathy Davel
Joan Doyle
Louise Ferrari
Michelle Gibbs
David Gillmore
Maureen Ginnane-Dew
Winnie Graham-Smith
Janny Howse
Marion Jongepier
Lesieli Leota
Sandie Kedzlie-Wilson
Heather Lust
Olivia Marchant
Lorna Moir
Helen Murdie
Laura Page
Sherilyn Rodgers
Debbie Salter
Sarah Shellard
Chris Solly
Damaris Thirkell

Raylene van Horik
Janice Wilson
Mary Wilson
Natalie Wilson

Health Care Assistants

Caroline Bell
Lana Charlesworth
Maureen Ford
Janine Collier
Marie Jupp
Ellie Mclvor-Richmond
Caroline Komene
Beth Paddock
Mary Scott
Sandhya Shankar

Patron –

Te Omanga Hospice Trust

Marion Cooper MNZM QSM

Te Omanga Hospice Trustees

David Young (Chairman)
Graeme Talbot OBE (Deputy Chairman)
Brendon Baker
Sam Knowles
Elaine Moffat QSO JP
Rob McGregor
Paul Mettam
Esther Sweet
Catherine Taylor

Patron – Te Omanga Hospice Foundation

Keith Quinn MNZM

Te Omanga Hospice Foundation Trustees

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

Bankers

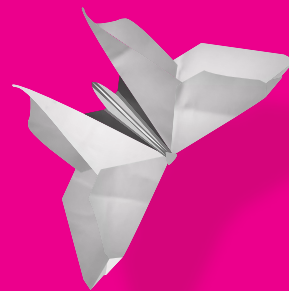
Bank of New Zealand

Auditor

Paul Barnett

Solicitors

Richard Martin
Gault Mitchell Lawyers
Wellington



ANNUAL REVIEW 2014-15

www.teomanga.org.nz

P: 04 566 4535 | 136 Woburn Road PO Box 30 814 Lower Hutt 5040

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