



Te Omanga Hospice  
Te Whare Manaaki Tangata

*Working in  
partnership to  
provide quality care  
in our community.*

ANNUAL REVIEW 2015-16

## our history

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

## our vision

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

## our purpose

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

## our values

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

## our programme of care

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



“VOLUNTEERS DO NOT  
NECESSARILY HAVE

THE TIME  
they just have  
the heart”

- ELIZABETH ANDREW



## A SPECIAL THANK YOU

To all our volunteers who keep our gardens looking beautiful, create floral arrangements, make sure we have a clean and tidy home, help out in the kitchen, help in our reception areas, maintain our buildings, serve customers in our Hospice shops, help with family support, write biographies, serve on our Boards, assist with fundraising activity and much, much more. We are very grateful for your time and dedication.

# WITH OUR GREATEST THANKS

## TO EVERYONE WHO SUPPORTED US IN THE 2015-16 FINANCIAL YEAR

AI Apparel	Brezelmania	Cycle Centre, Upper Hutt	Estate of Priscilla Jessie Heymer	Hutt Art Society	Lone Star - Petone	Parmar's Flooring	Salon Revue	Thomas George Macarthy Trust
Advance Electrical	Brother International (NZ) Ltd	David Daily Charitable Trust	Estate of Raymond Hunt	Hutt City Council	Louis Sergeant	Partridge Jewellers	Salute Hair & Day Spa	Tiana Sooiolo
Alfred Memelink	Brown & Co	David Horsburgh	Estate of Rosa Gertrude Lowenstein	Hutt City Dental	Mad Butcher Lower Hutt	Patricia O'Brien Charitable Trust	Sam Hyde	TigerLily
Ali Harper	Bryan and Margaret Williams	DCR Rentals	Estate of Zoe A McArley	Hutt Mana Charitable Trust	Malcolm McIntyre - Global Wines	Paul Waldrand, Kapiti Pure Water, Wellington Water Filters	Sapere Research Group	Tile Trends
Alison Blain	Bud Florist	Devham Services Limited	Eva Beva	Hutt Valley K E V Ladies Section	Manor Park Golf Club	Paws and Claws Petshop	Sarah Searancke Catering	Toi Whakaari
All About Nails	Bunnings Petone	Dilmah New Zealand Limited	Event Cinemas - Queensgate	Ideal Electrical	Mansfield Drycleaners	PC Patch	Scintilla Original Clothing	Tommy's Real Estate Lower Hutt
Allison Whitelaw	Bupa New Zealand Limited	Direct Security Services	Everson's Manufacturing Jewellers	Iluma	McConachie Painters	Peak Electrical	Scratch Design	Tony's Tyres
Amanda Millar	Burger Fuel Upper Hutt	Dixon & Dunlop	Execucare	Infinity Foundation	McCormack Group Limited	Pencarrow Lodge	Seashore Cabaret	Trade Aid
Amanduh la Whore	Burger Fuel	Domino's Pizza	Explore - Auckland	Interislander	MediaWorks Wellington	Perlyer Construction	Shandon Golf Club	Trevor Mitchell
Angela Francis	Burns Pharmacy	Donnelly Marketing	Expressions Arts & Entertainment Centre	Irene Baker Foy Charitable Trust	Mediterranean Food Warehouse	Petone Working Men's Club	Shayle George Charitable Trust	Tupperware
Ann Topp	Butcher and Brewer	Dorothy L Newman Charitable Trust	Ezra Builders	Ivan and Nancy Davis Charitable Trust	MHL Electrical	Pit Stop	Sherrington's Jewellers	UK Hair
Ant North Catering	Café Reka	Dowse Art Museum	Farmers Queensgate	Ives Plumbing	Michael Kelly	Placemakers Seaview	Shifting Gears	Unichem High Street Pharmacy
Antique Fair Charitable Trust	Caffe L'Affare	Dr. Lisa Seerup, Tinnitus and Hearing Clinic	Farmers Upper Hutt	Jack Jeffs Charitable Trust	Miro Cinema	Pro Serve Electrical	Shirley Jones	Unichem Petone Pharmacy
ANZ - Commercial & Agri Team Wellington	Caffiend	Driving Range Silverstream	Farrah's Wraps	Jade Thai Massage	Mitre 10 Mega Petone	Prodigy Hair	Shoe Clinic	Unichem Pharmacy Lower Hutt
Apex Print & Design	California Garden Centre Lower Hutt	Dulux	Fig Tree Cafe	Jaws Barbershop Quartet	MLH Electrical	Pub Charity	Silverspoon Restaurant	Unichem Upper Hutt Pharmacy
Appliance Test Services Ltd	Capital Roadmarking	Duncan Spence	Fine Signs	Jessica Irene Williams	Moet/Hennessy	Purple Haze	Silverstream Beauty Therapy	Unichem Upper Hutt Pharmacy
Armstrong Prestige Wellington	Celcius Coffee	Dzine Signs	Fiona Wilson-Taylor	Jewel - Petone	Mokoia Masonic Perpetual Trust	QP Painters	Silverstream Golf Park	United Flower Growers
Art for Arts Sake	Chalet Caterers	Ecostore	Flowers etc.	Jina's World of Fresh Produce	Monterey Cinemas	Quality Inn Angus	Silverstream Pharmacy	Upper Hutt City Council
Art Hair Company	Champagne Direct	Eftpos & Retail Systems	Francis Henrietta Muter Trust	JR McKenzie Trust	Mrs Joyce Christie	Queen St Pharmacy	Simon & Sarah Hair	Upper Hutt Cosmopolitan Club
Autotech Associates	Chaplow's Custom Picture Framers	Eftpos New Zealand	Fresh Connection	JT Property Wash	Multi-Media Systems	Quest Apartment Hotels	SkinDeep	Upper Hutt Yellow Bellies Rugby Team
Avisons Attic	Charlie Horse Photography	EJ & MC O'Brien Trust	G R Dobbs Charitable Trust	Judith Gardiner	Museum Art Hotel	R J Mullin	Sorrento Beauty & Body Therapy	Urban Mythology
Bank of Hell	Charlotte and Joshua Pearl	Ellen G	Gary and Kathleen Yellin	Julicher Wines	Nail & Beauty	R S Lane	Southlight Gallery	Valley Club
Barlows Transport	Charmaine's on Royal	EM Pharazyn Trust	Gaynor Charitable Trust	Katrina Harding	Negociants New Zealand	Randwick Meats	Speight's Ale House	Valley Three Putt Club
Bayleys Real Estate	Chris Bishop, National Party	Entertainment Publications NZ	Gee & Hickton Funeral Directors	Keith Quinn	New Leaf Skincare	Rangatira Ltd	Spencer Hill	Van Helden Gallery
Bert & May Wilson Charitable Trust	Cindy Harvey	Espresso Garden Cafe	Georges Michel	King Toyota Lower Hutt	New World Hutt City	Ray Letoa	Staglands	Vibrant Hutt
Betty & Russell Watt	Circa Theatre	Espresso Mitre 10	Geraldine Booth Optical	La Bella Italia	New World Silverstream	Red2 Cafe	Steve Galyer	Village Beads, Petone
Bidvest	City Centre Plaza	Estate of Eric Morrish Cole	Glerups	Lantech	New World Stokes Valley	Rembrandt	Stones Electrical	Vivo Hair
Billie Regan-Jones	Cobar Restaurant	Estate of Maxwell Henry Mund	Global Wines	LB White Limited	New World Willis St	Repco Petone	Stream Beauty Therapy	VMD Collier Trust
Blake Reade	Combined Salon Supplies	Estate of Allan Winton Young	Godfrey's Lower Hutt	Les Mills Hutt City	Metro - Richard Taggart	Resene	Sue Guppy Sculptures	Wanda Harland Design Store
BNI Chapter Wednesday Petone	Commerce Commission	Estate of Alma Joyce Cross	Grant Quinn	Life Pharmacy Queensgate	Niki Schuck PR	Richard Valentine, Bayleys Reality Group	Summer set at the Course - Residents' Committee	Warehouse Petone
BNI Chapter Wellington Gateway	Commercial Signals	Estate of Colin Capper	Grant Sullivan Entertainment	Lighthouse Cinema Petone	Niro Hair	Rona Gallery	Sweet Vanilla Kitchen	Warehouse Queensgate Lower Hutt
BNI Hutt Business Connections	Community Organisation Grants Scheme	Estate of Eileen N Cooper	Hale Manufacturing Ltd	Limelight Cafe	Niyomthai Massage	Ross McLaughlin	Sybil Lane Charitable Trust	Warehouse Upper Hutt
BNI Hutt City	Community Post	Estate of Elizabeth Muriel Hinton	Halo Hair Company Lower Hutt	Lion Foundation	Norm & Shirley Williams	Rotary Club of Eastern Hutt	Te Marua Golf Club	Warehouse Wainuiomata
BNI Hutt Forefront	Concept Signs	Estate of Graham John Hobbs	Harbour City Funeral Directors	Lions Club of Eastbourne	Nutrimetics	Rotary Club of Heretaunga	Te Ra o Te Raukura Committee	Wellington Electric Bikes
BNI New Zealand	Concrete Placements	Estate of Helen Elizabeth Davies	Hardings Furniture	Lions Club of Lower Hutt	NZ Community Trust	Rotary Club of Hutt City	Te Whaea National School of Dance & Drama	Wellington Racing Club
BNI Upper Hutt Business Boosters	Contour Asphalts	Estate of John Port	Harford Menswear	Lions Club of Lower Hutt Eponi	NZ Lottery Grants Board	Rotary Club of Hutt River Valley	The 7 Bar & Restaurant	Wharekauhau Luxury Lodge
BNZ Partners Lower Hutt	Craigs Investment Partners Ltd	Estate of Lawrence Francis Durney	Heaney on Jackson	Lions Club of Silverstream	NZ Music Foundation	Rotary Club of Petone	The Fig Tree	Whiting Financial Services
Boomrock	Created Homeware	Estate of Margaret Burnes Taylor	Hell's Pizza Upper Hutt	Lions Cub of Featherston	Oli & Mi Kitchen	Rothbury Insurance Brokers	The Florist, Kelly Sutton	William Noel Pharazyn Trust
Boon Group - Liz & Chris Boon	Creative Mouse Design	Estate of Marijke Pritchard	Heroine	Lisa Tomlins	One of a Kind Jewellery	Royal Wellington Golf Club	The Learning Connexion	Wings Over Wairarapa
Botanical Beauty Co	Crest Financial Services	Estate of Noeline Frankis	Hippopotamus Restaurant	Little Branches B & B	one80° Restaurant	Russell & Betty Watt	The Table	Woolf Photography
Boulcott's Farm Heritage Golf Club	Croft Funeral Home	Estate of Noreen & James Goodman	Hiremaster Ngarauanga	Live Wires	Ontrays	Ruth Pretty Catering	The Vogue Store	Workzone
Brendan Foot Holden	Crown Movers		House of Knives - Petone	Liz Beere & Martin Fine	Orange Box		Thelma and Allan Brabyn	Wormald
Brett Newell	Cruz Williams		House of Travel	Liz Pollock - Wairarapa Wines	Pak'nSave Lower Hutt		Thimbles & Threads	
	Currywoks		HPW Windows	Logan Brown Restaurant	Pak'nSave Petone			
	Cushla Bamford				Pak'nSave Upper Hutt			
	Cut The Mustard				Palazzo Kitchens			
					Paper Plus			



## VINTNERS' LUNCH 2016

The Vintners' Lunch was an outstanding success for both Te Omanga Hospice and the 220 guests who attended this year.

As the event is a 'Vintners' Lunch', special attention was paid to match wines with each course and the services of a sommelier were acquired to speak alongside the chef about the choice of wine. The pre-dinner drink, a 'Te Omanga' cocktail, and the entertainment was very well received.

A novelty fundraiser 'Diamonds on Ice' was introduced this year whereby guests could purchase ice cubes and watch them melt in front of their eyes to see if there was a zirconium in the cube. If they were lucky enough to find one, their name went in the draw to win a half carat diamond.

Partridge Jewellers donated three half carat diamonds, with two being included as auction items. The ever popular auction lot for 'Absolutely Nothing' raised an amazing \$4,500!

A special thanks to our Principal Sponsors Partridge Jewellers, Gee & Hickton Funeral Directors, Bupa and Apex Print & Design. Also to our volunteers who worked with the Fundraising team to create such a spectacular event.

Thank you to our wonderful chefs and their teams:

James Scott from Eva Beva—Canapés

Laurent Loudeac from Hippopotamus Restaurant—First course

Mark Hartstonge from Boomrock—Second course

Ryan Tattersall from Cobar—Third course

Brent Bonner from Sarah Searancke Catering—Main course

Ant North from Ant North Catering—Dessert

\$100,000 profit (after expenses) was raised for Te Omanga Hospice. To all our guests and everyone who was involved in this event, thank you.



## RETAIL SUCCESS

Our three Hospice shops in Petone, Lower Hutt and Upper Hutt have continued to provide a good source of funding for Te Omanga this year with record profits and record goods being donated. We know it's not always easy to donate much loved possessions, but we like to think of it as "re-purposing your treasures". When you buy from a Hospice shop, our philosophy is you buy the gift of 'care'.

As part of our strategic planning this year, we made the decision to open a retail warehouse which was brought to fruition with the end of the lease at 378 Jackson Street, Petone.

We are extremely grateful to our volunteer network as our Hospice shops depend on their hard work and loyal support. We look forward to another bright and successful year in 2016/2017.

## EDUCATION FOCUS

**It's our vision that everyone with palliative needs in our community receives responsive, proactive and equitable care. To help achieve this, we work collaboratively with health and social care providers to ensure as many people as possible benefit from our expertise through education.**

Te Omanga offers extensive educational opportunities for those working in palliative care, including other health professionals, residential care workers, caregivers, family carers, administrators and Te Omanga staff.

In September we joined together with local residential care facilities to present a very successful 'Changing Minds' seminar focused on positive end of life care for older people.

We met with our primary health colleagues in February to connect and discuss the overall plan for palliative care in the Hutt Valley. We've seen a diverse group of colleagues receive palliative care education in both primary

and tertiary care, along with residential care. This has been rewarding as we know palliative care happens not only in hospices, but everywhere.

Te Omanga staff continued to show commitment to ongoing study with some great achievements gained. Several completed their masters and diplomas, and many attended courses and conferences throughout the year.

Education is important in improving our care and understanding towards the changing and often challenging needs in our community today, which impacts on how we support those with a life limiting condition and their families in the future.



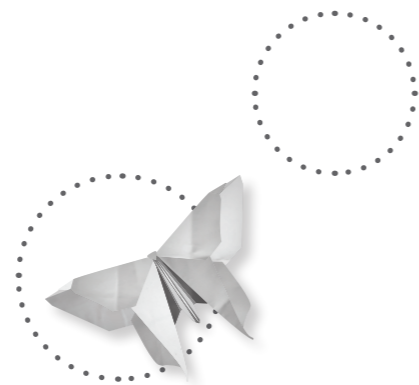
## A PARTNERSHIP IN RESIDENTIAL AGED CARE

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

The team supports, educates and collaborates with other professionals working in residential aged care facilities in the Hutt Valley, with the aim of increasing capability in quality palliative care.

Over the last year we have had opportunities to build relationships with GPs who have patients in residential care, and to continue working alongside nursing and care staff who provide palliative care on a regular basis. This has resulted in a more seamless service for patient and family care and the two separate specialties of aged care and palliative care are now a partnership.

This team approach has been achieved through close professional contact and respect, experience of shared care, and participation in the satisfaction of palliative care done well.



**“THE GREAT AIM  
OF EDUCATION IS  
NOT KNOWLEDGE  
but action”**

- HERBERT SPENCER





Back: Sam Knowles, Richard Taggart, Brendon Baker, Graeme Talbot (Deputy Chairman)  
 Front: Esther Sweet, David Young (Chairman), Michele McCreddie  
 Absent: Marion Cooper (Patron), Elaine Moffat, Gavin Murphy, Rob McGregor, Paul Mettram, Catherine Taylor



## TE 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



## CHAIRMAN'S REPORT TE OMANGA HOSPICE TRUST

It is with pleasure that I present my final Chair's annual report. I have had the privilege of serving as Chair for the past three years. I will continue to support the Hospice as a Trustee of the Te Omanga Trust Board.

The past year has been both very busy and very challenging but we have been rewarded by our many successes. This is the result of the dedicated efforts of our clinical staff, our management team, our retail teams and our many volunteers.

The provision of Palliative Care services has been evolving as has the type of medical conditions of those patients requiring Te Omanga's service. Over the past few years, our specialist team has been increasing its presence in the community by supporting residential aged care and primary care led provision of end of life care. The Government has approved new funding to support this. This will improve access to end of life care to our community.

After several years of thorough deliberation, we have decided that the best way for Te Omanga to provide services in to the future is the rebuild the Hospice facility. The current earthquake prone building is to be replaced by a built for purpose, efficient structure.

The decision was made after consultation, including the opinions of staff, architects, construction and geotechnical experts. The options of strengthening the current building or relocation were considered but would provide less benefit. Our Patron, Marion Cooper is supportive of our decision.

The cost of providing free end of life care continues to increase. We are reliant on the support of our generous sponsors and community. Our Team is always considering innovative ways to improve our revenue, to close the widening gap between Government funding and the actual cost of providing our palliative care service. One of these innovations was the recent opening of our new warehouse in Petone, Te Omanga Wakahuia. This facility is expected to improve the efficiency of our retail division.

I would like to take this opportunity to congratulate Biddy Harford, our Chief Executive, on her re-election as Chair of Hospice NZ and to thank her for her leadership of Te Omanga. Special thanks to our clinical staff, support staff and our many volunteers and supporters without whom Te Omanga would not be able to provide services. I would also like to extend my thanks to my fellow Trustees of the Te Omanga Trust Board and Te Omanga Foundation Board for their support and wisdom.

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



## CHIEF EXECUTIVE'S REPORT

**While Te Omanga has continued to evolve and change this year, there is one thing that is constant and that is our focus on people.**

Te Omanga is about caring for people with a life limiting condition and their families, whether they are at home, at our inpatient unit, in hospital or at an Aged Residential Care facility. We continue to build partnerships with people in the community and receive some amazing support in return. We simply couldn't continue to meet the needs of our community without your help.

Our ongoing challenge is finding sufficient funding to provide a free palliative care service. It costs around \$6.5 million each year and we need to find \$2 million to bridge the gap between the funding the Government provides through the District Health Board and what it costs, on a day to day basis, to provide our service.

You may also know about our goal to raise around \$10 million to rebuild the earthquake prone Hospice facilities. The decision to rebuild was not made lightly. Over the past four years we have invested significant funds in seeking professional advice, strengthening projects and geotechnical testing. We look forward to the new facilities providing a safer home for everyone - our patients, families and staff.

As part of our strategic planning, we reviewed our vision, purpose and values. The Board challenged us to think about what 'excellent care' really meant and as a result our new vision is 'everyone with palliative needs in our community receives responsive, proactive and equitable care'.

Providing compassion and support to those we care for is always at the centre of our purpose. We have widened our purpose to include the work we do with others in the community and our responsibility as an employer and steward of resources. You can read more about our new vision, purpose and values on page one of this annual review.



It's been a highlight this year to see our integrated approach in palliative care working so well in the Hutt Valley. The release of new Government funding to develop primary care and aged residential care end of life services has supported this. We have a strong focus on education at Te Omanga and would like as many people as possible to benefit from our expertise. We continue to work with Aged Residential Care facilities, Hutt Hospital and GPs to provide advice, education and support to those caring for patients living with a life limiting condition.

As people live longer and want to stay in their own homes for as long as possible, there are increasing challenges for palliative care in the future. I believe working collaboratively and in partnership with health professionals in our community is the way to meet this challenge and to ensure the Hutt Valley is well positioned for future growth in palliative care.

I would like to thank our two Boards, staff and team of volunteers for your support this year. It's estimated our supporters donate around 40,000 volunteer hours each year to benefit the daily operation of the Hospice. For this I am very grateful.

Together with your generous support we are able to provide quality care to those who need it and face the challenges of the future.

**Biddy Harford**  
Chief Executive





Back: Tess Sullivan – Quality & Risk Manager, Dr Ian Gwynne-Robson – Medical Director, Mary Death – Director of Nursing & Clinical Support Services  
 Front: Graeme Sinclair – Operations Manager, Bidy Harford – Chief Executive, Leanne McLean – Fundraising & Marketing Director

## 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.

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.

## TE OMANGA HOSPICE FOUNDATION

### PATRON AND BOARD MEMBERS

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 its needed, free of charge. The Foundation's supporters are committed to ensuring Te Omanga's financial future is secure.



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

Keith Quinn  
 Patron  
 Te Omanga Hospice  
 Foundation



"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"



## CHAIRMAN'S REPORT TE OMANGA HOSPICE FOUNDATION

My report last year noted a decision was still to be made on whether the buildings at Woburn Road would be strengthened or demolished with a new facility being constructed. It has been announced recently that a new facility is to be constructed. This is a very exciting but challenging project for the Hospice and indeed the community it serves.

There have been many favourable comments of the palliative care provided by the Hospice from the existing facilities. The Trustees have every confidence the wonderful service provided by the Hospice team will continue from new facilities.

As is known one of the reasons for the rebuild is that the current facilities are earthquake prone. There was no damage to the buildings from the Kaikoura earthquake which was a great relief.

The Foundation has committed \$5 million to the project. The overall cost is likely to be double that figure and a capital campaign is to be undertaken. The Trustees of both the Foundation and the Hospice are confident of the community's support but it is a major undertaking and will require a significant effort from all involved.

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

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

I wish to record my thanks to my fellow Trustees for their support throughout the year.

Te Omanga Hospice is a charity. Its palliative care service to the community is without peer. It is to be admired and nurtured.

On behalf of the Trustees I thank the community for its participation in this outstanding organisation. It is simply the best and we will continue to strive to keep it so.

**Rod Gillespie**  
**Chairman**  
**Te Omanga Hospice Foundation**

thank you

### Thank you to the following individuals and organisations for supporting the Te Omanga Hospice Foundation during the 2015–2016 financial year.

Mr Glen & Mrs Barbara Evans  
(Honorary Members) (ROH Glen)

Mrs Marion Cooper QSM MNZM  
(Life Member)

Gibson Sheat

Fulton Hogan

John Dillon - J D Dillon Contracting Ltd

Mr David Cheape

Mr Brian Cooper

Mr Chris & Mrs Kathryn MacKay  
– Chris MacKay Financial Planning

Dr John (Snr) & Mrs Olive McCafferty

Ivan & Dawn Fay (ROH Dawn)

Mr Graeme Mitchell

Mr & Mrs Bob & Elaine Moffat QSO

Mr Kevin & Mrs Lyncia Podmore

Mr & Mrs Anne & Keith Quinn MNZM

Mr & Mrs Cynthia & Graeme Talbot OBE

Mr Norm & Mrs Shirley Williams

Mr Rod & Mrs Liz Gillespie

Rotary Club of Heretaunga

H S Cooke Family Trust

Simon Manning - Harbour City Funeral Home

Horokiwi Quarries Ltd

L T McGuinness Ltd

Mr Jim & Mrs Joan Malcolm

Sir Somerford & Leonie Lady

Teagle - Teagle Family Trust

Mr Keith & Mrs Robyn Gibson

Mr Gerard Dewar, Ms Louise Sziranyi,

Mr Gerard Letts, Mr Daniel Vincent

- Thomas Dewar Sziranyi Letts

Gee & Hickton Funeral Directors

Rotary Club of Hutt City

Mr Brian Walshe

## 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 165 patients on any given day.

Our nurses made 6,400 community visits to enable patients to stay at home, as was their wish, and 48% of them were supported to die at home.

Te Omanga's Woburn Road Inpatient Unit operated at 60% occupancy rate, with 247 admissions totaling 2,215 bed days. The average length of stay was 8.8 days.

The Hospital Specialist Palliative Care team continued to work with health professionals in Hutt Hospital, offering consultancy, advice and education, which helped approximately 330 patients with a terminal illness.

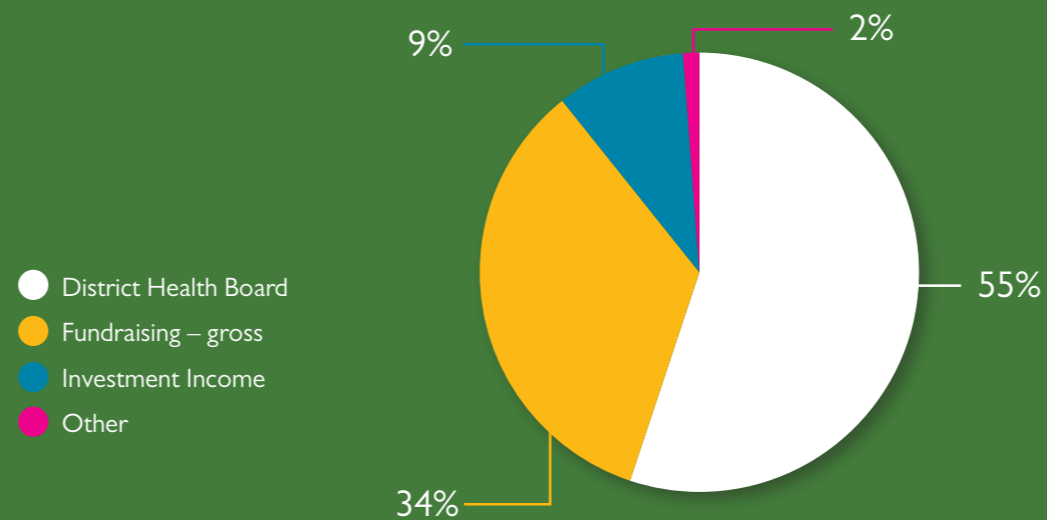
Our Palliative Care Clinical Nurse Specialists continued to work with 19 Residential Care facilities in the Hutt Valley, providing education and support to staff in these facilities as they cared for residents who were living with a terminal illness.

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.

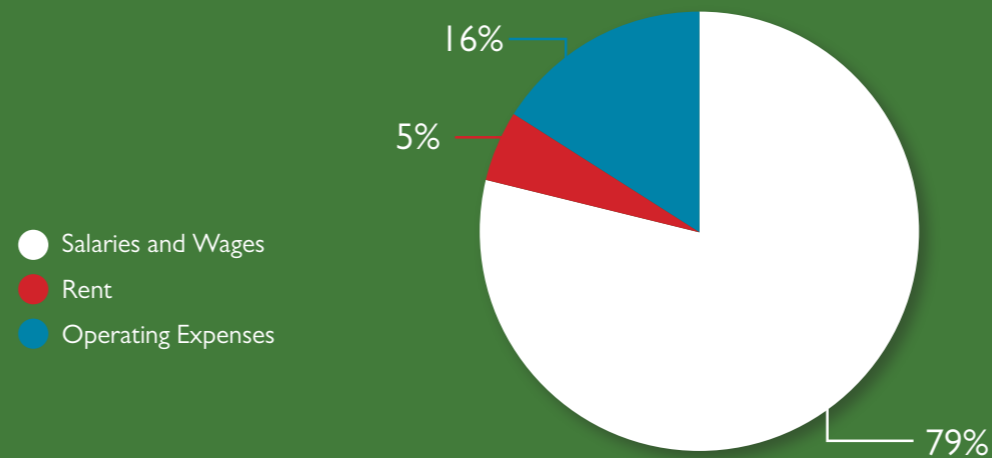
10% of the patients receiving our care were Maori and received support from our Maori Liaison.

### FUNDS RECEIVED FROM



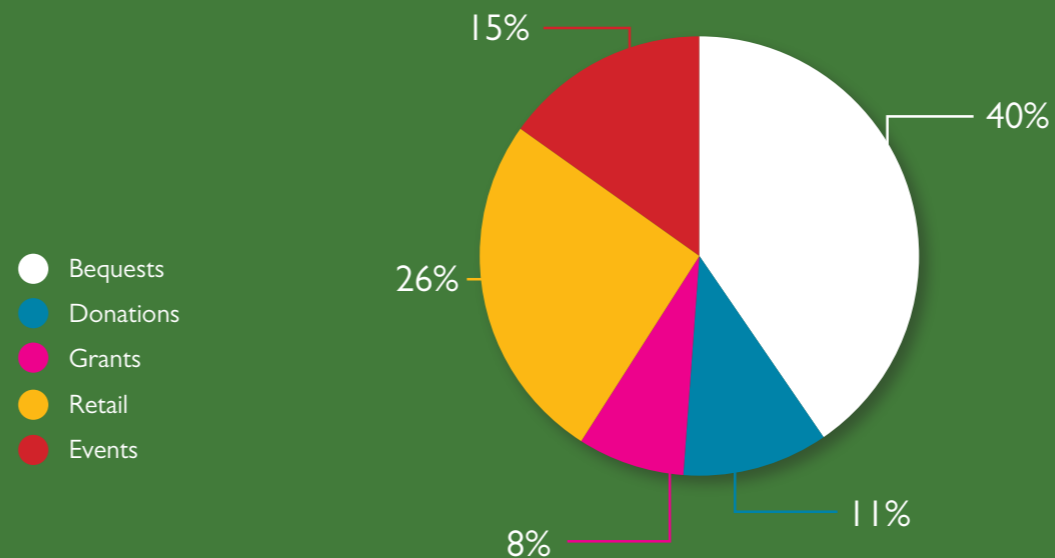
- District Health Board
- Fundraising – gross
- Investment Income
- Other

### FUNDS SPENT ON



- Salaries and Wages
- Rent
- Operating Expenses

### SOURCES OF FUNDRAISING



- Bequests
- Donations
- Grants
- Retail
- Events

## FINANCIAL SUMMARY FOR YEAR ENDED 30 JUNE 2016

All services provided to patients and families by the Hospice are free of charge but it cost more than \$6.5 million to provide our services

Operating Income	
Contract Income	4,582,335
Course Fees	74,663
Other Income	24,712
	<hr/> 4,681,710
Operating Expenses	6,527,869
Operating Deficit	<hr/> (1,846,159)
Net Fundraising Income	2,481,778
Operating Result	<hr/> 635,619
Investment Income	793,911
Net Income	<hr/> 1,429,530

A full set of financial statements are available on request.

# THE TEAM

## Chief Executive

Biddy Harford Chief Executive

## Executive Leadership Team

Biddy Harford	Chief Executive	Leanne McLean	Fundraising & Marketing Director
Mary Death	Director of Nursing & Clinical Support	Graeme Sinclair	Operations Manager
Dr Ian Gwynne-Robson	Medical Director	Tess Sullivan	Quality & Risk Manager

## Senior Nursing Team

Kate Gellatly	Palliative Care Nurse Specialist - Aged Residential Care	Heather Spence	Palliative Care Nurse Specialist - Primary Care
Peter Godden-Steele	Inpatient Unit Manager	Denise Walsh	Community Care Coordinator
Raelee Jensen	Clinical Nurse Educator/ Education Coordinator		

## Finance, Fundraising & Marketing, Support Services & Human Resources

Annie Bright	Medical Secretary	Diane Phillips	Finance and Property Manager
Christine Conroy	Medical Secretary (part of the year)	Dianne Raynes	Executive Assistant/ Support Services Coordinator
Christine Coulson	Retail Manager, Petone Hospice Shop		
Rob Glen	Retail Driver	Lyndy Roberts	Hospice Secretary, Support Services
Margret Gloag	Clinical Administrator, Support Services		
Jodie Hague	Administrative Assistant	Rachel Skipper	Accounts and Payroll (part of year)
Lynn Harris	HR Consultant		
Carmen Haskell	Retail Manager, Lower Hutt Hospice Shop	Kirsty Stratford	Business Development Manager
		Margaret Williams	Hospice Retail Support Manager
Wendy Jones	Finance & Payroll	Brian Wood	Events Manager (part of year)
Sally McGavin	Clinical Administrator, Support Services	Pam Wrigley	Retail Manager, Upper Hutt
Julie McMeeken	Fundraising Relationship Manager		Hospice Shop

## Education

Raelee Jensen Clinical Nurse Educator/Education Coordinator

## Medical Staff

Dr Ian Gwynne-Robson	Medical Director	Dr Siew Tan	Senior Medical Officer
Dr Kaye Basire	Palliative Medicine Consultant	Dr Lindsay Tanne	Palliative Medicine Consultant (part of year)
Dr Amanda Fitzgerald	Medical Officer		
Dr John Gordon	Medical Officer (part of year)	Dr Barry Taylor	Senior Medical Officer
Dr Salina Iupati	Palliative Medicine Consultant	Dr Kirsten Wadsworth	Medical Officer
Dr Tom Middlemiss	Palliative Medicine Consultant		

## Services

Anne Beattie	Housekeeper	Kirsty Rattray	Kitchen Assistant
Margaret Lisette	Kitchen Assistant	Joan Thom	Housekeeping Supervisor
Rosa Mishkin	Kitchen Supervisor	Betty Watkins	Kitchen Supervisor
Kaye Plunkett	Housekeeping Supervisor		

## Volunteer Services

Janice Henson	Manager	Judy Robb	Assistant Manager
---------------	---------	-----------	-------------------

## Family Support

Mary Brownlow	Art Therapist	Jeanette McLaughlin	Social Worker
Kerry Francis	Spiritual Care Coordinator	Linda Olsen	Maori Liaison
Diane Greenwood-Havea	Bereavement Counsellor/Team Leader	Keryn Squires	Music Therapist
Mary Harmer	Social Worker	Sheryl Trigg	Touch Therapist

## Occupational Therapy

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

Dr Tom Middlemiss	Palliative Medicine Consultant	Dr Lindsay Tanne	Palliative Medicine Specialist (part of the year)
Jude Pickthorne	Palliative Care Clinical Nurse Specialist		
Sarah Shellard	Palliative Care Clinical Nurse Specialist	Debbie Wise	Palliative Care Clinical Nurse Specialist

## Nursing Staff

Peter Godden-Steele	Inpatient Unit Manager
Denise Walsh	Community Care Coordinator

Wendie Ayley	Lida Czudaj
Alison Anderson	Cathy Davel
Pam Beirne	Joan Doyle
Shelley Bignell	Louise Ferrari
Sue Campbell	Michelle Gibbs
Chris Cavanagh	Kathy Gill
Melanie Humphries-Connolly	David Gilmore
Josie Crous	Maureen Ginnane-Dew
Lenore Cunningham	Winnie Graham-Smith

## Palliative Care Health Assistants

Caroline Bell	Beth Paddock
Lana Charlesworth	Mary Scott
Marie Jupp	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	Elaine Moffat QSO JP
Sam Knowles	Gavin Murphy
Michele McCreadie	Esther Sweet
Rob McGregor	Richard Taggart
Paul Mettam	Catherine Taylor

## Bankers

Bank of New Zealand

## Auditor

Paul Barnett

## Quality & Risk

Tess Sullivan	Manager
---------------	---------

## Patron - Te Omanga Hospice Foundation

Keith Quinn	MNZM
-------------	------

## Te Omanga Hospice Foundation Trustees

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

## Solicitors

Richard Martin	Gault Mitchell Lawyers Wellington
----------------	-----------------------------------



**Te Omanga Hospice**  
Te Whare Manaaki Tangata

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