



Te Omanga Hospice
Te Whare Manaaki Tangata



ANNUAL REVIEW

2016/17

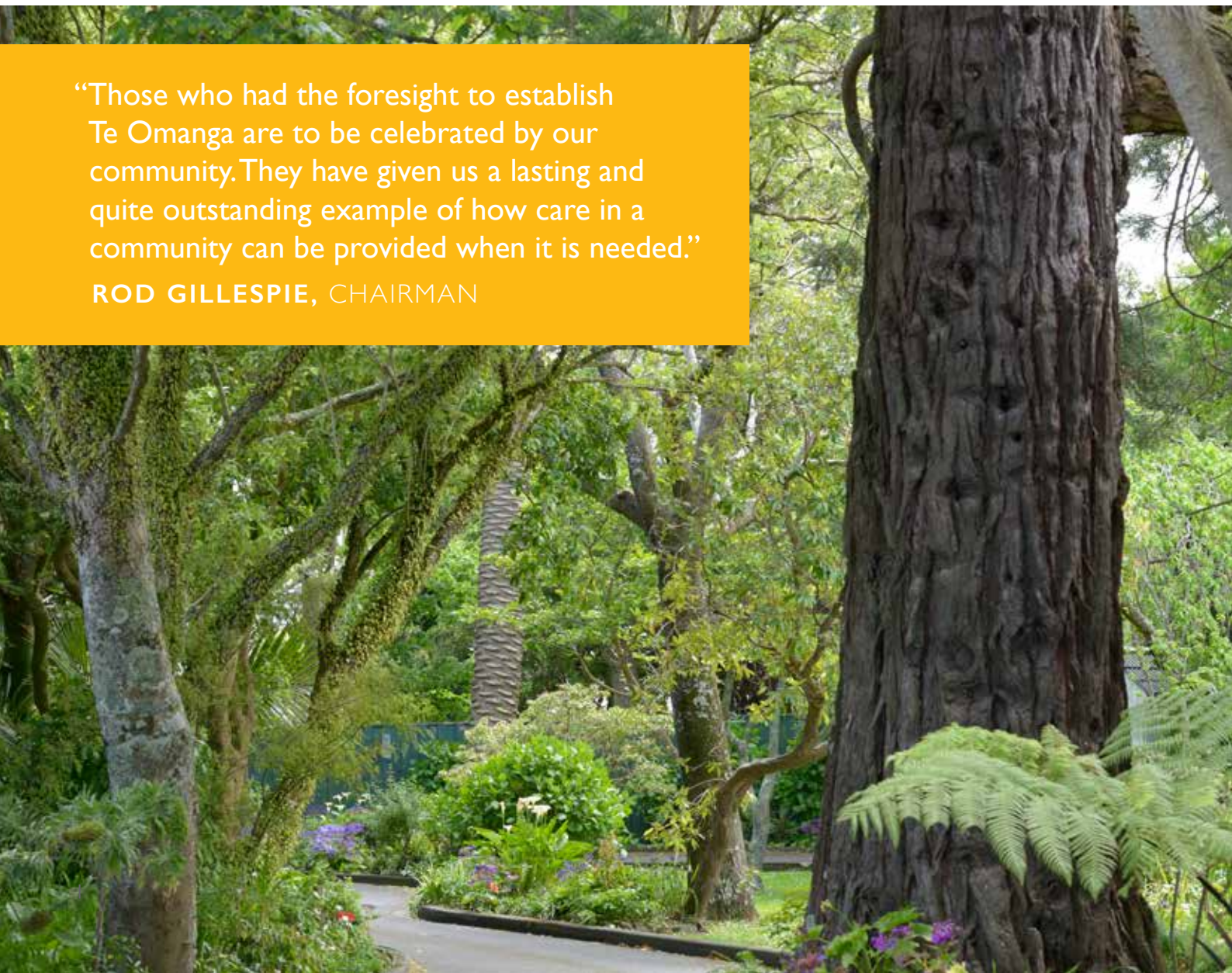
Honouring
the past and
looking towards
the future





“Those who had the foresight to establish Te Omanga are to be celebrated by our community. They have given us a lasting and quite outstanding example of how care in a community can be provided when it is needed.”

ROD GILLESPIE, CHAIRMAN



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. We provide care for people in their home, at our Inpatient Unit, and support the delivery of care in Residential Care Facilities, the Hutt Hospital and in conjunction with General Practitioners.

LIVING EVERY MOMENT



Tui's family had always been great supporters of Te Omanga over the years but it wasn't until Tui was diagnosed with cancer that they truly understood what hospice care was all about.

Having no experience of hospice, Tui and her husband Bruce thought hospice was a place where people came to die. ***"It just blew me away to find out it is more about living than dying"*** said Tui.

When finding out their Mum was ill, Tui's eldest daughter quickly returned home from London and her son flew back from Australia to make sure their Mum was fine. "It's the first time in donkey's years the family has all been together like this" said Bruce.

While Tui was staying at Te Omanga's Inpatient Unit, her family organised a wedding for her youngest daughter who recently had become engaged. Within three days, a wedding dress, suits and bridesmaids were organised and a ceremony was held in the beautiful hospice gardens. Tui treasured the memories, "it was unbelievably special and absolutely the best time."

When Tui returned home from the hospice, Te Omanga nurses visited often to ensure she was getting the care and support she needed. "We feel super cared for by everyone at the hospice, it's the most amazing place" she said. Bruce agreed, "the people are what makes the place."



IN A YEAR



WE CARED FOR
515 PATIENTS
& THEIR FAMILIES
AND THERE WERE

145 PATIENTS
ON OUR PROGRAMME AT
ANY ONE TIME

.....

PROVIDED CARE FOR AN
AVERAGE OF

132 DAYS  
PER PATIENT

.....

SUPPORTED    

42% OF PATIENTS

SO THEY CAN DIE IN THEIR
OWN HOME

.....

THERE WERE



225
ADMISSIONS
TO OUR INPATIENT UNIT

.....



OUR NURSES
MADE AROUND
7,000 VISITS
TO PATIENTS IN
THEIR OWN HOME

.....

PROVIDED
CONSULTATION
& ADVICE FOR
 OVER

300
PATIENTS

AT THE HUTT HOSPITAL

WITH OUR GREATEST THANKS

TO EVERYONE WHO SUPPORTED US IN THE 2016-17 FINANCIAL YEAR

AI Apparel	BNI Upper Hutt Business Boosters	David Cheape	Executive Laundry	Hiremaster Event and Party Ltd
Anne & Keith Quinn MNZM	BNZ Partners Lower Hutt	David Daily Charitable Trust	Explore - Auckland	House of Knives - Petone
Advance Electrical	Bob & Elaine Moffat	David Horsburgh	Expressions Arts & Entertainment Centre	House of Travel
Air New Zealand	Boon Group - Liz & Chris Boon	Denise Kramer	Ezra Builders	Hugh Cooke
Alana Estate Vineyard	Borthwick Estate	Deryn Schmidt Boutique	Fairweather Family Trust	Hutt Art Society- support from Ray White Real Estate Lower Hutt
Alfred Memelink	Boulcott's Farm Heritage Golf Club	Devham Services Limited	Farmers Queensgate	Hutt City Auto Services
All About Nail & Beauty	Brady Dyer Photography	Dilmah New Zealand Limited	Farmers Upper Hutt	Hutt City Council
Ann Topp	Brendan Foot Holden	Direct Security Services	Farrah's	Hutt City Dental
Annual Stonestead Outdoor Quilt Festival	Brian Cooper	Diva Beauty Therapy	Fawcett Trusts Partnership	Hutt Mana Charitable Trust
Antiques & Collectibles Vintage Fair- Diane Akers	Brian McGuinness	Dixon & Dunlop	Field & Green	Hutt River Valley Rotary Club
ANZ Staff Foundation	Brother International (NZ) Ltd	Dogs R Us	Fig Tree Cafe and Delicatessen	Hutt Valley Country Music Club
ANZCO Foods Rangitikei	Brown & Co	Donnelly Marketing	Fine Signs	Hutt Valley High School
Apex Print & Design	Brother International (NZ) Ltd	Dorothy L Newman Charitable Trust	First Sovereign Trust Limited	Ideal Electrical
Armstrong Prestige Wellington	Bryan and Margaret Williams	Doug Rothery- Brady Dyer Photography	Fix Fashion	Iluma
Art Hair Company	Build a Birthday	Dowse Art Museum	Flowers Etc	Imagine Childcare
Aston Norwood Cafe & Function Centre	Bunnings Warehouse Petone	Dulux	Footwear and Apparel NZ Ltd	Immigrant's Son Espresso
Autotech Associates	Bupa New Zealand Limited	Duncan Spence	Four Winds Foundation	Infinity Foundation
Aviation Security Service	Burns Pharmacy	Dzine Signs	Francis Henrietta Muter Trust	Interislander
Avison's Home & Giftware	Cafe Blume	Eastbourne Hutt Rotary	Fratelli	Irene Baker Foy Charitable Trust
B Gifted	Caffe L'affare	Eastbourne Lions Club	G R Dobbs Charitable Trust	Ivan and Nancy Davis Charitable Trust
Bank of Hell	California Garden Centre Lower Hutt	Eftpos and Retail Solutions Ltd	Gary and Kathleen Yellin	Jack Jeffs Charitable Trust
Bank of New Zealand Lower Hutt	Chalet Caterers	EJ & MC O'Brien Trust	Gavin Murphy	Jacky Pearsons
Barlows Transport	Chaplow's Custom Picture Framers	Electrical Generation Services	Gaynor Charitable Trust	Jake Bailey
Baylands Brewery	Charmaine's on Royal	Ella Monnery	Gee & Hickton Funeral Directors	Jegal Investments Ltd
Bayleys Capital Commercial Limited	Chef To Your Door	Ellen G	Geraldine Booth Optical	Jessica Irene Williams
Bayleys Real Estate	Chris Bishop, National Party	EM Pharazyn Trust	Global Wine and Beverage Company Ltd	Jewel, Petone
Beautiful Landscapes	Chris & Kathryn MacKay	Embassy Theatre	Godfrey's Lower Hutt	Jim & Joan Malcolm
Bed Bath & Beyond	Chris MacKay Financial Planning	Entertainment Publications NZ Ltd	Goodness	Jina's World of Fresh Produce
Bert & May Wilson Charitable Trust	Clegg Family Charitable Trust	Estate of Adrianus Johannes Heffer	Graeme Mitchell	Joe McMenamin Artist
Betty & Russell Watt	CoCo At The Roxy	Estate of Audrey Isabel Gibson	Grant Henderson	Joyce Christie
Bidfood	Community Organisation Grants Scheme	Estate of Bevan M Jones	Grant Quinn	Joseph Kelly Photography
Bidfresh	Community Post	Estate of Carole Lee Parsonage	Grant Sullivan Entertainment	JR McKenzie Trust
Bin 44	Concept Signs	Estate of Gladys Howe	Harbour Asset Management	JT Property Wash
Bin Hire (UH) Ltd	Concrete Placements	Estate of Graham John Hobbs	Harbour City Funeral Directors	Julia Reeves
BNI Chapter Wednesday Petone	Coney Wines	Estate of Kathleen Alice Boyd	Hardieboys Beverages	Julicher Estate
BNI Chapter Wellington Gateway	Craigs Investment Partners Ltd	Estate of Kathleen Marjorie Biggs	Harford Menswear	Juno Civil Ltd
BNI Hutt Business Connections	Created Homewares Ltd	Estate of Kathleen Marjorie Biggs	Hawthorn Lounge	K9 Security Services
BNI Hutt City	Creative Mouse Design	Estate of Rose Doris Gee	Headline Stylists	Katherine Morrison Textile Artist
BNI Hutt Forefront	Crest Financial Services	Estate of Wilfred Arthur Dell	Heaney on Jackson	Keith & Robyn Gibson
BNI New Zealand	Croft Funeral Home	Everson's Manufacturing Jewellers Upper Hutt	Hell's Pizza Upper Hutt	Keesing McLeod - Barristers & Solicitors
	Crown Movers	Execucare	Heroine Fashions	Keith Quinn
	Cycle Centre, Upper Hutt		Hills Hats Limited	
			Hippopotamus Restaurant	

We are very grateful to each and every person who has supported Te Omanga Hospice. While we are unable to list everybody here, please know we appreciate your kindness and generosity, and thank you for holding a special place for Te Omanga Hospice in your heart.

Kelleher Charitable Trust	Moa Brewing Co	Plumbing World Ltd	Shandon Golf Club	Thomas George Macarthy Trust
Kereru Brewing Company Limited	Mokoia Masonic Perpetual Trust	Preston's Master Butcher	Shayle George Charitable Trust	Tiana Soialo
Kevin Clark	Monteray Cinemas Upper Hutt	Pro Serve Electrical	Sherrington Jewellers	TigerLily
Kevin & Lyncia Podmore	Multi-Media Systems	Pub Charity	Shifting Gears	Tim Caughley
King Toyota Lower Hutt	Museum Art Hotel	QP Painters	Shine Café	Tommy's Real Estate Lower Hutt
La Villa Hairdressing & Extensions	Negociants New Zealand	Quality Inn Angus	Shirley Jones	Tony's Tyres
Lantech	New Leaf Skincare	Quality Painting Guaranteed	Shott Beverages	TopCut HairDesign
LB White Limited	New World Hutt City	Queen of Jackson	Silverspoon Restaurant	Totally Frocked Ltd
Le Cordon Bleu	New World Metro	Queen St Pharmacy	Silverstream Beauty Therapy	Trade Tools
Les Mills Hutt City	New World Silverstream	Quest Apartment Hotels	Silverstream Pharmacy Ltd	Trevor Mitchell
Life Pharmacy Queensgate	New World Stokes Valley	R S Lane	Simon & Sarah Hair Design	Trinity Hill
Life-Start Preschool	Niro Hair & Beauty	Rachel Nankivell Photography	Simon Manning	UK Hair
Lighthouse Cinema Petone	Niyomthai Massage Upper Hutt	Randwick Meats	Sir Somerford & Leonie Lady Teagle	Unichem High Street Pharmacy
Limousine Company	Noel Leeming	Rangatira Ltd	Something Crafty	Unichem Pharmacy Lower Hutt
Lion Foundation	Norm & Shirley Williams	Ray Letoa	Sonny Southon	Unichem Upper Hutt Pharmacy
Lions Club of Eastbourne	Norwest Group	Red Pebble Event Design	Soprano Italian Caffe	United Flower Growers
Lions Club of Featherston	Nutrimetics	Rembrandt	Southlight Gallery	University of Otago
Lions Club of Lower Hutt	NZ Community Trust	Resene Automotive and Light Industrial	Spark Foundation	Upper Hutt Bowling Club
Lions Club of Lower Hutt Epuni	NZ Financial Services Group	Revive Espresso Ltd.	St Oran's College	Upper Hutt City Council
Lions Club of Silverstream	NZ Lottery Grants Board	Rod & Liz Gillespie	Staglands	Upper Hutt College
Lions Clubs of Hutt Valley	NZ Music Foundation	Rona Gallery	Stansborough	Upper Hutt Cosmopolitan Club
Liz Beere & Martin Fine	Oderings Garden Centre	Ross Baker	Storage King	Upper Hutt Yellow Bellies Rugby Team
Lluma	OLI & MI Kitchen	Ross McLaughlin	Stream Beauty Therapy	Urban Mythology
Lone Star Cafe & Bar Petone	Olive Restaurant	Rotary Club Hutt Valley	Sue Guppy Sculptures	Valley Three Putt Club
Lottery Community	Ontrays	Rotary Club of Eastern Hutt	Summerset at the Course - Residents' Committee	Vibrant Hutt
Louise Sziranyi	Orange Box	Rotary Club of Heretaunga	Sybil Lane Charitable Trust	Village Beads, Petone
Lush Lashes	Pak'n Save Upper Hutt	Rotary Club of Hutt City	T G Macarthy Charitable Trust	VMD Collier Trust
Mad Butcher Lower Hutt	Pak'n Save Petone	Rotary Club of Hutt River Valley	Te Marua Golf Club	Wellesley Boutique Hotel
Malcolm McIntyre - Global Wines	Palazzo Kitchens	Rotary Club of Petone	Te Ra o Te Raukura Committee	Wellington Hospitality Group
Manor Park Golf Club	Panhead Brewery	Rothbury Insurance Brokers	The Breeze	Wellington Racing Club Inc
Mansfield Drycleaners	Paper Plus - Upper Hutt	Rowan IKM	The Chocolate Story	Wharekauhau Luxury Lodge
Margaret Griffin	Paper Source 2011 Ltd	Roy & Jan Mace Charitable Trust	The Cycle Centre- Upper Hutt	Wheeler's Shoe Store
Mark Southon	Park Road Post Production	Royal Wellington Golf Club	The Hutt News	Whiting Financial Services
Matt Pike	Parmar's Flooring	Russell & Betty Watt	The Jack Jeffs Charitable Trust	William Noel Phrazyn Trust
McCormack Group Limited	Patricia O'Brien Charitable Trust	S J Shayle-George Charitable Trust	The Learning Connexion	Workzone
MediaWorks Wellington	PC Patch	Salon Cheveux	The Rotary Club of Petone Trust	Wormald
Mediterranean Food Warehouse	Peak Electrical	Salute Hair & Day Spa	The Shampoo Shop	Yatra
MHL Electrical	Pelorus Trust	Sam Southon	The Tote Bar	Z Energy Hutt Road
Michael Kelly	Pete Lamb Fishing	Sapere Research Group	The Vogue Store	Zany Zeus
Miro Cinema	Petone Working Men's Club	Sarah Searancke Catering	Thelma and Allan Brabyn	
Mitre 10 Mega Petone	Pit Stop	Scratch Design	Thimbles & Threads	
MJF Lighting	Pita Pit Lower Hutt	Seashore Cabaret		
MLH Electrical	Placemakers Seaview			

OUR VOLUNTEERS

Thank you to all our dedicated and selfless volunteers who gave their time, talent and heart to Te Omanga Hospice over the year. You have made a real difference to the quality care and support we provide to those in our community living with a life limiting condition. This year in particular, we have appreciated your adaptability and commitment to the hospice as we've prepared to move from Woburn Road. For all you do and give, we are so very grateful.

“Thank you to our wonderful volunteers for faithfully turning up to work every day, making a difference to what we can achieve for patients and their families.”

BIDDY HARFORD, CHIEF EXECUTIVE

 **500**
VOLUNTEERS
DONATED AROUND
42,000
HOURS OF THEIR TIME
TO THE HOSPICE

 **160**
PEOPLE
VOLUNTEERED TO
HELP WITH OUR
ANNUAL STREET
DAY APPEAL





“Those who bring sunshine to the lives of others cannot keep it from themselves.”
JAMES BARRIE



SHARING KNOWLEDGE

Te Omanga offers a formal education programme for health professionals, families of patients and others who are interested in palliative care. Throughout the year we held full day and two hour courses externally, along with an internal programme for staff.

We value ongoing learning as an opportunity to grow both our services and ourselves to achieve the goals that support the care of the patients and families with palliative care needs.

As we move forward, we are looking at innovative ways to ensure our community receives equitable, proactive and responsive care. Our aim is to strengthen links in our community and grow knowledge of palliative care in the Hutt Valley.

An example of this is the implementation of our Palliative Care Link Nurse (PCLN) course which offers registered primary nurses an opportunity to develop their generalist palliative skills. This will enable them to act as a link between their organisation and Te Omanga services, identifying when and where people and their families need support.

As a team, Te Omanga is committed to sharing our knowledge of palliative care. Our course 'A Map through the Forest' empowers and supports families to care for their loved ones at this often challenging time, finding meaning in the process of dying. We are also committed to ongoing learning and are involved in national initiatives and research around living and dying well.

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.

End of life care for our ageing population is taking place increasingly in Residential Care Facilities (RCF). In the spirit of a more integrated model of care with primary providers, our Aged Care Team has built a network of relationships with RCF staff and GPs, that is a platform for ongoing education and clinical support, advice and mentorship.

Investing in these relationships has been positive for all concerned, and means more elderly people, not referred to Te Omanga, will have access to good palliative care too. This is part of our ongoing strategy and vision to ensure everyone with palliative needs in our community receives responsive, proactive and equitable care.



DELIVERED **78**
EDUCATION
WORKSHOPS
TO **1,000**
HEALTH PROFESSIONALS
AND STUDENTS




PROVIDED ADVICE
AND SUPPORT TO **17**
RESIDENTIAL
CARE FACILITIES

SUPPORTING FAMILIES

Te Omanga's dedicated Family Support Team provides emotional, spiritual, cultural, social and psychological support to people with a life limiting condition, and their families and whānau. We do this through a diverse range of services including art, music, occupational and touch therapy, counselling, social work, spiritual care, whānau support, bereavement care and biographies.

This year we reviewed our services and identified the strengths we need in the Family Support Team to support our community over the next five years. As we said a fond farewell to staff retiring and moving overseas, new staff have come on board and we have gained the people and skills we know we will need going forward.

We have utilised the Ministry of Health Innovation Funding to support more patients and families living with a life limiting illness in the Hutt Valley. 22 people or families have received psychosocial palliative care through a direct referral from primary health care providers to Family Support. The psychological and emotional well-being of people living with a life limiting illness, and their families, can be greatly impacted when people are facing the end of their life. Our goal is to continue to increase equity of access to psychosocial palliative care services for those who require support.

Our Family Support Team provided ongoing education to health professionals and families of patients, sharing their knowledge on grief, loss, self-care, holistic care, challenging conversations, working with compassion and communication.

We recognise that people often need rituals and opportunities to come together at times of grief after a loved one dies. Over the last year we held four remembrance services for families and whānau, including a special children's service. Children are often a group that can be overlooked in their grief. Our bereavement walking group restarted weekly walks to provide people with an opportunity to exercise, socialise and support each other at a challenging time.



IN A YEAR

 **193**
PATIENTS

AND THEIR FAMILIES
**RECEIVED ART
AND MUSIC THERAPY**

OUR SOCIAL WORKERS
SUPPORTED

 **452**

PATIENTS AND
THEIR FAMILIES

333 

PATIENTS RECEIVED
SUPPORT FROM OUR
OCCUPATIONAL
THERAPISTS

218 

PATIENTS
AND THEIR FAMILIES
RECEIVED COUNSELLING

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

63 PATIENTS
AND THEIR

FAMILIES RECEIVED
SUPPORT FROM OUR
MĀORI LIAISON OFFICER



 WE
DELIVERED
**TOUCH
THERAPY TO**
162 PATIENTS

WE COMPLETED

26 

**PATIENT
BIOGRAPHIES
TAKING
737** HOURS



“Every day I am humbled by the generosity of our public, gifting beautiful items to our retail shops. Each item respected and cared for by our wonderful volunteers, who proudly present for sale helping turn treasure into care.”

MARGARET WILLIAMS, HOSPICE SHOP AND RETAIL SUPPORT MANAGER, FUNDRAISING AMBASSADOR





RETAIL THRIVING

Our three Hospice Shops in Petone, Lower Hutt and Upper Hutt have continued to provide a good source of funding for Te Omanga. Retail assists the hospice to make a difference to those on our programme of care.

This year saw the opening of our new Hospice Shop in Petone, Te Omanga Wakahuia, which means treasure box. The opening of this shop, which is based on a warehouse concept, has led to a three fold increase in donations. Thank you to those who continue to donate their quality treasures to us, or buy from one of our Hospice Shops.

In November, our shops were shaken by the Kaikoura earthquakes and we were back up and running within a day due to our fabulous Shop Managers. We are extremely grateful to our dedicated volunteers as our Hospice Shops depend on their hard work and loyal support.



33%
OF OUR FUNDRAISING
COMES FROM OUR THREE
HOSPICE SHOPS



FUNDRAISING SUCCESS

Each year we need to fundraise around \$2 million to bridge the gap between funding the Government provides and the cost to provide our services on a day-to-day basis. Fundraising initiatives and events help us achieve this.

Our events this year included:

- Annual Street Appeal
- 100s and 1000s Dinners for Te Omanga
- Farmers Trees of Remembrance
- Ten Tables Christmas Tour
- Vintners' Lunch

A highlight on our fundraising calendar was 'Vintners' Lunch' and this year it was our 10th Anniversary. This spectacular event was roaring 20's themed and held at Expressions Arts and Entertainment Centre in Upper Hutt. 300 guests enjoyed a six course degustation lunch created by some of Wellington's finest Chefs, along with matching fine wines.

It is only with the support of our generous community that we are able to achieve our fundraising goals, and in return support those in our community who need it. We are very thankful to those who fundraise on our behalf, to the businesses and individuals who donate 'in kind' or provide sponsorship, and to the many people who attend our events.

\$38,862
WAS RAISED
FROM FARMERS TREES
OF REMEMBRANCE



 **\$107,000**
WAS RAISED
ON THE DAY FROM OUR
VINTNERS' LUNCHEVENT





“Giving is not just about making a donation.
It is about making a difference.”

KATHY CALVIN

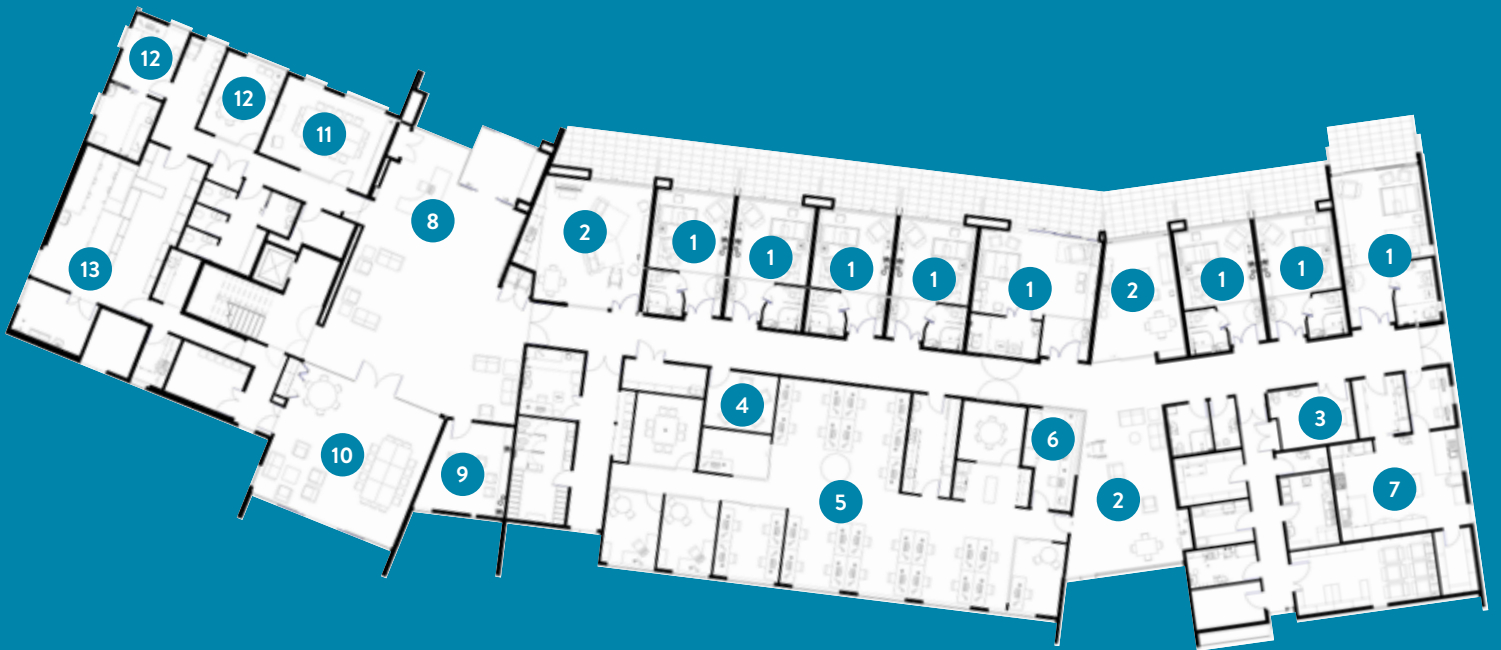


\$10 MILLION

IS THE AMOUNT NEEDED TO REBUILD OUR HOSPICE



GROUND FLOOR





REBUILDING OUR HOSPICE

This year, our focus has been on creating the plans to rebuild our earthquake-prone hospice building at Woburn Road. We have worked closely with the architects and design team to create a design that will meet the needs of our community for many generations to come.

Our new hospice will have eight patient rooms, improved facilities, modern equipment, and be energy efficient and sustainable. It will also be a safer home for everyone - patients and their families, visitors, staff and volunteers.

We are grateful to those who have already supported our campaign to raise \$10 million to rebuild our hospice. This has enabled us to start our building project and it is now vital we raise the remaining funds to complete it by 2019.

LET'S
NAIL IT
TOGETHER

FIRST FLOOR



- 1 In-patient rooms
- 2 Family lounges
- 3 Patient spa room
- 4 Family meeting room
- 5 Clinical, Community, Education & Family Support teams workspaces
- 6 In-patient reception
- 7 Main kitchen
- 8 Entrance & reception
- 9 Spiritual space
- 10 Multi-function & education meeting room
- 11 Board room
- 12 Out-patient consultation rooms
- 13 Equipment storage and cleaning
- 14 Staff room
- 15 CEO & Support Services workspaces

CHAIRMAN'S REPORT TE OMANGA HOSPICE TRUST AND TE OMANGA HOSPICE FOUNDATION



It is with pleasure I present my first annual report as Chair of Te Omanga Hospice Trust and Te Omanga Foundation.

The provision of palliative care to the community of the Hutt Valley remains at the highest level thanks to the outstanding efforts of our dedicated clinical staff, management team, retail teams and the quite extraordinary number of volunteers (around 500). Te Omanga reaches out to the whole community in a way which is unique. Not one of us wishes to face the inevitability of death. That Te Omanga provides support to those facing a life limiting illness and their families is simple in its concept, inspirational in its application and a mighty effort to achieve.

Those who had the foresight to establish Te Omanga are to be celebrated by our community. They have given us a lasting and quite outstanding example of how care in a community can be provided when it is most needed.

The work done by the volunteers in the community to raise awareness of the work of the hospice and to assist the cost of the provision of palliative care remains of the highest level.

The retail outlets continue to trade successfully. Te Omanga Wakahuia is proving a great success.

Te Omanga Foundation continues with the support of ongoing education of staff with funds from the Jean Murray Nicholson bequest. I am very pleased to report that once again the recipients have excelled in their studies and their ongoing pursuit of understanding the special needs of palliative care have been of immense benefit to the hospice.

Te Omanga Foundation successfully purchased Britannia House in Britannia Street, Petone earlier this year as the temporary home of the hospice during the rebuild of the facilities at Woburn Road. The hospice is now operating from Britannia Street after an excellently coordinated shift ably assisted by the NZ Army and Hammond Transport. The capital campaign to fund the cost of the new facilities at Woburn Road is in full swing and I am delighted to report is progressing very well. The lofty target of \$10 million is expected to be achieved and the generosity of the community to do so is acknowledged.

Te Omanga Hospice is a charity in the truest sense. It strives to provide care like no other and it succeeds through the efforts of staff and volunteers. It is a Hutt Valley icon.

I thank Biddy Harford, our Chief Executive, for her leadership of Te Omanga Hospice. I thank our clinical and support staff for their professionalism, drive and sense of purpose. I would like to acknowledge and thank retiring Trustee Esther Sweet, who has served Te Omanga for 13 years on the Board.

I thank my fellow trustees of both Te Omanga Hospice Trust and the Te Omanga Foundation for their support and dedication.

A handwritten signature in black ink, appearing to read 'Rod Gillespie'.

**Rod Gillespie, Chairman
Te Omanga Hospice Trust and Te Omanga
Hospice Foundation**

TE OMANGA HOSPICE TRUSTEES AND TE OMANGA HOSPICE FOUNDATION TRUSTEES



Back: Gavin Murphy, Brendon Baker, Gerard Dewar, Brian Walshe, Rod Gillespie (Chairman)

Front: David Young, Catherine Taylor, Richard Taggart, Graeme Talbot, Paul Mettam

Absent: Marion Cooper (Patron), Keith Quinn (Patron), Michele McCreadie, Sam Knowles, Esther Sweet, Elaine Moffat



Marion Cooper, Patron, Te Omanga Hospice Trust



Keith Quinn, Patron, Te Omanga Hospice Foundation





CHIEF EXECUTIVE'S REPORT

This year has been a huge year of change for Te Omanga Hospice. While we continue to focus on offering the very best care and support to people facing a life limiting condition, we have also been working on positioning our hospice to meet the future needs of our community.

Those who read my last Annual Report will remember I talked about our decision to rebuild the hospice facilities at Woburn Road following the findings that it was earthquake prone. I acknowledge that losing our beautiful building, which has served our community well for many years, is very sad. However, it is also exciting to have the opportunity to create the best possible facility to deliver our services from, supporting the people of the Hutt Valley for many generations to come.

Our vision is that 'everyone with palliative needs in our community receives responsive, proactive and equitable care'. We have continued to work collaboratively with other health professionals to make our vision a reality. The Government funding to develop primary care and aged residential care end of life services has supported this. We work with Aged Residential Care facilities, Hutt Hospital and GPs to provide advice, education and support to those in our community living with a life limiting condition.

The three major projects we have embarked on this year are:

Rebuilding our hospice at Woburn Road

We have worked hard this year to finalise the plans for our new hospice building. It has not been easy ensuring our building meets all of our needs, while working within an affordable budget. We are so proud of the building design – it is going to be a magnificent haven for the people of the Hutt Valley.

The building will come down and construction will start in 2018. Our staff and volunteers will work together to make sure our beautiful gardens, spirit, culture and drive for excellence remains with us in the new building.

Moving to our temporary home

To enable us to build our new home at Woburn Road we have to vacate the site. We spent a great deal of time looking for a temporary home to move to during the building phase. The perfect solution presented itself in February with the sale of an aged care facility, Britannia House in Petone. We were successful in purchasing the facility and moved into the facility in September.

Raising \$10 million to fund our building project

It is now vital we raise \$10 million to rebuild our new hospice. We've created a fundraising campaign called "Let's Nail It Together" as we can only raise this extraordinary amount of money with the help and generosity of people in our community

Over the next two to three years, our focus will be on raising \$10m for our new building, while raising \$2 million each year to keep our services free of charge to people in the Hutt Valley that need our care and support.

Thank you

I am very thankful to many of you who have generously supported Te Omanga in some way this year. We look forward to your ongoing support as we rebuild our hospice and create a legacy for future generations and a place in our community we can all be proud of.

I acknowledge and thank my colleagues at Te Omanga, especially the clinical team, who continue to deliver exceptional care and support to people in our community with palliative care needs, despite the huge upheaval of packing up and moving out and establishing our services from our temporary site in Petone.

Thank you also to our wonderful volunteers for faithfully turning up to work every day, making a difference to what we can achieve for patients and their families.

My thanks to the Trustees for their confidence and trust in me and to Graeme, Mary and Ian, the Executive Leadership Team, for leading this huge year of change.



Biddy Harford
Chief Executive



EXECUTIVE LEADERSHIP TEAM



Dr Ian Gwynne-Robson - Medical Director, Mary Death - Nursing & Clinical Support Director, Graeme Sinclair - Support Services Director, Biddy Harford - Chief Executive

Absent: Leanne McLean - Fundraising & Marketing Director, Tess Sullivan - Quality & Risk Manager

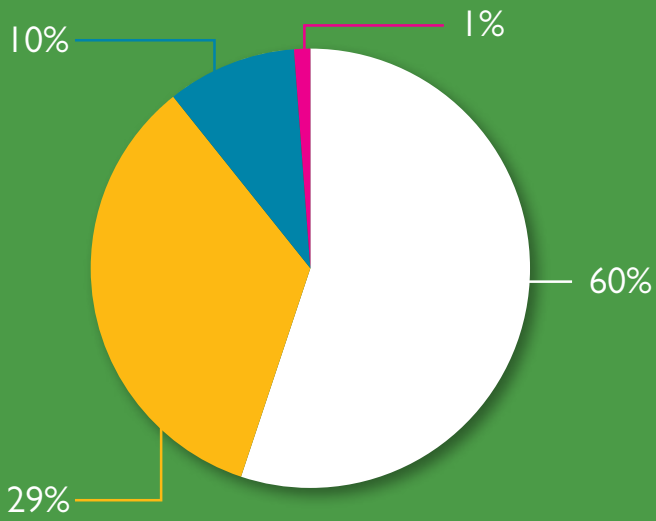
- District Health Board
- Fundraising – Gross
- Investment Income
- Other

- Salaries and Wages
- Rent
- Operating Expenses

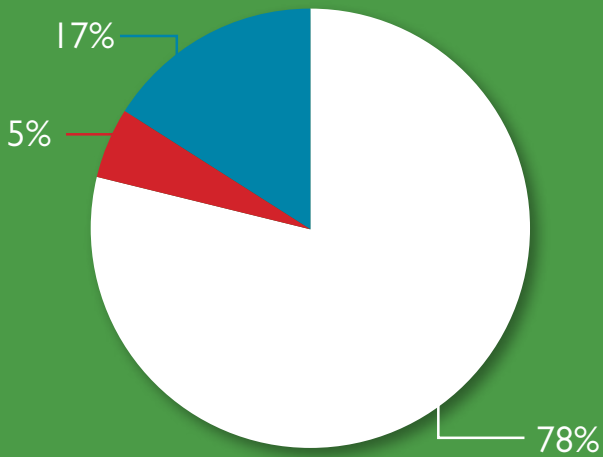


- Bequests
- Donations
- Grants
- Retail
- Events

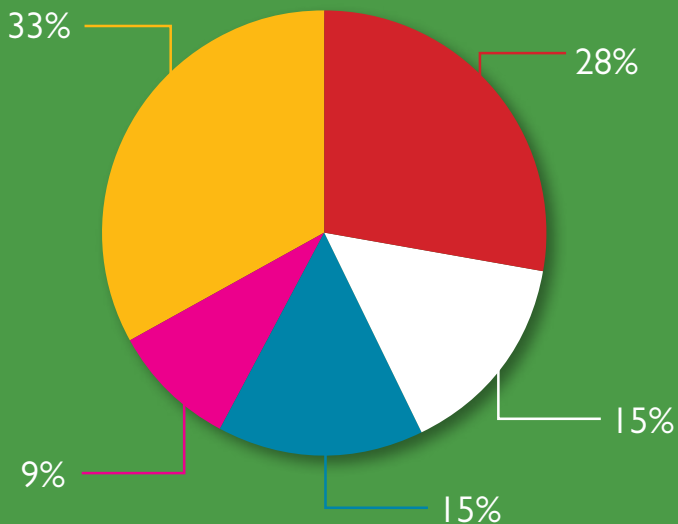
FUNDS RECEIVED FROM



FUNDS SPENT ON



SOURCES OF FUNDRAISING



FINANCIAL SUMMARY FOR YEAR ENDED 30 JUNE 2017

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	\$4,588,063
Course Fees	\$13,368
Other Income	\$38,476
	<hr/>
	\$4,639,907

Operating Expenses	\$6,585,918
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Operating Deficit	(\$1,946,011)
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Net Fundraising Income	\$1,789,876
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Operating Result	(\$156,135)
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Investment Income	\$786,668
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Net Income	\$630,533
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A full set of financial statements are available on request.



THE TEAM

Chief Executive

Biddy Harford

Chief Executive

Executive Leadership Team

Biddy Harford

Mary Death

Dr Ian Gwynne-Robson

Leanne McLean

Graeme Sinclair

Tess Sullivan

Chief Executive

Nursing & Clinical Support Director

Medical Director

Fundraising & Marketing Director (part of the year)

Support Services Director

Quality & Risk Manager (part of the year)

Senior Nursing Team

Kate Gellatly

Peter Godden-Steele

Raelee Jensen

Heather Spence

Denise Walsh

Palliative Care Nurse Specialist: Aged Residential Care

Inpatient Unit Manager /Clinical Quality & Risk Manager

Clinical Nurse Educator/Education Coordinator

Palliative Care Nurse Specialist – Primary Care

Community Care Coordinator

Finance

Diane Phillips

Wendy Jones

Finance & Property Manager

Accounts, Payroll & Finance

Fundraising & Marketing

Leanne McLean

Leanna Bruce

Julie McMeeken

Sarah Hayward

Lesley Sliker

Brian Wood

Kirsty Stratford

Allister Wood

Margaret Williams

Christine Coulson

Carmen Haskell

Pam Wrigley

Rob Glen

Fundraising & Marketing Director (part of the year)

Communications & Marketing Manager

Fundraising Relationship Manager (part of the year)

Fundraising Coordinator

Capital Campaign Coordinator

Events Manager (part of the year)

Business Development Manager & Fundraising Relationship Manager

Retail Development Manager

Hospice Retail Support Manager

Retail Manager – Petone Hospice Shop (part of the year)

Retail Manager – Lower Hutt Hospice Shop

Retail Manager – Upper Hutt Hospice Shop

Retail Driver

Human Resources

Lynn Harris

Specialist HR Support (part of the year)

Support Services

Graeme Sinclair

Annie Bright

Jodie Hague

Helen Hill

Margaret Lissette

Sabrina Meo

Rosa Mishkin

Kaye Plunkett

Kirsty Rattray

Dianne Raynes

Lyndy Roberts

Joan Thom

Betty Watkins

Support Services Director

Medical Secretary

Technology, Fleet & Property Manager

Housekeeping Assistant

Kitchen Assistant

Support Services Coordinator (Job Share)

Kitchen Supervisor (Job Share)

Housekeeping Supervisor (Job Share)

Kitchen Assistant

Support Services Manager/Executive Assistant

Support Services Coordinator (Job share)

Housekeeping Supervisor (Job Share)

Kitchen Supervisor (Job Share)

Education

Raelee Jensen

Clinical Nurse Education/Education Coordinator

Medical Staff

Dr Ian Gwynne-Robson

Dr Kaye Basire

Dr Amanda Fitzgerald

Dr Salina Iupati

Dr Tom Middlemiss

Dr Siew Tan

Dr Barry Taylor

Dr Kirsten Wadsworth

Medical Director

Palliative Medicine Consultant

Medical Officer

Palliative Medicine Consultant

Palliative Medicine Consultant

Senior Medical Officer

Senior Medical Officer

Medical Officer

Volunteer Services

Janice Henson

Judy Robb

Manager of Volunteer Services

Assistant Manager (part of the year)

Family Support

Diane Greenwood-Havea
Mary Brownlow
Viviana Fon
Kerry Francis
Mary Harmer
Patricia Hay
Lynda Marino
Jeanette McLaughlin
Linda Olsen
Ellen Rose Smith Whatley
Keryn Squires
Serena Stace
Sheryl Trigg

Bereavement Counsellor/Team Leader
Art Therapist (part of the year)
Counsellor – Primary (part of the year)
Spiritual Care Coordinator
Social Worker (part of the year)
Art Therapist (part of the year)
Social Worker – Primary Care
Social Worker
Maori Liaison
Art Therapist (part of the year)
Music Therapist
Counsellor – Primary (part of the year)
Touch Therapist

Occupational Therapy

Eleanor Barrett
Penny Broad
Heather Lock
Mark Rybinski

Occupational Therapist/OT Team Leader
Occupational Therapist
Living Well Day Group Coordinator
Equipment /Fleet Coordinator

Residential Care

Kate Gellatly
Ros McIntosh

Palliative Care Clinical Nurse Specialist
Palliative Care Clinical Nurse Specialist

Primary Care

Lise Bragger
Heather Spence

Palliative Specialist Nurse
Palliative Care Clinical Nurse Specialist

Hospital Palliative Care Team

Dr Tom Middlemiss
Jude Pickthorne
Sarah Shellard

Palliative Medicine Consultant
Palliative Care Clinical Nurse Specialist
Palliative Care Clinical Nurse Specialist

Nursing Staff

Peter Godden-Steele
Denise Walsh
Wendie Ayley
Alison Anderson
Pam Beirne
Shelley Bignell
Lise Bragger
Sue Campbell
Chris Cavanagh
Melanie Humphries-Connolly
Josie Crous
Lenore Cunningham

Inpatient Unit Manager/Clinical Quality Manager
Community Care Coordinator

Cathy Davel
Louise Ferrari
Michelle Ann Gibbs
Katherine Gill
David Gilmore
Maureen Ginnane-Dew
Winnie Graham-Smith
Marian Jongepier
Sandra Kedzlie-Wilson
Caroline Komene
Lesieli Leota
Heather Lust

Olivia Marchant
Helen Murdie
Laura Page
Sherrilyn Rodgers
Debbie Salter
Christine Solly
Damaris Thirkell
Raylene van Horik
Natalie Wilson
Lidia Czudaj
Janice Wilson
Ida Yassein

Palliative Care Health Assistants

Caroline Bell
Mary Scott

Lana Charlesworth
Sandhya Shankar

Beth Paddock
Marie Jupp

Clinical Administrators

Margaret Gloag
Sally McGavin

Clinical Administrator (Job Share)
Clinical Administrator (Job Share)

Patron – Te Omanga Hospice Trust

Marion Cooper MNZM QSM

Te Omanga Hospice Trustees

Rod Gillespie (Chairman)
Sam Knowles
Paul Mettam
Richard Taggart
Graeme Talbot OBE
David Young

Brendon Baker
Michele McCreadie
Esther Sweet
David Young
Catherine Taylor

Bankers

Bank of New Zealand

Solicitors

Richard Martin
Gaul Mitchell Lawyers Ltd

Patron – Te Omanga Hospice Foundation

Keith Quinn MNZM

Te Omanga Hospice Foundation Trustees

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

Auditor

Paul Barnett

“You matter because you are you, and you matter to the end of your life. We will do all we can not only to help you die peacefully, but to live until you die.”

DAME CICELY SAUNDERS



Te Omanga Hospice
Te Whare Manaaki Tangata

The logo for Te Omanga Hospice features a colorful illustration of a house with a red roof, a sun, a tree, and two figures. Below the illustration, the text "Te Omanga Hospice" is written in a blue font, and "Te Whare Manaaki Tangata" is written in a smaller black font below it.

Annual Review 2016-2017

www.teomanga.org.nz

Phone: 04 566 4535 | PO Box 30 814, Lower Hutt 5040

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