

Annual Report



Compassionate

Aroha

Inclusive

Mo te katoa

Professional

Tautikanga

Cover: Harbour Hospice social worker Monica Donnelly shares a moment with a patient at Tui House. Monica's role includes supporting patients and families with access to benefits, budgeting, equipment and practical help, which can relieve stress and enable patients to remain in their own homes.



06



16



23

Harbour Hospice Trust Board

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Living Every Moment

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A message of thanks

We are delighted to bring you the first Harbour Hospice Annual Report, showcasing the tangible impact of our three community sites working together to further benefit patients and families from Te Hana in the north to Devonport in the south.

As a charity we are always so aware that much of our work would not be possible without the support of many, many generous supporters. This report comes with heartfelt thanks.

The combined communities of North Shore and Rodney face three major challenges: they comprise one of the fastest growing areas in New Zealand; people are living longer and developing more complex symptoms and there is a nationwide shortage of specialist palliative care staff.

These are not new challenges, but we have taken a new approach to addressing them by merging the two trusts – North Shore Hospice Trust (including Warkworth/Wellsford Hospice) and Hibiscus Hospice Trust – that served these three communities.

Coming together as Harbour Hospice has allowed us to direct more resources into clinical services and care for more people, with improved patient outcomes. This is key to reaching our goal of tripling our impact by 2034 – without tripling our costs.

Last year we cared for a total of 1,243 patients and families, and an average of 347 people received care every day. We are developing an easier, faster referral service into Hospice services that is equitable for everyone.

A stable and highly skilled specialist medical team has formed across the region, and our doctors are among the 20% of Harbour Hospice staff who now spend time at all three sites. We have introduced new day programmes and services at Hibiscus Coast and Warkworth, and more counselling and new residential care-based community nursing services at North Shore.

We have been able to invest more into training staff who work with patients, and those interested

in upskilling in palliative care. This will help ensure Hospice can meet the increase in demand and be able to deliver services well into the future.

By pooling resources dedicated to the Auckland region-wide Poi innovation project, we have a highly skilled and enthusiastic team supporting community healthcare professionals who are providing end of life care in residential and primary care.

By redeveloping the ground level of Hibiscus House, we have created an administration hub in the centre of the Harbour Hospice catchment, allowing staff to communicate and collaborate more effectively. Providing jobs within easy reach of the Hibiscus Coast, North Shore and Warkworth/Wellsford communities is attracting a broader range of skilled professionals who want to work close to home.

We are ever mindful that we could not fund these services without the support of a very generous and compassionate community. With the cost of patient services reaching over \$11 million, we are extremely grateful that donors in our community, customers in our Hospice Shops and grants from Trusts and Foundations help to cover the 48% operating deficit we faced in the last 12 months after Waitemata District Health Board funding.

Equally, Harbour Hospice could not do its work without the support of nearly 1,400 volunteers who provide support in a variety of roles. These include household and catering support, community visits and driving, recording patients' life stories, administration, gardening, flower arranging, fundraising and working in our shops. Valued at the minimum wage, the time our volunteers give is worth \$3.4 million a year.

In establishing Harbour Hospice, trustees and management have been mindful to ensure that

“We are fortunate to have a diverse workforce of skilled and committed people who bring purpose and cooperation to every task and uphold the Harbour Hospice values – compassionate, inclusive and professional.”

money raised in local communities is used to directly fund Hospice services for that community. All financial systems have been developed to support this philosophy.

The merger of Hibiscus services with North Shore and Warkworth/Wellsford has been an enormous undertaking and we want to thank you for your continued support as we have refined roles within the new organisation, moved people and introduced new services. All while continuing our everyday mission of providing skilled and compassionate care to more and more people in our local communities.



Jan Nichols
Chief Executive



Nicolette Bodewes
Chair

Our geographical reach



Hospice provided care for 1 in 3 people who died in our community.



TUI HOUSE

47 Morrison Drive, Warkworth

Day respite, outpatient clinics, day programmes, support groups, complementary therapies, training centre and community meeting spaces



HIBISCUS HOUSE

2A John Dee Crescent, Red Beach

Inpatient Unit, outpatient clinics, day programmes, support groups, complementary therapies, training centre and community meeting spaces



NORTH SHORE

7 Shea Terrace, Takapuna

Inpatient Unit, outpatient clinics, day programmes, support groups, complementary therapies and training centre

Our funding

It cost over \$11 million to provide patient services. You helped us raise \$5.28 million to cover the 48% operating deficit after WDHB funding. Our 16 Hospice Shops raised one third of the operational funding required.



● Waitemata District Health Board

● Hospice Shops

● Other

Providing care and support for our patients and their families



Our teams drove more than 134,000 kilometres to visit patients at home.



We cared for an average of 347 patients every day.

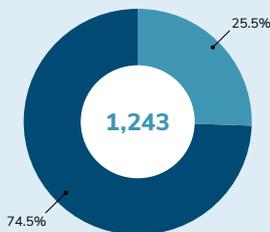


We provided Inpatient Care for 531 patients across 3,744 nights.



Our Medical, Nursing and Family Support teams had 16,104 visits with patients and their families.

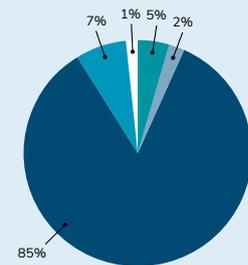
Patient demographics



Quantity

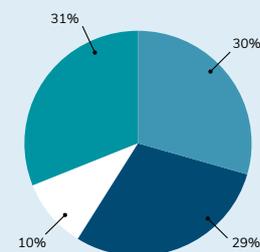
We provided care and support to 1,243 patients and their families. 925 were new to Hospice.

- Existing patients (318)
- New patients (925)



Ethnicity

- Maori (57)
- Pacific (26)
- European (1,052)
- Asian (90)
- Middle Eastern, Latin American, African (18)

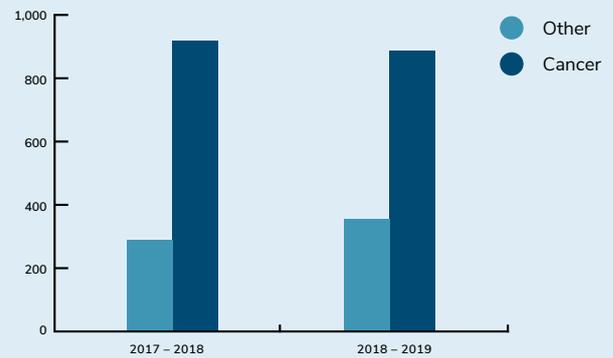


Place of death

- Hospice (199)
- Home (198)
- Hospital (66)
- Residential Care (208)

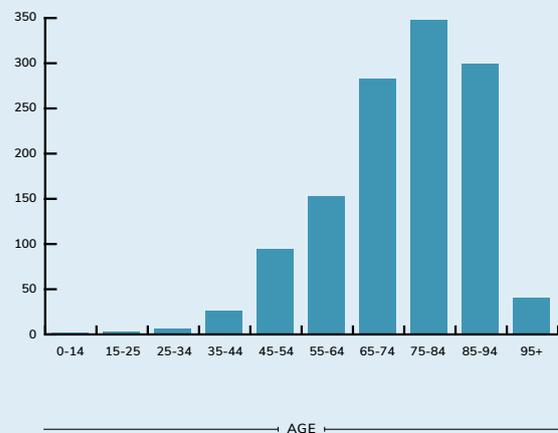
Diagnosis

355 of our patients had an illness other than cancer (29%)



Age

We cared for patients of all ages, from under 14 to over 95.





Dr Ssu-An Lin

Palliative Medicine Specialist Dr Ssu-An Lin is based at North Shore and visits Warkworth every week to see patients in their homes or at Tui House.

Working as one strengthens our impact

In creating Harbour Hospice, we had one goal – to provide better palliative care for more people, now and in the future.

To achieve this and sustain it long term, we need to make the most of scarce resources, particularly the palliative care nurses, medical specialists and family support professionals who are in such short supply. Combining three Hospice services into one organisation allows us to share, rather than compete for, the professionals we need.

More than 20% of our staff now work across two, or all three, Harbour Hospice sites. They include doctors, nurses, complementary therapists, clinical educators, cultural support workers and volunteer services, as well as many administrative staff.

Flexibility and teamwork are highly valued. A staff member at North Shore may spend a week at Hibiscus Coast or Warkworth to cover for someone who is sick or on leave, and our fundraisers regularly help at events in each other's communities to ensure their success.

Nurses may regularly move between our community teams and Inpatient Units to foster cross-pollination of knowledge and ideas.

“We talk about Harbour Hospice as a single organisation and it’s great to have our teams working together in practice, not just in principle.”

Bev Platt, Clinical Services Manager

Because it is difficult to recruit palliative care nurses, we are nurturing our own, both from within and outside of Hospice. We encourage our staff to pursue further training and have increased clinical placements for students with an interest in palliative care as a specialist area. These include students of medicine, nursing, social work, counselling and psychology.

Our people

Meet some of the skilled and dedicated staff who work across Harbour Hospice's three sites to provide consistent and equitable care to all our communities.

Sharing knowledge and resources has enabled us to introduce new services and more specialist roles including a Referral Coordinator to make it easier for patients to access Hospice services, a Complementary Therapist for Hibiscus and Warkworth, Day Group Coordinator and new roles with the Clinical Education Team.

Ree Tyrell

Previously employed at North Shore and then at Hibiscus House, Ree is now one of four clinical administrators who support our nurses so they can spend more time with patients. For the Warkworth nursing team, this is a new level of support made possible by the merger of Hospice services.



Jo Harris

As the Clinical Education Team Leader, Jo works with staff in all three Harbour Hospice communities. She provides opportunities and encourages staff to develop their professional skills and supports Hospice's educators who teach palliative care skills to health workers in the community.

Vicki Parker

Vicki is based at North Shore and oversees volunteer services across our three sites. She supports a Volunteer Services Coordinator in each community to ensure that volunteers are a good match for their role, receive the training and support they need and receive appropriate recognition for their work.



Teresa Walker

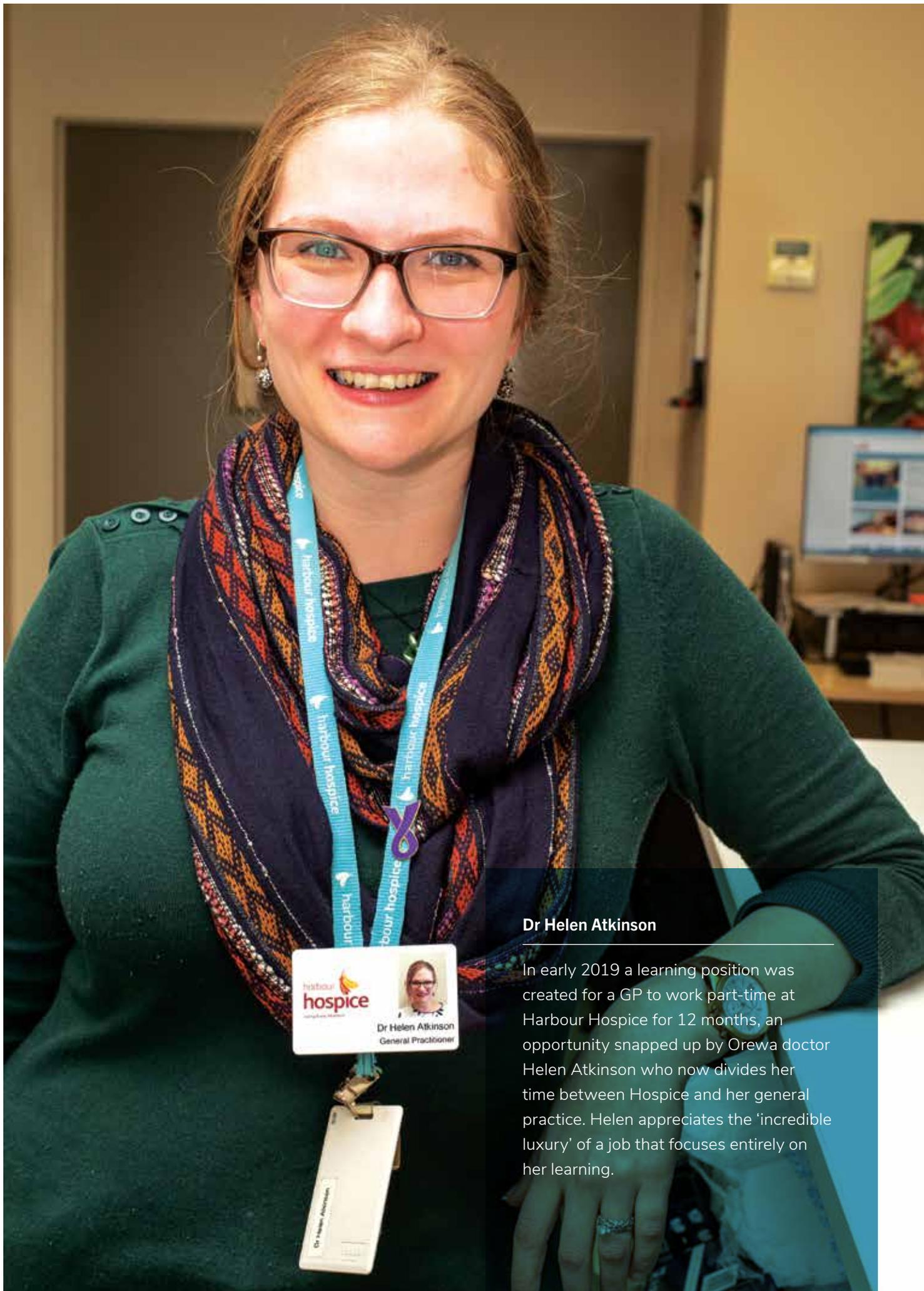
Pou Whakapakari Teresa Walker offers cultural support to patients and families in the Hibiscus Coast and Warkworth/ Wellsford communities and is part of the Poi team which is helping GPs, practice nurses and residential care staff increase their palliative care skills.



Fredrick Dela Cruz

To further improve palliative care education, we have increased clinical placements for students like Fredrick Dela Cruz, who is spending time with the inpatient team at Hibiscus House alongside his nursing studies at AUT.





Dr Helen Atkinson

In early 2019 a learning position was created for a GP to work part-time at Harbour Hospice for 12 months, an opportunity snapped up by Orewa doctor Helen Atkinson who now divides her time between Hospice and her general practice. Helen appreciates the 'incredible luxury' of a job that focuses entirely on her learning.

Better palliative care for everyone

The Palliative Outcomes Initiative (Poi) is dedicated to improving access to palliative care by strengthening relationships with, and working alongside, local GPs and residential care facilities.

Harbour Hospice's Poi team includes staff from specialities such as nursing, psychotherapy, medicine and cultural care. They work with doctors, nurses and aged-care facilities from North Shore to Mangawhai, supporting them to identify patients in the last 6-12 months of life and develop strategies to improve their overall quality of life in the time they have left.

This is ideal for patients with chronic illnesses who do not need specialist care, or feel they are not ready for Hospice, because it is not a formal admission to our service.

Nurses and doctors with a special interest in palliative care are encouraged to attend training and take that specialist knowledge back to their workplaces to put learnings into action.

In early 2019 a learning position was created for a General Practitioner to work part-time at Harbour Hospice for 12 months. Orewa doctor Helen Atkinson divides her time between Hospice and her general practice, and says she appreciates the 'incredible luxury' of a job that focuses entirely on her learning.

"As a GP you work in isolation, but at Harbour Hospice you work as a peer, and most of us haven't done that since medical school", says Helen.

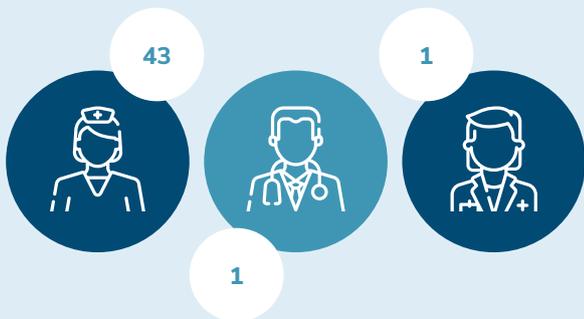
"When you work alongside specialists it increases your confidence. I could list a thousand things that are better now than six months ago."

Poi was developed by the Hospices of Auckland using special innovations funding from the Ministry of Health. GPs are paid to hold 30-minute consultations with patients who have palliative care needs, then produce a plan to implement with support from their local Hospice multidisciplinary Poi team.

"Even though a patient may want to make a plan, there's often not enough time in a 15-minute consultation," Helen says. "I do a lot of these plans in rest homes, for patients who don't want any more active treatment; they've had enough of antibiotics and being in hospital."

Prolonging life is not always the end goal, she adds. "Quality of life may not always be achieved by medicines or operations. Sometimes it's achieved by holding their hand."

Poi training



An average of 137 health care staff attend Poi education, Link Nurse coaching and other service development sessions each month. Harbour Hospice has trained 43 Link Nurses, 1 GP with a Special Interest and 1 Psychosocial intern since the Poi programme began.*

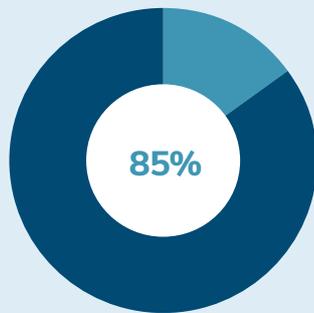


Poi patients are older



Poi patients tend to be older and are more likely to have chronic conditions other than cancer (especially dementia and frailty), compared with the majority of Hospice patients. Most Poi patients do not need a referral to specialist palliative care.*

Poi patients are less likely to die in hospital



85% of Poi patients who live longer than a month do not use ambulance or hospital services. This is a good indication that residential care and general practice teams are doing well at keeping people at home.*

*Source: Regional reports provided by Synergia under contract to the Poi Programme Office, based on analysis of PPAs submitted by NHI and cross-matched to MOH mortality data, St John Ambulance & Emergency Dept datasets. Copyright Poi Delivery Alliance 2019.

Teaching the professionals

Harbour Hospice is committed to supporting the development of knowledge, skills and confidence among healthcare workers caring for people with a life-limiting illness.

Harbour Hospice's education team supports and organises training not only for Hospice staff, but also for students and other healthcare workers in the community.

Education is becoming an increasingly important part of our organisation as we work hard to address the ongoing shortage of palliative care specialists and strive to improve access to appropriate and high-quality palliative care for everyone.

Under contract to the Waitematā District Health Board, our Clinical Educators teach the Fundamentals of Palliative Care to residential care facilities and primary health professionals such as general practice nurses and district nurses. In addition to presenting more than twice the required number of modules,

we provide training both in the fundamentals and in advanced skills in other workplaces including AUT, the North Shore Hospital Training Centre (Whenua Pupuke) and Starship Hospital.

We welcome medical, paramedical and nursing students to gain practical experience of palliative care by working in our Inpatient Units and alongside our community nursing teams.

“We provided placements for more than 100 students in the last 18 months.”

Education snapshot



2,200 external professionals, across 148 modules, attended the Fundamentals of Palliative Care training provided by Harbour Hospice



82 employees attended external training and shared their learning with other staff



112 nursing, medical and paramedic students were hosted by Harbour Hospice on placements

Gloria's story

When a husband and wife both need palliative care, how do they cope? Gloria Wharawhara cared for her husband after he had a stroke, until she herself became terminally ill at just 48 years old.

Gloria reached out to Harbour Hospice, not only for care for herself, but also to support Campbell and their three young adult children.

Your support enabled our community nurses, pou whakapakari (cultural adviser), social worker and inpatient staff to care for the whole family.

They helped relieve Gloria's pain, provided respite care and worked with the family to fulfil Gloria's deepest wish – finding a warm new home to rent, where Campbell and the children could carry on their lives.

Gloria had looked after Campbell for four years after his stroke. Then Campbell's care helper noticed that Gloria wasn't herself and encouraged her to see a doctor. Gloria was diagnosed with pancreatic cancer and given a prognosis of six months.

Through her work with Te Herenga Marae and Women's Refuge, Gloria was aware of Harbour Hospice and asked for help. She was used to being the carer, but now it was her turn to be cared for.

"She had a couple of stays in the Hospice Inpatient Unit to get her medications back on track, and when she came right, she would be buzzing around all the other patients and giving her awahi (love and care)," Campbell says.

While the Harbour Hospice nurses focused on keeping Gloria as well as possible, Hospice's cultural adviser and social worker worked alongside the whole family. Pou whakapakari Teresa Walker and social worker Brendon Sakey were often on the phone or at the door with emotional and practical support.

Gloria's gratitude is evident in her journal entries, where she writes that the Hospice nurses, doctors, health care assistants and volunteers treated her like a queen and made her laugh and feel wonderful.

“They treat all their patients the same and when you go home, they are still there for you, medically, emotionally, physically and psychologically. They helped me realise what's important and that's family and just to enjoy the rest of my life.”

Gloria Wharawhara



Campbell Wharawhara

Hospice's pou whakapakari Teresa Walker and social worker Brendon Sakey were often on the phone or at the door with emotional and practical support for Gloria, Campbell and their three children.



Lyndsay Kidd-Edis and Marian Kidd

Marian (right) enjoyed empathy and connection through our day programmes, and stress relief through massage therapy.

As her cancer progressed, she spent time in the Inpatient Unit so her medications could be reviewed and adjusted, boosting her strength and spirits.

Marian's story

For nearly four years, Harbour Hospice was Marian Kidd's anchor. From day programmes to inpatient care, Hospice was there to give Marian and her family strength and security at every stage of her illness.

Your support for Hospice brings stability, joy and hope to families in your community. When we say thank you, it is on behalf of people like Marian, her husband Terry and daughters Lyndsay and Angela, who called Hospice their comfort zone.

Marian enjoyed empathy and connection through our day programmes at Tui House, and stress relief through massage therapy.

As her cancer progressed, she spent time in the Inpatient Unit at Hibiscus House so her medications could be reviewed and adjusted, boosting her strength and spirits.

Husband Terry was able to share his worries with a Hospice counsellor and gain the emotional strength to be there for Marian towards the end.

At first, Marian was adamant that she didn't want to die at home because she wanted to spare her family. She could have returned to the Hibiscus House

Inpatient Unit for end of life care, but in the end all she wanted was "to be somewhere that's full of love – at home, in Terry's arms".

Marian's family simply wanted her to be able to die with dignity and were full of gratitude for the extraordinary level of care that Hospice provided for the whole family.

In the last week, when the family's physical, mental and emotional fitness was at its lowest ebb, the support of Hospice's nursing and counselling teams helped them through those final crucial days.

“Hospice might be end of life care, but they are also life savers.”

Lyndsay Kidd-Edis, Marian's daughter

The changing needs of our communities

As the number of elderly in our communities increase and palliative care needs grow and change, we are adapting our services to meet future demands on Hospice care.

Two ways we are preparing for the future are: improving our facilities to accommodate an increase in patient numbers; and equipping our staff for a predicted rise in dementia.

PREPARING FOR GROWTH

As part of the Harbour Hospice operating model, which involves bringing together resources and skills for a more sustainable service, we chose Hibiscus House as the most appropriate and central venue for our non-clinical administration centre.

A redevelopment of the basement level at Hibiscus House has provided room for finance, quality, education, fundraising and communications teams to work at one site, improving collaboration and support. It has also released space on the upper level for nursing and family support staff, whose teams will need to grow to meet the community's increasing palliative care needs.

The redevelopment includes 29 additional carparks, a second, safer vehicle exit and expansion of the garden to enhance the serene outdoor haven for patients, families and staff. Work also began on refurbishing the Inpatient Unit to refresh the environment after 10 years of use and better prepare the rooms for our patients' changing needs.

Your future Hospice on the North Shore

Demand for palliative care on the North Shore is set to increase by 50% in 15 years and 90% in the next 40 years. We are undertaking an ambitious project to futureproof our Shea Terrace site so we can meet this significant demand and deliver our unique community model of care. The Harbour Hospice Board is working with a team of expert advisors, alongside strong community support, to ensure that the building solution we deliver gives us the best outcome for our patients and the North Shore community.

This project includes a major redesign, reconfiguration and upgrade of the existing Shea Terrace buildings (including basements), and a full reclad of the Inpatient Unit to enable us to reach at least another 300 patients each year by 2034.

We must expand our current facilities to match the growth in our community and inpatient service, and our Inpatient Unit needs to be reclad within 3 years if we are to continue to provide this vital community service. **Doing nothing is not an option.**

The incredible support and encouragement we have received from supporters and donors so far has given us tremendous faith in this bold, and vital, community project. To keep track of progress please visit www.harbourhospice.org.nz/future-hospice

Hibiscus House redevelopment

We are grateful to the companies who so generously supported the Hibiscus House redevelopment: Hiway Group, Firth Concrete, Amstar Construction, Hutchinson Consulting Engineers, Gideon Contractors Limited, Western ITM, Hynds Pipe Systems, Fulton Hogan, Atlas Concrete, Opie Contractors, B&A Urban & Environmental, ICB Retaining Walls, Coastline Markers, C&R Surveyors Ltd.



Tui House exceeds expectations

Tui House, which serves our northern communities of Warkworth and Wellsford, has exceeded expectations in its first 18 months.

The two day-respite rooms are in regular use and helping achieve the Harbour Hospice vision of tripling our impact in the community. For patients staying for the day, it enables their partner to go out to work or take a break, offer quiet time away from a noisy household, or help relieve family pressures.

Patient numbers in the north have increased from an average of 35 on any given week to 45. The Open Doors day programme, weekly massage and reflexology, and carer support are all well attended and growing. More people are walking off the street to ask how Hospice could help them, and more of our patients are still active, suggesting that people are seeking support earlier in their illness.

PREPARING FOR DEMENTIA

One of the biggest changes we face is the rise in dementia which is predicted to become as common as cancer in the next 10 years. With help from the Ngaire and Mervyn Crocker Scholarship, three of our

nursing staff attended an International Conference on Palliative and Dementia Care in Belfast earlier this year and are applying their learnings to our own Hospice service.

Clinical Nurse Specialist Toni Hancock is working with the Community Palliative Care team to continuously improve support for Hospice patients, many of whom have non-cancer illnesses like dementia.

Clinical Nurse Specialist Claire May works in the Poi Team which is focused on supporting people caring for those in residential and primary care, and many people referred have dementia.

Palliative Care Nurse Mike de la Fuente is guiding changes to the Inpatient Unit in Hibiscus House to create a more dementia-friendly environment using contrasts in décor colours and signage. "By making Hospice dementia-friendly, we make it any-illness friendly." Mike says.

The upgrade is creating an environment that is safer and more welcoming for patients experiencing dementia or delirium.



Shopping for social good

Our Hospice Shops are our most important source of fundraising, contributing more than half of the shortfall between health board funding and our annual operating costs. We respect the generosity of our donors by seeking the best possible price for their donations, while striving to provide great value for our customers.



Your Hospice Shops

Harbour Hospice's 16 Hospice Shops have a clear purpose – to raise essential funds for palliative care and family support services in their local communities.

Our shops serve their primary purpose well thanks to the generosity of donors and the skill and dedication of our retail staff and volunteers.

Hospice Shops are more than sources of income. They also divert tonnes of goods from landfill and provide a social hub for shoppers, donors and volunteers.

Often, through the efforts of our amazing volunteers, they also fill a special need that is not being met elsewhere. Like the twiddle muffs, made from donated wool, buttons, zips and baubles, for people with Alzheimer's or other forms of dementia. Or the thousands of jars of specialty jams and pickles made by volunteers in all our Harbour Hospice communities.

Staff in every shop can point out the customers they see monthly, weekly and even daily. Some are there simply for the thrill of the hunt – for that unique or

hard-to-find treasure – and others come as much for the company as for the shopping. Volunteers become friends and sometimes donors stay to ask about Hospice services on behalf of friends or family.

Some donations include items that would otherwise be bound for the tip – often after a clear-out of the garage, spare room or cupboard – but are still useful.

Birkenhead Hospice Shop Manager Janet Chase says most older customers understand the shop's charity purpose, but many young shoppers see it primarily as a recycle shop. "We take things that still have some life in them and pass them on to someone else who will love them," she says. "That is a respectful way to treat those things."

Volunteers take home cushions to refill and recover, fabric to sew into reusable bags, wool to crochet produce bags, tea cosies, slippers and babies' shoes, and wooden toys to restore. Mosaic artists buy boxes of broken china and staff use donated, partly-used writing pads as note paper.

Shoppers are encouraged to bring their own bags when visiting our shops but can ask for a recycled paper or plastic bag, or one made from an old tee-shirt. It is a sign of the times that at all the Hospice Shops, the supply of recycled plastic bags is not being replenished as it used to.

Our events

1. mARTakana continued to attract quality artists and keen art buyers to the January show.
2. With amazing support from sponsors, golfers and volunteers, the Helensville Charity Golf Tournament in March raised almost \$16,000 for Hibiscus Coast services, and a month later, the North Shore Golf Tournament raised \$41,000 for our North Shore community.
3. FrontUP! For Hospice gives teams an excuse to fundraise and dress up for a series of 'Amazing Race' style challenges around the North Shore.
- 4 & 5. Harbour Hospice's premiere fundraising event, Vintners' Brunch, raised more than \$300,000 for North Shore palliative care services last year. More than 250 guests savoured dishes from 12 of Auckland's best restaurants, each paired with a complementary wine or beer. This event is an ongoing success thanks to the generosity of all those who provide the food, drinks, sponsorship, auction prizes, people power and lively bidding.
6. Hardy souls turned out for the second annual Arkles Bay Midwinter Swim, a community event organised by Greg Holland to raise funds for Hibiscus House.
7. Harbour Hospice's Warkworth/Wellsford and Hibiscus Coast fundraising teams collaborated to present the popular Catwalk Arts wearable arts show in Orewa last year.





Events for social good

Community events raised over \$1 million for Harbour Hospice last year. On average, one event a month was organised and led by Hospice, while two a month were run by a local business or community organisation with Hospice as the beneficiary. One highly successful example is the Farmers Trees of Remembrance and Christmas baubles national campaign which raised more than \$60,000 for Harbour Hospice last year.

The shape of your support

Harbour Hospice would simply not exist without the many and varied forms of support we receive – from attending events and donating time, goods and services, to cash donations, regular giving and bequests.

Our incredibly generous communities have helped us bridge the gap between health board funding and the high cost of providing our services. Donors who give regularly, whether monthly, quarterly or yearly, allow us to plan for future costs. And Bequestors have left the precious legacy of helping ensure Hospice services continue well beyond their lifetime.

Our 1,400 volunteers support fundraising, administration and patient and family services. Based on the minimum wage, volunteers donate more than \$3.4 million worth of equivalent hours every year. Last year we honoured almost 150 volunteers who have collectively given more than 1,000 years' service to Harbour Hospice, celebrating long-service

milestones ranging from five to an incredible 30 years.

Across our communities, businesses and organisations find dozens of ways to raise funds for Hospice – sponsoring events or running their own, providing venues and volunteers, giving or discounting products and using their own special skills to help Hospice dollars go further.

On the following pages we introduce you to just some of our dedicated volunteers, generous donors and loyal business supporters.

**We couldn't do what we do without you.
Thank you.**



Chris Cleave - Volunteer receptionist



61% of volunteers work in our Hospice Shops, 10% with patients and 29% in other roles.



Volunteers donate more than \$3.4 million worth of equivalent hours every year.



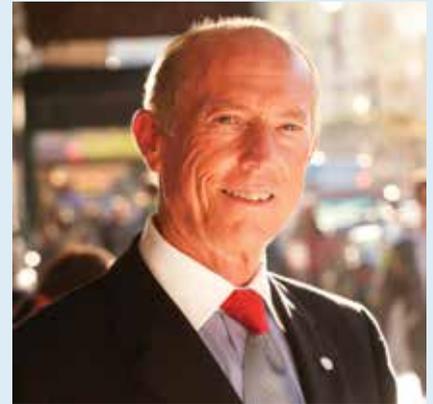
Joan Hall & Lois Green - Volunteers

At the age of 99, Joan Hall is still giving her time and skill to help Harbour Hospice. A devoted knitter, Joan teams up with her daughter Lois Green (pictured) to make colourful blankets for the Takapuna Hospice Shop. Joan volunteered in the Takapuna shop for 15 years, and Lois has clocked up 12 years in the Takapuna and Ellice Road shops. Joan keeps busy knitting donated wool into wide strips which Lois sews into knee rugs – a great example of volunteers using their talents to help raise funds for patient care.



Val Troost - Business Owner

In July 2019 we said a sad goodbye to loyal fundraiser Val Troost, who passed away after a short illness. Over 10 years, Val raised almost \$50,000 for Hospice by hosting a PYO strawberry event at her Coatesville farm. Val also donated fruit which her friend and Hospice volunteer, Melva Schon, made into jam for Hospice to sell. Val's husband Dimmen died in 2008 and Hospice's expert care inspired her to give back. Val's daughter Ingrid plans to honour her mother's legacy by continuing the annual PYO event.



Wilf Marley - Trustee

Harbour Hospice Trustee Wilf Marley has served on the Board for 31 years, giving unwavering support to this essential and mostly unseen volunteer role. A senior partner of accounting firm Marley Loft, Wilf was a founding trustee of North Shore Hospice in 1988, served as President of Hospice NZ and received a QSM for community service. Wilf continues to volunteer because of Hospice's "great environment" and the improvement it makes in the lives of people with a progressive, incurable illness.



Joan McIntosh - Bequestor

Joan has generously remembered Hospice in her will, a gift that will continue to make a difference well beyond her lifetime. Throughout her working life, initially as a nurse and later as a hospital chaplain, Joan has had a holistic view of healthcare. She says part-time locum work in Hospice in 'semi-retirement' has been a good fit for her. "When I updated my will several years ago, I wanted to ensure that a worthy cause in line with my values would benefit from whatever remained of my estate when I died, as I have no children or other dependants. It made sense to name Harbour Hospice/Hibiscus House as a major beneficiary."



PAK'nSAVE

Our local PAK'nSAVE stores are Hospice superheroes who not only donate money and goods and host our 'Add a Dollar' campaign, but also front up for events and enthusiastically get involved in their community on a personal level.

Staff at the PAK'nSAVE stores in Albany and Wairau Park are keen participants in the Coastal Challenge, entering multiple teams and raising thousands of dollars through their efforts. Defending their Coastal Charity Champions title has become a point of pride for the Wairau team.

In 21 years of supporting Hospice, PAK'nSAVE Albany has given over \$200,000 in cash donations, while PAK'nSAVE Wairau has supported Hospice for 10 years and given over \$100,000. We are enormously grateful to these two businesses.



House of Travel - Yvonne and Dennis Payne

House of Travel is a national partner and proud supporter of Harbour Hospice.

"Supporting Hospice was an easy decision. We want our team to grow as people and show generosity and care for our customers and the local community.

As well as sponsoring Hospice events, I'm a key member of the Fundraising Committee. The Harbour Hospice events are always of high calibre and a joy to be part of. The team does an incredible job of bringing our communities together with great entertainment and fun for local families.

On a personal level, I've recently started a new volunteer role writing life stories for patients. This is a huge privilege and a

humbling experience that I'm truly grateful to share with patients.

My husband Dennis also participates in the Harbour Hospice Open Doors patient programme, reminiscing with patients about their own travel memories, encouraging them to share and look back fondly on their treasured life experiences and journeys that have taken them to all corners of the world.

It's very grounding and sobering to understand what Hospice patients are facing – and at all different ages, with all different illnesses."

Y Payne

Yvonne Payne
Owner, Operator
House of Travel Orewa



Mason Containers - Al and Judy Mason

Mason Containers has been a longtime supporter of Hospice. The Warkworth based business has consistently supported our events – most significantly our popular wearable arts competition Catwalk Arts. The success of this event is made possible by community-minded businesses like Mason Containers.

“Both my wife and myself have had family members benefit from the services of Harbour Hospice, so we greatly recognise the important place it has in our community.

While we sponsor a large number of organisations, this is the one that I feel we make an equal contribution to all members of the community

regardless of their standing or financial situation. Harbour Hospice is an organisation my wife and I are very happy to support, but hope we never need their services.”

A Mason

Al Mason

Owner, Mason Containers

Al and Judy are a hugely valued part of our Harbour Hospice family, well beyond their support through Mason Containers. They were among the first to get behind the Tui House building project as a treasured Foundation Donor.

Murray Blair, of Prestige Real Estate, has been a committed and generous Hospice supporter for nine years, most notably as a Gold Sponsor of Vintners' Brunch.

The first to sponsor Vintners' at Gold level when funding tiers were introduced five years ago, Murray and his wife Lyn have donated more than \$80,000 to Hospice over the years.

This includes event sponsorship in the form of cash and gifts, and an auction held during a Milford event hosted by Murray and his team.



Murray Blair, second from right, with guests at Vintners' Brunch.

Prestige Real Estate

Murray and Lyn's dedication stems partly from experiencing Hospice's compassionate care when Lyn's father was ill. But they're also passionate about their

community and Harbour Hospice is just one of three local causes dear to Murray's heart.

A keen rugby fan, he also sponsors Takapuna Rugby and Westlake First XV.

We are fortunate to have the support of big-hearted business owners like Murray, Lyn and the Prestige team, who give so much to their community.



The Harcourts Tandem Realty North team at the Orewa Art Exhibition & Sale fundraiser for Hospice.

Harcourts - Tandem Realty North Ltd

In the past year Harcourts Tandem Realty has fundraised through the Harcourts Foundation Grants programme by hosting a Hospice Cuppa, running a live auction at Hospice's Orewa Art Exhibition and selling muffins and raffle tickets at Warkworth's Kowhai Festival.

"Many of our agents and clients have commented that Hospice has helped them, or someone in their family; that Hospice is there when they have needed them most. Everyone seems to be able to relate to this cause, which we feel it's so worthy to get behind and support."

Amy Wagstaff

Branch Manager and Director
Warkworth, Matakana & Snells Beach



Northland Waste

Northland Waste are wonderful supporters of Hospice and are based locally in Warkworth.

Over several years they have donated to Hospice via sales of Northland Waste prepaid rubbish bags. For each bag sold, Hospice receives 10 cents (5 cents from Northland Waste and 5 cents from New World). During this financial year, Northland Waste donated \$13,725 to local Hospice services through rubbish bag sales.

In addition, Northland Waste are keen supporters of local Hospice events and have been a principal sponsor of Catwalk Arts since 2018. Their support for this event was not only financial – they completely immersed themselves in the spirit of Catwalk Arts by entering an amazing design in this year's 'Wearable Advertising' category.



New World

New World stores are staunch supporters of Harbour Hospice throughout our three communities.

Every year they host the 'Add a Dollar' campaign during Hospice Awareness Week and Trees of Remembrance in December, sponsor events and donate groceries for catering.

Warkworth New World donates five cents to Hospice for every Northland Waste rubbish bag sold in store – last year contributing almost \$7,000 – and the Orewa store recently donated dozens of cartons of gift wrap to sell in our Hospice Shops.

The big-hearted owners and staff at these stores are making a difference to families who need Hospice care in all our communities from Devonport to Te Hana.



Smales Farm

Thanks to Smales Farm, Hospice has been able to engage with a range of businesses located in the hub, including Vodafone, AIA and Air New Zealand. This relationship also provides ongoing opportunities to connect with members of our community who go to the hub for annual events such as Summer Movies, the Auckland Marathon and Stellar Festival of Lights.

We are fortunate to have this prime venue available for Hospice education sessions, meetings, recognition functions and fundraising events such as Front UP! for Hospice. When groups go to host their event at Smales Farm, we are always nominated by the management to receive a donation if the opportunity exists. The connections and opportunities that the Smales Farm team provide Hospice are simply priceless.

Financial performance

Consolidated Accounts for the year ending 30 June 2019

Harbour Hospice Trust is registered under the Charities Act 2005. The Trust is a result of combining the North Shore Hospice Trust and Hibiscus Hospice Trust on 1 July 2018. At this time the operations' Foundations; the North Shore Hospice Development Foundation and the Hibiscus Hospice Development Trust were also combined. This amalgamation was in response to meeting the increasingly complex needs

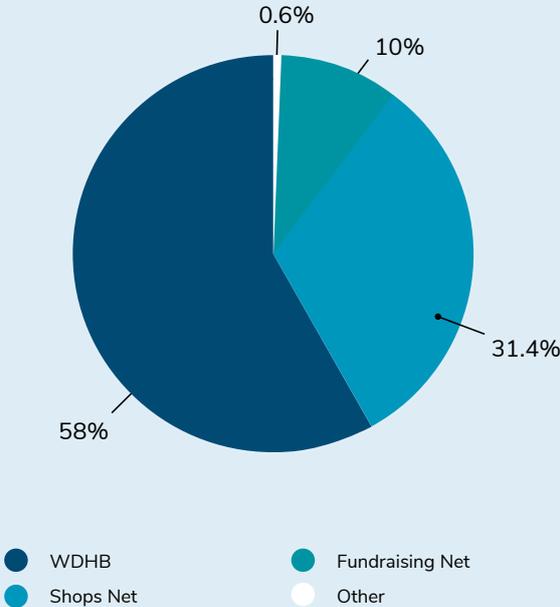
of palliative care patients. It has also enabled us to continue to improve, share skills and expertise, and extend the services we provide across the Rodney and North Shore regions.

The following summarised figures have been extracted from the full unmodified audited financial statements of the Harbour Hospice Trust.

2019	\$
Funding under government contracts	\$6,783,759
Operating deficit before fundraising activities	\$6,131,966
Building fund donations	\$84,086
Bequests	\$490,550
Fundraising activities and events (net)	\$1,444,568
Retail shops (net)	\$3,898,253
Other income	\$78,358
Reported net surplus (deficit) for the year before investment income	(\$136,151)
Reported net surplus (deficit) for the year consolidated accounts after impairment and investment income	(\$509,069)
Total Gross Expenses (excludes impairment expenses)	
All activities including patient care	\$17,901,632

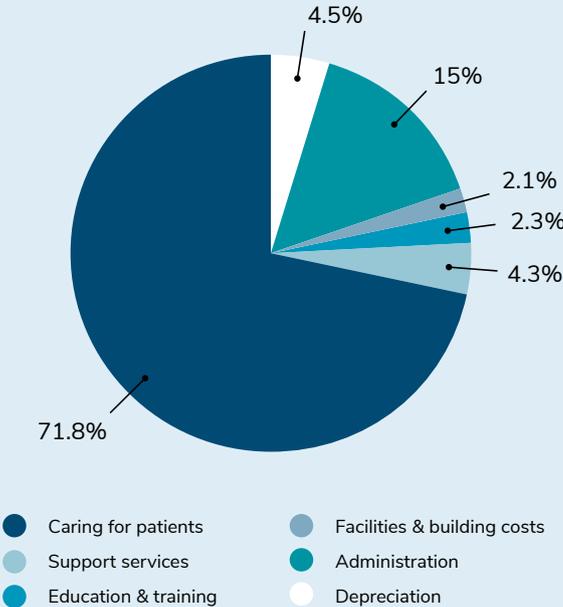
Operational funding source

How Harbour Hospice Trust raises operating funds



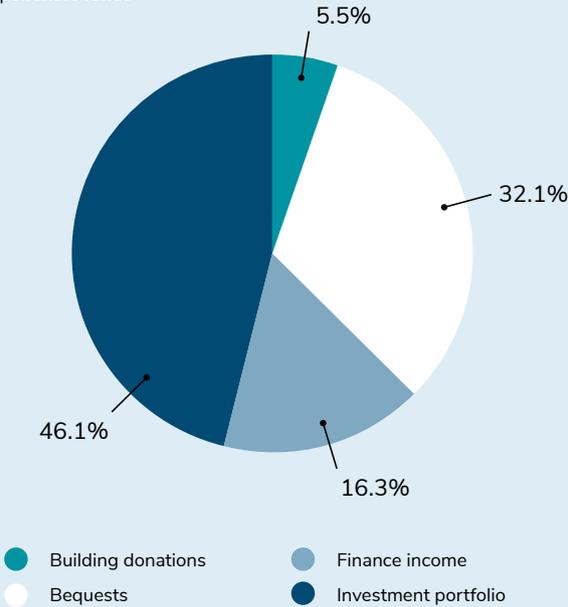
Operational funding expenditure

How Harbour Hospice Trust uses operating funds



Reserve funding

How Harbour Hospice Trust raises reserve, building and capital expenditure funds



We cannot change the outcome, but we can affect the journey.

Ann Richardson

Thank you for supporting our essential services

We are grateful to the Charitable Trusts and Foundations that play a vital role in helping meet the challenging funding shortfall we face every year. Grants received in the last year helped us deliver community and inpatient nursing care, spiritual and social support, education, support for our wonderful volunteers and to buy essential items that make life better for patients and families.

Many of these Trusts and Foundations have partnerships with Hospice that span years, and even decades. **North Shore Presbyterian Hospital Trust** (recently renamed **Lister Presbyterian Health Trust**) gives to Hospice year after year, supporting spiritual care for patients and families. More recently, **Kelliher Charitable Trust** has been a substantial contributor to Hospice services, this year with a grant of \$20,000 to Family Support in the Hibiscus Coast. These are just two of the many Trusts that make a significant difference to the quality and reach of the services we can provide.

We are deeply thankful for every dollar given by the following Trusts and Foundations in the last year:

A K Franks Charitable Trust
Ada Shuler (personal grant)
Ara Lodge No. 348 Irish Constitution

BlueSky Community Trust Limited
Boyd Clarke Foundation
Charles Rupert Stead Charitable Trust
Constellation Communities Trust Limited
David Levene Foundation
Dorothy Williams Charitable Trust
Dragon Community Trust
Estate of Ernest Hyam Davis & The Ted and Mollie Carr Endowment Trust
Four Winds Foundation Limited
Grassroots Trust
Hasbro NZ Ltd
Kelliher Charitable Trust
Lottery Community Fund
Maurice Paykel Charitable Trust
Milestone Foundation
New Zealand Community Trust
North and South Trust
North Shore Presbyterian Hospital Trust
Oxford Sports Trust Inc.
Pelorus Trust
Pub Charity Limited
R & A Laugesen Charitable Trust
St Aidan's Presbyterian Property Trust
Taiaotea Trust
The Lion Foundation
The Reed Charitable Trust
Zelda Roberts Charitable Trust

**“You matter because you are you,
and you matter to the end of your life.”**

Dame Cicely Saunders

Founder of the modern Hospice movement

Kia hora te marino,
kia whakapapa pounamu te moana,
kia tere te kārohirohi i mua i tou huarahi, ā,
ko tou hoa haere ko te rangimarie

May the calm be widespread,
may the ocean glisten like greenstone,
may the shimmer of light dance across your pathway
and may peace itself be your travelling companion