



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

www.harbourhospice.org.nz

HARBOUR HOSPICE TRUST

ANNUAL REPORT

1 July 2019 - 30 June 2020

Compassionate
Aroha

Inclusive
Mo te Katoa

Professional
Tautikanga



Harbour Hospice Trust Board

- Ann Tod, Chair
- Nicolette Bodewes, Deputy Chair
- Stephanie Paxton-Penman
- Wilf Marley
- James Grigor
- Carmel Conaghan
- Paul Baldwin
- Gillian Cossey
- Des Adams
- Kerry Francis
- Ken Noble
- Bill Grieve (retired Nov 2019)

Senior Management

- Jan Nichols, Chief Executive
- Bev Platt, Clinical Services Manager
- Chris Meade, Service Improvement Manager
- Amanda Fowler, HR Manager
- Gary Hill, Shared Services Manager
- Maria Baird, Retail Services Manager
- Debby Bell, Fundraising Manager
- Shannon Slade, PR & Communications Manager



Message from the CE and new Chair	02-03
Our year in numbers	04-05
Preparing for growth	05-15
Developing talents in our nursing team	07
Best end of life care for everyone	08-09
Patient-facing volunteers crucial as demand grows	10-11
\$20 million upgrade on track to future-proof North Shore services	12-13
Dedication to Norah's legacy	14
IPU upgrade	15
Our Warkworth hub	15
Patricia's story: 'Hospice care transformed my life'	16-17
Navigating through a pandemic	18-23
A lesson in adaptation and appreciation	18-19
Coping through closures	20-21
Fundraising in a new world	22-23
Tess's story: 'Hospice got me back on the dance floor'	24-25
The shape of your support	26-29
Christine's story: Finding comfort in knowing Hospice is always there	26-27
Generous communities give time, talents and donations	28-29
Financial performance	30-32
Trusts and Foundations	33



A message of thanks

How different our lives have become since our last Annual Report. On March 25, 2020, Harbour Hospice became part of the community of 5 million New Zealanders who entered Alert Level 4 Covid-19 Lockdown for four weeks.

Since then, we have transformed our ways of working, relating and thinking to accommodate the restrictions needed to protect the wellbeing of our patients, volunteers and staff. We have had to adapt further as community outbreaks taught us that Covid-19 is not a challenge we have overcome, but a reality we must learn to live with, for who knows how long.

The months before March feel like a lifetime ago but while so much has changed, some things remain the same. Two years on from the merger of our three local services into Harbour Hospice, we continue to focus on directing more resources into clinical services and to care for more people.

Despite a dip in patient numbers during the worst Covid-19 weeks, we expect the need for palliative

care to keep increasing as our region continues to grow in numbers and in age. From Te Hana in the north to Devonport in the south, new housing developments herald a growing need for more service. We are focused on being able to meet that need, not just now, but also in the future.

We are grateful for the successes we were able to achieve in the eight months before the pandemic turned our world upside down. We made progress across most areas of our service including staff and volunteer development, fundraising, equipment and buildings.

We continued to further develop skills and knowledge by creating two new roles to further specialist training for our nurses and patient-facing volunteers.

The Inpatient Unit at Hibiscus House received a facelift, and we remain on track to start work on the recladding and refurbishment of the buildings at North Shore before Christmas. We also opened our 17th Harbour Hospice Shop in Te Hana in August 2019.

Our shops provide essential fundraising income thanks to the continued support of our communities, who generously provide us with volunteers, donations and loyal custom.

The forced closure of our shops during Alert Level 4 had a devastating impact, not only on our finances, but also on our dedicated volunteers and staff, who had to stay home to stay safe.

Many fundraising events were cancelled or postponed, and Auckland's return to Level 3 in August highlighted the challenge in rescheduling these. As an essential service we continued to provide most of our care at Alert Levels 3 and 4, with adjustments to prioritise the wellbeing and safety of patients, families, staff and volunteers.

Our clinical teams quickly transitioned to this new way of working, along with our non-clinical teams who adapted to a 20% hour and salary reduction. We want to acknowledge the resilience shown by our amazing staff and give enormous thanks for their continued loyalty and passion for our work.

We also cannot underestimate how difficult it was for patients, families and whānau. Patients at home were dealing with self-isolation and a limited 'bubble of support'. Family were unable to travel to be with their loved ones, and visiting restrictions meant we could no longer welcome family, whānau and friends into our inpatient units.



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

Our hearts go out to all those receiving hospice care during this time, and especially to those whose family members died during lockdown when funerals and tangihanga could not be held.

We are enormously grateful to all who rallied around Harbour Hospice through these challenging times. We so appreciate the messages of support, donations of funds, generous landlords, gifts of volunteer time, participation in events, donations to our shops and 'support local' Hospice Shop purchases.

We are so fortunate to be supported by our 'army' of almost 1,400 volunteers. Collectively they contributed 158,000 hours of unpaid work in the last year. At the minimum wage, this equates to \$3 million, which is phenomenal.

Now, more than ever, the kind and generous support of our communities is truly making a difference, helping people in our communities to live well until they die.

Jan Nichols
Harbour Hospice
Chief Executive

Ann Tod
Harbour Hospice
Trust Chair

Our geographical reach

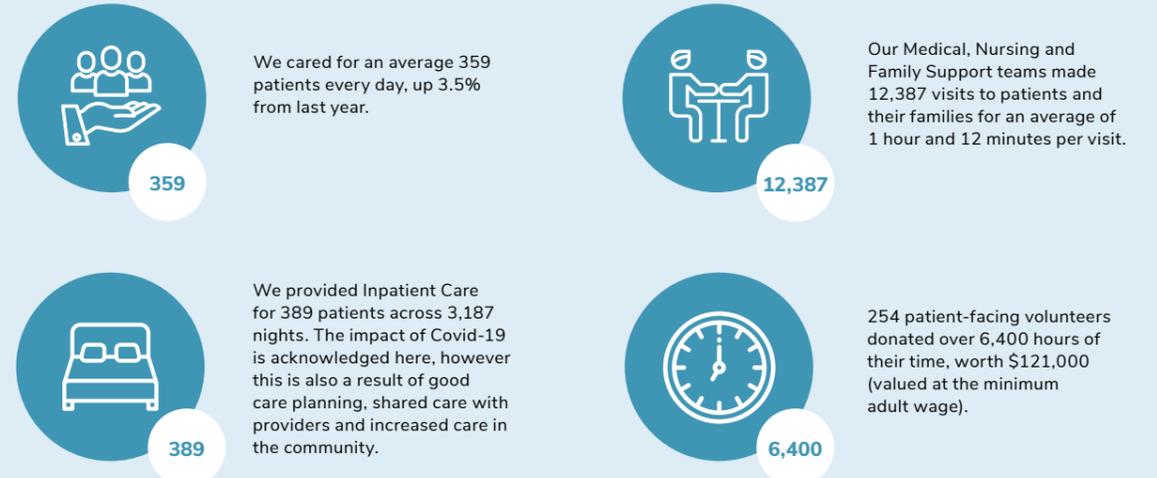


Our operational funding

It cost over \$13 million to provide patient services. You helped us raise \$4.3 million to cover the 47.8% operating deficit after Waitemata District Health Board funding. Our 17 Hospice Shops raised close to half of the extra operational funding we needed.

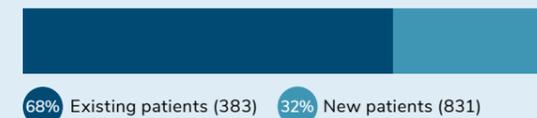


Providing care and support for our patients and their families



Patient demographics

Quality



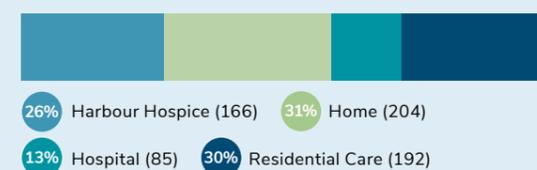
1,214

We provided care and support to 1,214 patients and their families. 831 were new to Hospice.

Ethnicity

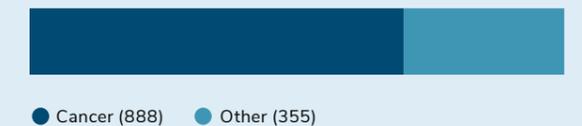


Place of death

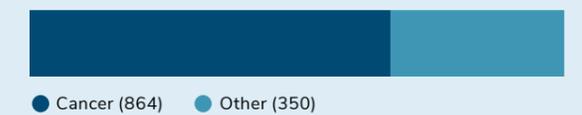


There is an increase in people choosing to die at home, up 3% from last year.

Diagnosis 2018-19



Diagnosis 2019-20



Almost 30% of our patients had an illness other than cancer. Harbour Hospice patients with cancer dropped by 2.7%.

Age

We cared for patients of all ages from 15 to over 95. There was a 51% increase in patients over 95 years old, acknowledging that our population is growing and that people are living longer.





“Harbour Hospice is moving in the right direction by putting so much support into the community.”

Cat Chiu, Registered Nurse

Developing talents in our nursing team

Palliative care nurses are in short supply globally, and Harbour Hospice is committed to changing this, at least in Auckland, New Zealand.

Having recruited Cat Chiu to the new role of Nursing Development Specialist, we hope to build a more sustainable workforce in the specialty of palliative care nursing.

Cat’s role is two-fold: To work individually with our Hospice nurses who want to work towards a professional goal and, as part of the Community Palliative Care team, supporting nursing staff in aged residential care to develop their palliative care skills.

The overarching goal is to ensure there are enough nurses with the skills and knowledge to provide palliative care for everyone who needs it – whether they are living at home, in an aged care facility or other community setting.

Hospice has traditionally cared for more patients with cancer than with chronic illness, but Cat says this needs to change as the population ages.

The youngest of our large baby boomer population will turn 60 in a few years, and as medical treatments improve, they will live longer, with more complex and chronic conditions including dementia. Many people who need palliative care in the future will be living – and dying – in aged residential care.

Cat’s role in nursing development is innovative because it goes beyond group education to focus on individual talents, interests and career paths. If a nurse wants to work towards a management role or become a specialist practitioner, Cat can help identify the skills they need and support them with a study plan.

Since joining Harbour Hospice in January 2020, Cat has worked with about a third of our nurses, either guiding their professional growth or supporting them to maintain their professional portfolio, which they must submit to the District Health Board every three years.



40 IPU



21 CPC



6 OTHER

Our nurses

We have a total number of 67 nurses across all our sites. 40 IPU (Inpatient Unit) nurses, 21 CPC (Community Palliative Care) nurses and six nurses that work within education, POI and management.



“I’m passionate to see Poi reach its full potential and hope we get the opportunity to do this together with our community.”

Dr Heidi Conway



Best end of life care for everyone

Harbour Hospice's Poi team is helping ensure everyone in our community receives the best possible palliative care, wherever they are being cared for. Poi works with doctors' surgeries and aged-care facilities, helping staff to identify patients who are in the last 6-12 months of life and develop strategies to improve their overall quality of life. This is ideal for patients with chronic illnesses who don't need specialist care or feel they're not ready for Hospice, because it's not a formal admission to our service.

Medical officer Heidi Conway leads our Palliative Outcomes Initiative (Poi) team alongside her duties as a hospice doctor. Before joining Harbour Hospice in 2017, Heidi worked in general practice and as a medical officer in community geriatric care.

She developed a passion for palliative care early in her career, working as a house surgeon in Auckland Hospital's orthopedics department in 1997.

“I realised a lot of our time was spent caring for people in their last months of life and, in fact, some patients had sustained injury because they were near the end of life,” Heidi says.

“In medical school there was a lot of focus on cure and rehabilitation, and quality of life sometimes wasn't put at the forefront of what we did.”

By leading the Poi team, Heidi is directly

addressing this issue, partnering with health carers in the community to ensure everyone receives the best possible end of life care.

“Palliative care is beautifully provided in primary care; we're just supporting each other to do the best job. We're getting good feedback from nurses who say they feel supported and appreciate the specialist advice they get,” Heidi says.

One GP noticed a significant improvement in the identification of palliative care needs, which meant they could work with those patients and their families to put appropriate care in place.

Poi was developed by the Auckland Specialist Hospices three years ago using special innovations funding from the Ministry of Health. This funding is due to end in June next year and the hospices are working hard to ensure the programme continues.

Poi training



Each month, on average, 165 people attended Poi education and service development sessions.



As part of the Poi programme, Harbour Hospice has trained 41 Link Nurses (Poi champions), 2 GPSI (General Practitioner with Special Interest) and 1 psychosocial intern.



83% of Poi patients who live longer than a month do not use ambulance or hospital services.

Patient-facing volunteers crucial as demand grows

This year close to 1,400 big-hearted locals chose to volunteer their time and talents to Harbour Hospice. While 64% of our volunteer workforce can be found in our shops, we're seeing a notable increase in skilled professional workers wanting to give back in their unique area of expertise.

We're also seeing a rise in interest from those wanting to work directly with patients, supporting our teams to provide compassionate care both in the Inpatient Units and the community. As growth in demand continues to rise, fostering growth in this area of volunteering has become a critical focus.

More than 250 volunteers regularly give their time to help patients at home and in our Inpatient Units, drive people to support groups and appointments and capture precious memories to create patient 'life stories'.



Volunteers donated an equivalent of \$3 million in time.

Working so closely with patients requires strong interpersonal skills and emotional resilience. In 2019 we added more support for these volunteers by providing opportunities for personal and professional development. We created a new part-time position of Clinical Educator for Volunteers and appointed registered nurse Sarah Wainhouse to the role in November 2019. Sarah works two days a week organising regular education and support sessions, including the Volunteer Clinical Toolbox which volunteers must complete before they start working with patients.

This six-hour session includes the basics of palliative care, communication and personal boundaries, moving and handling, and spirituality. The information is presented by a variety of hospice staff and gives volunteers the knowledge and confidence they need to support patients safely. We recognise that this work can take an emotional toll and invite volunteers to monthly Reflective Practice groups at their local

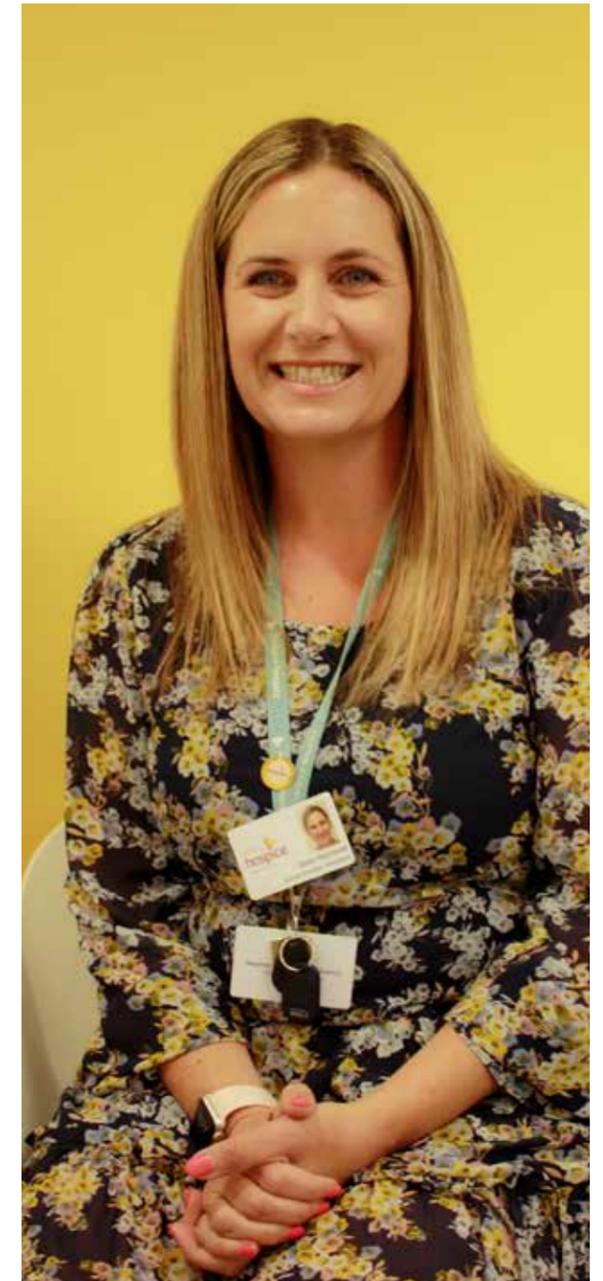
Harbour Hospice site. These sessions offer a confidential space to talk about experiences and any challenges that arise, and it is clear from volunteer's feedback that they welcome these opportunities to 'debrief'.

Every second month, part of this session is devoted to ongoing education on topics such as 'The Final Days of Life', 'Self Care' and the 'End of Life Choice Bill'.

Meetings for inpatient volunteers are held on alternate months with the IPU team leaders to talk about any issues relating to day-to-day processes.

The value of our new volunteer education role was further highlighted this year when we implemented new health and safety procedures to protect our people from Covid-19. Sarah quickly organised volunteer training to cover hygiene practices, use of personal protective equipment and questions to ask before visiting patients. The information was delivered in person and by email to all our patient-facing volunteers.

Sarah Wainhouse
Clinical Educator for Volunteers



\$20 million upgrade on track to future-proof North Shore services

Our vital redevelopment project is underway to meet significant growth in demand for palliative care and the changing needs of our patients, families and our own staff.

Across our region, that demand is expected to grow by 50% in the next 14 years, and 90% in the next 40 years. Because of this unprecedented growth and an urgent need to upgrade facilities, our Hospice in Shea Terrace is set to undergo a major redevelopment.

This year has had its challenges, with the Covid-19 pandemic landing in the middle of our planning phase, which included gaining resource consent, finalising detailed design and going through our tender process for construction. It also impacted planned community information evenings. But despite the project team and key stakeholders being forced into home 'bubbles', this vital work continued and construction is set to begin in early 2021.

As this report went to print, early fundraising efforts have secured \$4.6 million, almost half of our campaign target of \$10 million. This total includes two significant gifts received this year, one from the Norah Hamblin Memorial Trust and a pledged gift from The Douglas

Charitable Trust. We are also incredibly grateful for the support of a number of individuals, companies and community groups, including Oceanbridge Shipping Limited who has pledged a significant gift and is hosting a Golf Day in support of the project in March 2021.

We are continually humbled by the ongoing generosity of those who have gifted to this project so far, however we still need community backing to help us achieve our bold vision. The remaining \$10 million is being contributed from our Development Foundation built up by our Hospice over past decades.

We must act now

Simply put, our current building will not meet future palliative care demands. In addition, our Inpatient Unit needs to be reclad within two years if we are to continue to provide this vital community service.



Our bold vision for tomorrow

Advice from health service planning consultants, respected local business people, our own staff and volunteers and, most importantly, our patients and their families, has made it clear that redeveloping our current site is the only way forward.

Our new Hospice home will involve an extensive redesign, reconfiguration and upgrade of the existing buildings to vastly improve every offering and service we provide on the North Shore. We envisage a special place where people feel comfortable and supported to make the most of the life they have left.

Klein Architects, who have considerable experience in healthcare design, have developed an innovative concept that includes space for everyone.

For patients and their families

The Inpatient Unit will be reclad and upgraded, with nine rooms available initially and six more to be opened gradually as funding increases. All 15 patient rooms will include fold-down beds for whānau, and ensuite bathrooms. Families and carers will have access to improved facilities, including kitchens, specially designed whānau areas for use during the day, and two self-contained family bedrooms.

We will open a state-of-the-art community centre where patients and families can visit health professionals and attend support groups, day programmes and other group activities, or receive complementary therapies.

Designated spaces will be available for patients and families to meet privately and for individuals to sit quietly and reflect or pray. A modernised kitchen will give staff and volunteers an ideal environment to prepare high quality, personalised food to patients and families in both the Inpatient Unit and community wings.

For our healthcare professionals

Improved facilities and reconfigured workspaces will make it easier for our interdisciplinary team of specialist nurses, doctors, family support staff,



therapists and specially trained volunteers to work collaboratively, stay connected with patients and families, and provide 24/7 care. They will have access to modern equipment, outpatient, consultation and education rooms, multi-function rooms to deliver education and family support programmes, and family meeting rooms for in-depth discussions with patients and families.

For the wider community

We look forward to inviting our North Shore community to celebrate a restored and improved building in a beautifully landscaped, safe environment designed to lift spirits and provide comfort for future generations. Multi-use spaces, including a training room, will be used for both health professional and community training, and may be hired out for commercial and community use.

This will be a place in which our 750 North Shore volunteers can continue to deliver and expand their contribution, with pride, and people visiting their family members and friends can feel supported and encouraged.

Dedication to Norah's legacy

Nurse, volunteer, donor and philanthropist, Norah Hamblin, has made an enormous and lasting contribution to our Hospice, and now her legacy will live on with a special dedication set to stand proud in our new nurses' station at North Shore.

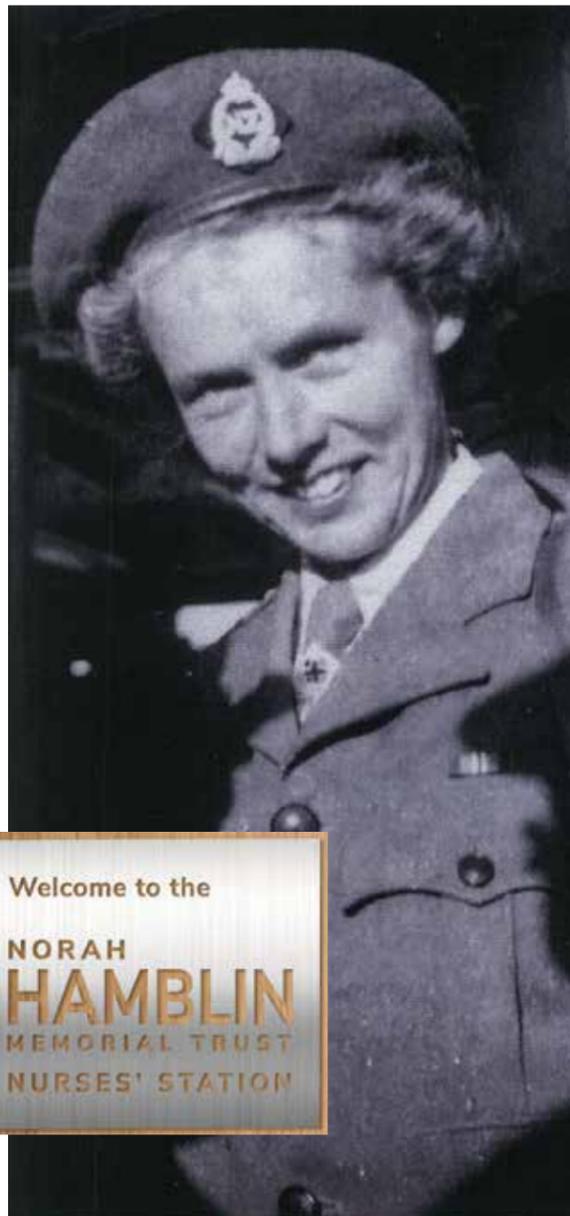
This year our Shea Terrace redevelopment project received a very significant gift from the Norah Hamblin Memorial Trust. Trustees Neil Murray and Peter Talbot are delighted with the dedication of the new nurses station and could not think of a more fitting dedication for a special woman who was passionate about palliative care and cared deeply about nurses developing their clinical skills.

Norah's story is quite remarkable with her 45-year nursing career beginning in 1934. When she tried to join the war effort, she was turned down twice because her midwifery skills were considered essential to services at home. In 1945 she finally asked her father to intervene and her matron was overruled.

In 1946 she travelled to Japan where she nursed the J Force Battalion. During her service with the NZ Army Nursing Service she confronted snakes and long, dark walks at night to get medical supplies, but she gained a lasting love of travel and the rank of Captain.

Back home in New Zealand, Norah kept nursing until the late 1970s, including time as matron of Wakefield Hospital for seven years. She had a long relationship with Hospice on the North Shore, with her donations motivated by a heartfelt desire to make the nurses' jobs easier. She regularly made cheese muffins for the Day Programmes and received a pin for long service as a volunteer in 2007.

Norah died in 2013 on her 99th birthday, leaving a significant bequest to Hospice and funds to establish the Norah Hamblin Memorial Trust. The Trust's gift to our redevelopment project will be commemorated with a permanent dedication in honour of the inspirational woman Norah Hamblin was, and her admirable contribution to nursing and palliative care.



IPU upgrade

The Inpatient Unit at Hibiscus House received a facelift with décor and furniture specifically designed to help patients with dementia stay safe and oriented in time and place. This work has been generously supported by funding from BlueSky Community Trust and funds raised by the Greek Extravaganza, a highly successful fundraiser established by local insurance adviser Theo Simeonidis and run by the Rotary Satellite Club of Orewa-Millwater.

Our Warkworth hub

Tui House is providing much-needed meeting space in Warkworth and helping demystify the work of Hospice in the community.

When the space is not being used for our own day programmes, volunteer events and education, the Korowai Rooms and kitchen can be hired for meetings, workshops, business events and small functions. The rooms are provided free of charge for groups with a strong health focus, such as Cancer Support and Better Blokes.

The arrangement not only provides a small income stream but is also helping change attitudes towards Hospice by encouraging more people to experience the welcoming environment of Tui House.

Hospice care transformed my life

In mid-2019, Patricia was on oxygen full time and couldn't walk from her bed to the front door. She had been living with final-stage lung cancer for two-and-a-half years, and her oncologist was recommending a pain pump to keep her comfortable. Every friend who came to visit left in tears because Patricia was saying goodbye.

Six months later, a smiling Patricia said, "Look at me now, I can walk, I can breathe, I can cook dinner. I'm still alive because of Hospice."

Hospice began supporting Patricia in July last year with care, support and advocacy from our community nurses, social worker, counsellor, nutritionist, massage therapist and volunteer services – all provided in Patricia's home. A turning point came when a Hospice nurse explained in detail what all the medications were for and when to take each one to improve their effectiveness and reduce side-effects.

"From that point the chemo became easier," Patricia says. "I didn't understand what all the meds were doing and, for example, that some pills can make you constipated which can make you nauseous."

"For four and a half months the only places I went were the clinic and hospital. I'm so grateful now that I can walk my dogs, go to the supermarket and meet with friends."

Patricia has never been a smoker and does not drink, so she was shocked as well as devastated when she learned she had lung cancer in 2016.

It was a particularly cruel blow for someone who left Christchurch seven years ago to escape the stress of living in an earthquake zone.

Her long-time friend Annabel had already moved north, and Patricia moved in with her. Annabelle is now more than Patricia's flatmate, she is also her caregiver. Her life has also improved with ongoing support from Hospice.

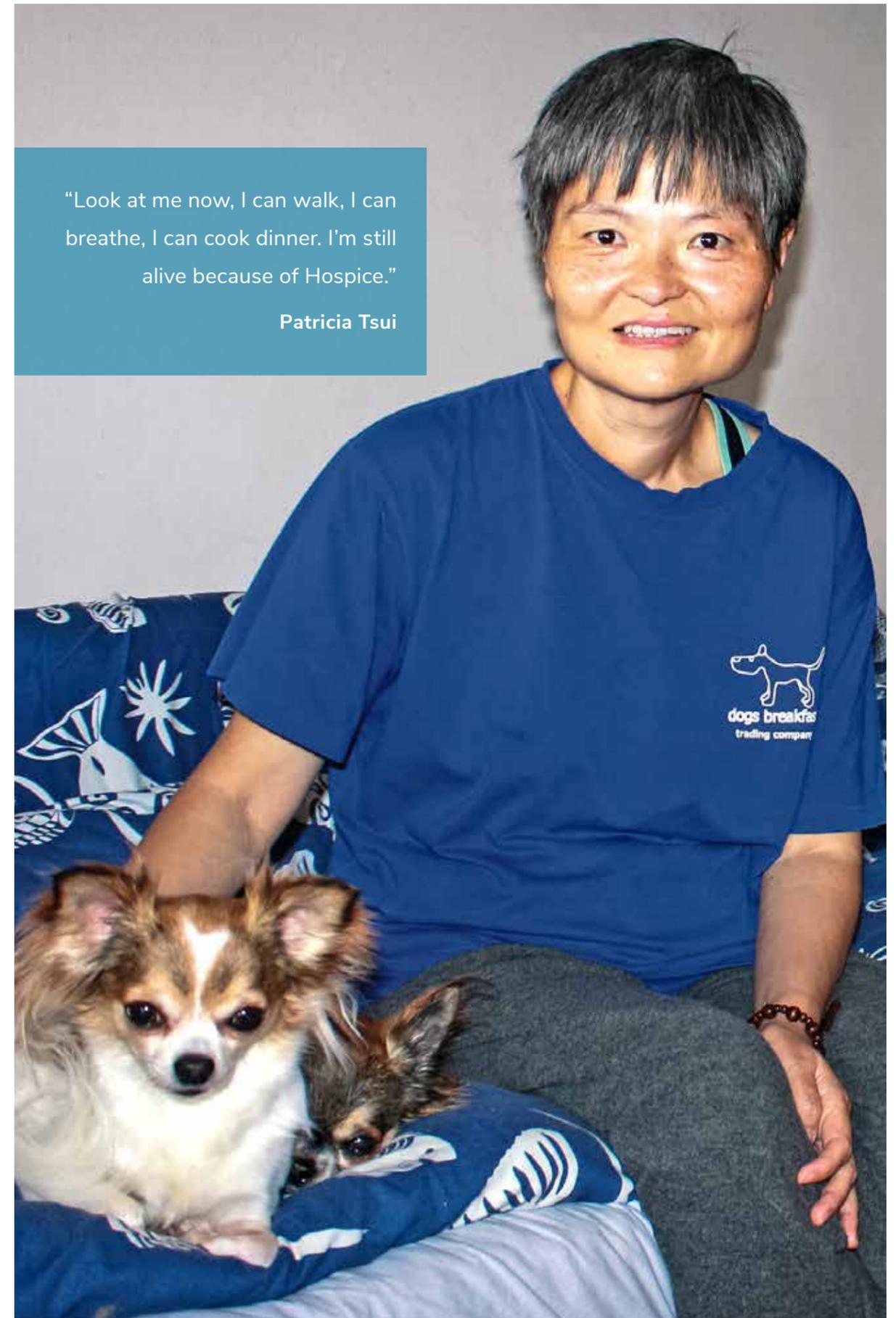
At one stage she couldn't leave Patricia alone even for 10 minutes and relied on visitors being willing to stay long enough for her to leave the house. Hospice organised a volunteer to stay with Patricia at regular times so Annabelle could plan appointments and shopping trips.

Patricia's priorities and goals completely changed after she became ill. A Hospice counsellor helped her better understand her reactions and feelings and encouraged her to think differently.

"Before this my whole life was work, but now I realise I have to enjoy life and the priority is people. I've got this window and I want to make the most of it."

"Look at me now, I can walk, I can breathe, I can cook dinner. I'm still alive because of Hospice."

Patricia Tsui



A lesson in adaptation and appreciation

Every individual, every family and every organisation will have their own unique story about how the Covid-19 pandemic affected them. Harbour Hospice's story is one of adaptation and appreciation.

We began to prepare for a possible pandemic in February and when Alert Level 4 was announced in March, we were ready to follow national guidelines while continuing to provide exemplary care.

This involved many staff working from home, added protections in our inpatient units, and most community care being delivered by telephone and telehealth. Essential visits continued, with staff using necessary personal protective equipment (PPE), and our clinical and family support teams remained available by phone 24/7.

 **The total number of hours patients spent on the phone to a doctor, nurse or family support team member rose by 24% with an average call lasting 25 minutes.**

We accepted new patients to our service every week, both in the community and end of life care in our inpatient units. Health and safety precautions in the units included suspending public visiting and allowing one or two family members to remain with a patient for the duration of their stay. Those who stayed were provided with nourishing home cooked meals and a comfortable bed.

The community's generous response to our first ever Funding Crisis Appeal enabled us to improve our technology capabilities so our nurses, doctors and family support professionals could connect safely online with patients in the community. Donations also helped us purchase extra PPE to ensure our staff in the community and Inpatient Units had vital and appropriate protection.

Our staff adapted to their new and unique ways of working with patience, persistence and good humour. We cannot overstate how proud we are of frontline staff working in the community and in our Inpatient Units. Non-clinical staff sent heartfelt messages of thanks and support from their home bubbles to show appreciation for their frontline colleagues and to demonstrate solidarity in tough times.

We are grateful to our community visitors who maintained phone contact with patients, and our volunteer life story writers who continued to make progress on their patients' stories from home.

Our 17 Harbour Hospice Shops are our biggest source of fundraising income and their closure during Alert Levels 3 and 4 resulted in a funding shortfall that will impact our services for months, if not years, to come. We are grateful to our shop landlords who generously offered to reduce or temporarily waive rents.



Above: Some crafty volunteers kept busy in their bubbles sewing bags that are used in our Inpatient Units to hold catheter bags, and for our patients to carry their syringe drivers.

Left: Our non-clinical teams sent heartfelt messages of support and gratitude for frontline staff working onsite during Alert Level 4.

Closing our shops also meant a loss of meaningful work and social interaction for many volunteers who work with so much pride, loyalty and passion. Following lockdown many of our older shop volunteers chose not to return, and we were encouraged by the incredible response from our communities when we asked for new recruits to help fill these gaps.

With all physical fundraising events cancelled or postponed, our fundraising team adapted quickly to create unique virtual events that appealed to both current supporters and a younger demographic through activation on social media channels. These included the Lockdown Baking Battle with Jo Seagar, which challenged bakers of all ages to recreate her recipes to be in to win prizes sponsored by generous brands, and Tour de Backyard which took advantage of those keeping mentally and physically fit during lockdown. These events not only raised essential funds, but also engaged families grateful for an opportunity to take part in a fun and rewarding activity.

Our project to redevelop the Hospice on the North Shore continued as planned, as the need to remedy this compromised building remains as pressing as ever. We made considerable progress with planning and fundraising for the recladding and refurbishment project, which remains on track for construction to start in early 2021.

We are fortunate that Covid-19 infections remain relatively low in New Zealand, but we are aware that the economic situation is precarious. While we continue to do all we can to mitigate loss, including accessing the Covid-19 Wage Subsidy and the Resurgence Wage Subsidy, as well as reducing hours across our non-clinical staff, we still have a long way to go. These measures, and financial support, including the successful return of our retail shops and fundraising initiatives will continue to play a vital role in bridging the gap.



Coping through closures

The future of Harbour Hospice retail was looking bright when we celebrated the opening of the Te Hana shop in August 2019. We established our 17th Harbour Hospice shop in our region's northernmost town, confident that the local community would support us with donations and purchases – and they did. All our shops enjoyed bumper sales in the months before Covid-19 landed in New Zealand.

A few days before the Level 4 Lockdown we had an inkling of the potential financial impact on Hospice, when we had to ask many of our volunteers to stay home and stay safe.

We are lucky that so many choose to support us in their retirement years, and when they were no longer working with us, we were quickly reminded how vital their contribution is.

Our Hospice Shops meet almost half of the shortfall between health board funding and our annual operating costs. Like many other businesses in our community, we had to close our doors for nine weeks over two lockdowns and the loss of income was devastating.

We are thankful that our community is so generous and values hospice so highly. The extraordinary response to our Funding Crisis Appeal in April, followed by an influx of new and loyal customers when shops re-opened, helped mitigate the impact of the lockdowns.

In all our shops, turnover exceeded budget from May through most of July, despite operating at reduced hours.

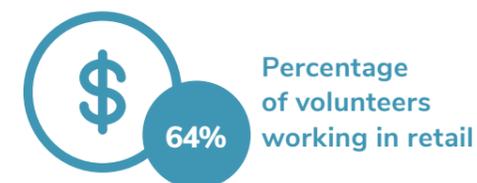
Retail Services Manager, Maria Baird, says the shops took a financial hit, but it could have been worse.

“It seems that during lockdown, people have considered how they want to shop and are choosing to shop more sustainably and support local business and charities.”

Maria Baird

Opening the doors after weeks in the shelter of our bubbles was daunting for the shop managers, who were suddenly responsible for the safety of their volunteers and customers. They faced a volunteer shortage, new health and safety protocols, mountains of donated items needing quarantine and customers lining up to be served.

“We must thank the volunteers who helped until the over-70s could return,” Maria says. “We also connected with new eager volunteers through our Facebook pages, with the time and passion to give back to their community.”



Fundraising in a new world

In a year of two distinct halves, Harbour Hospice's fundraising team may have the most dramatic before and after story of all. Having celebrated the success of well-established events like Vintners' Brunch, Catwalk Arts and the Greek Extravaganza in 2019, the team had to reinvent its fundraising approach in March this year.

Gathering hundreds of supporters together was no longer an option but fundraising events needed to continue, with urgency added by the temporary closure of our 17 Harbour Hospice shops.

Our generous community

Our fundraising team rose to the challenge, firstly by creating a Funding Crisis Appeal additional to our three scheduled Appeals for the year. Distributed by post and email just a few weeks after our regular tax appeal, the Funding Crisis Appeal received an extraordinary response, raising more than \$130,000.

Just one month later, we released our Hospice Awareness Week appeal featuring a video of hospice staff reading a touching poem by patient David Eastwood. Focused mainly online, this was a departure from our usual story-based appeals and received \$25,000 in donations, a positive result from our third appeal in as many months.

This community generosity enabled our clinical and family support teams to continue supporting patients and families through the uncertain and isolating weeks of lockdown.

Moving online

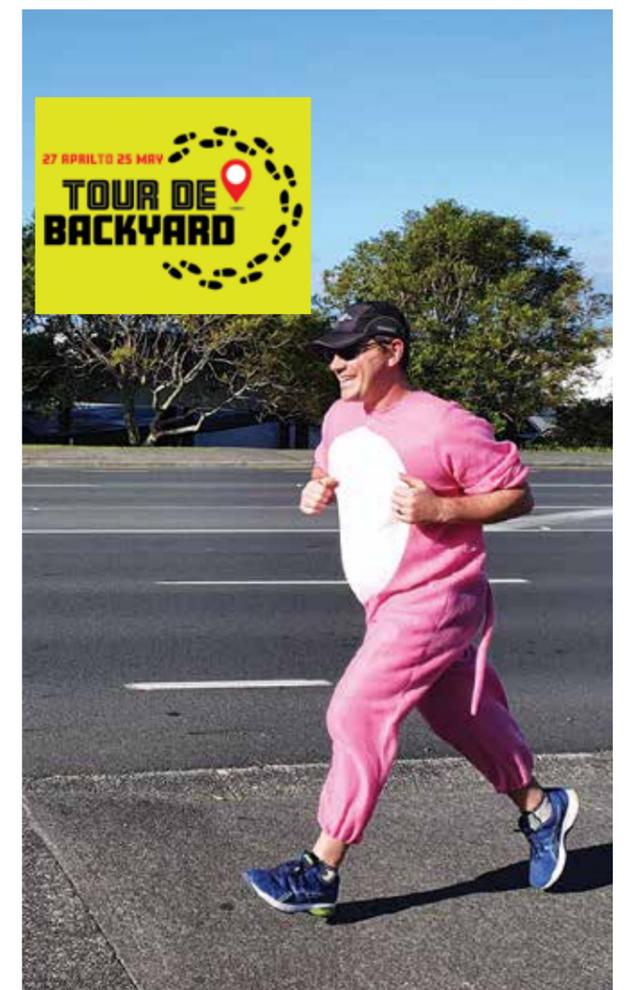
Due to strict rules around large gatherings, the fundraising team turned their focus to creating fun

events for locals to get involved in from the safety of their bubble.

Tour de Backyard raised more than \$15,000 with family teams, furry friends and individuals doing daily dashes around their neighbourhood, farm or village while raising funds for patient care. Participants set a distance goal to complete over several weeks and invited friends and family to support their efforts via online fundraising. We were moved by the effort of twins Manu and Seiafi Lafaiali'i-Sapolu, who raised over \$6,800 and walked the last 50km to reach their mother's grave. June 1 was the two-year anniversary of their mother's passing.

Our Lockdown Baking Battle with Hospice NZ ambassador Jo Seagar raised more than \$2,500 and attracted 314 participants via Facebook. Bakers of all ages followed recipes provided by Jo and uploaded photos of their baking for judging. This event hit the perfect note with families looking for a wholesome alternative to screen time and allowed us to raise awareness of hospice with a younger audience.

Since then our three separate community Facebook pages have been merged to create one central Harbour Hospice page, which will improve awareness, reach and engagement for future fundraising events and campaigns.



Hospice care kept Tess on the dance floor

Tess Magee enjoyed two and a half years of life that she didn't expect to have after learning she had incurable ovarian cancer. She didn't expect to see her 75th birthday last November, let alone Christmas or the birth of her first great-grandchild in April 2020.

"They said I'd be lucky to last 18 months and here I am," Tess said.

Tess not only lived long enough to welcome her great-granddaughter, Willow, she maintained her active lifestyle almost until she died. Her 'lifestyle-saver' was a syringe driver that she kept in a fabric bag over her shoulder.

The syringe driver delivered regular medication under Tess's skin to control pain and nausea caused by fluid build-up. It allowed Tess to keep up her favourite activities and social connections at The Peninsula Club.

Tess's daughter Christine says that when Tess turned up at an 'Island Night', her friends burst into tears. "They couldn't believe she was there."

"I just have to charge the driver first thing in the morning and then I have the day to do what I like. I usually go to petanque in the morning then come home for lunch. I have a rest in the afternoon and by 5pm I'm wide awake and cooking tea," Tess said.

Every time Tess joined her retirement village neighbours for a game of petanque or an evening

of dancing, she would give silent thanks to the team at Harbour Hospice.

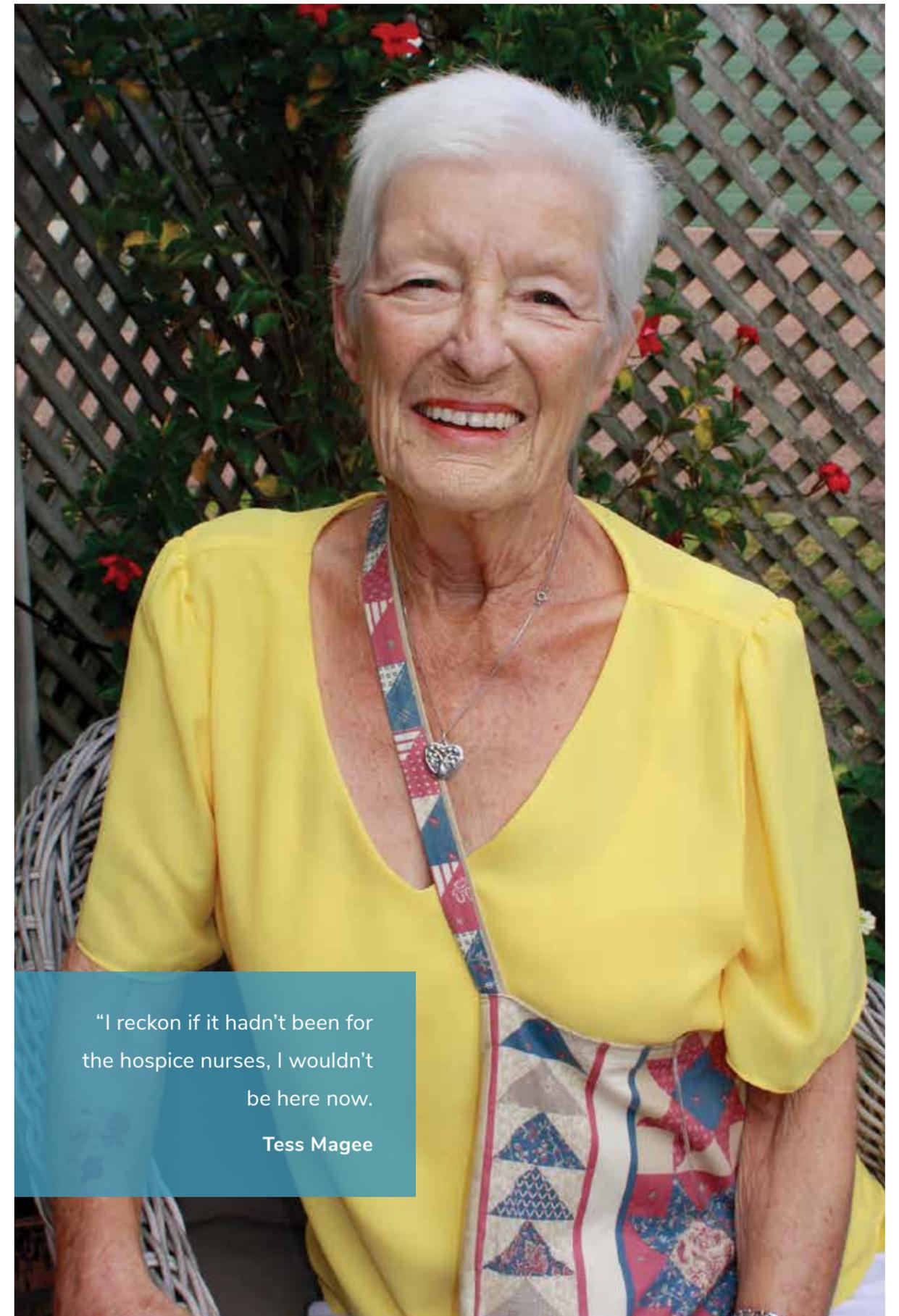
"I have my down days but I just phone the hospice nurses and they sort me out straight away. They can't do enough for me."

A nurse would ring or visit every day, and more often if needed. On one day they came three times to get Tess's pain under control. The hospice doctor would visit weekly and a massage therapist came every fortnight, not only to massage Tess, but also her carers.

Tess adored life, loved her family and friends, and felt blessed to live in a supportive community. When she found out she had cancer, she was determined to live for as long as possible, and be as happy as she could be, in her own environment.

She waited two months to break the news to her family because they were going on holiday and she didn't want to spoil it for them. She told her friends she didn't want any 'dramatics' and to carry on as normal. "I told them they could say 'Hi Tess, how are you doing?' and leave it at that. They respected that."

Tess's late husband, Brian, was cared for by West Auckland Hospice nine years ago. "They were brilliant for my husband, and now Harbour Hospice is giving me quality of life," Tess says.



"I reckon if it hadn't been for the hospice nurses, I wouldn't be here now.

Tess Magee



We are proud of all our volunteers, but Christine Sanderson gave us a special reason to celebrate in September, when she was named Volunteer of the Year in Junction Magazine's community awards. The winners were chosen by public voting and it was heart-warming to see Christine's years of dedication recognised by so many in the Warkworth/Wellsford community.

Priority change for garage sale's 'Camp Leader'

Since the first Warkworth Garage Sale 21 years ago, Christine Sanderson has been 'Camp Leader', chief sorter and saleswoman, rag cutter and deliverer, community liaison and, to many customers, the face of a local institution.

Christine recently took a break from volunteering to care for her husband Morris, with support from the organisation to which she has dedicated 25 years.

Christine joined Harbour Hospice in 1995 and completed the inaugural training course for Family Support volunteers. Realising there were more volunteers than patients needing home care, Christine quickly took on the role of Fundraising Coordinator. She later worked in the Warkworth Hospice Shop and joined the Catering Team.

In 1999, she helped formalise the garage sales that had been held on an ad hoc basis for several years. The first quarterly sale raised \$600.

For some time, the sales were held in Christine and Morris's garage but when they started raising \$1,000 a week, the volunteers commandeered the nurses' garage, saying their fundraising was more important than the nurses' cars.

A rag-cutting group became an informal but effective forum for volunteers to share problems and gain support. The garage sale supported other community needs too, helping more than 25 organisations with donations as varied as books, craft materials, blankets and beds.

Now held six days a week at Tui House and raising up to \$10,000 a week, the Garage Sale celebrated its 20th birthday last year. Christine received special

mention for her consistent leadership – staff and volunteers counted on seeing her in the sorting room virtually every weekday morning.

"You start with good intentions doing one day a week, then two days, then holy heck, it's your whole life," Christine says.

This year, though, Christine's priority has been at home, caring for Morris until he died in July. Morris lived with prostate cancer for five years before Christine turned to Hospice for support.

She found comfort in knowing the services were there when needed, and especially Hospice's 24/7 phone line.

"You'll always hear a friendly voice, any time of the day or night. They have time for you, they don't rush you."

Christine and Morris would have been married for 60 years in November but they celebrated early with a family gathering in July. While considerably more sedate than their 50th anniversary knees-up, it was a touching milestone for the couple and their four children, eight grandchildren and four great-grandchildren.

Later this year, Harbour Hospice will acknowledge Christine's 25-year dedication with a long-service award alongside others who have reached significant volunteering milestones.

Generous communities give time, talents and donations

We are here thanks to the incredible generosity of our supporters. From attending events to donating time or cash donations, all forms of support are crucial in ensuring specialist palliative care can remain free for patients and their families right across the Harbour Hospice region.

We are deeply grateful for every donation big or small and carefully invest funds in ways that will best serve the growing number of local families who need our support. We are also thankful to the Waitematā District Health Board, whose crucial funding covers 52.2% of our operating income.

We simply couldn't do what we do without you – so thank you. While we're unable to mention everyone in this report, we'd like to acknowledge just a few special folk who have made a significant contribution to Harbour Hospice fundraising in the last year.

Across our communities there are dozens of individuals, businesses and organisations who choose to support us by sponsoring our events or running their own unique fundraising initiatives.



Was raised through fundraising events and activities last year

Hibiscus Fundraising Committee

Since 2005 our highly motivated and hard-working fundraising committee has raised over \$1 million for Hospice care in the Hibiscus Coast community. Three founding members are still active, including Vicki Lambert, Erika Grooten and Jan Adams who led the Covid-safe Pop-up Art Sale this year which raised over \$13,000.

Left to right: Vicki Lambert, Erika Grooten & Suzanne Perigo



Theo Simeonidis

In just three years, the Greek Extravaganza has become a must-do event on the Hibiscus Coast, raising around \$20,000 each year and selling out in 2019. In addition to being the creative force behind this entertaining night of Greek food and music, Theo is a valued member of our Hibiscus Advisory Board.



Patty Coley from Inspire

Patty's support for Harbour Hospice events allows us to create a memorable, enjoyable experiences while keeping costs down so that funds raised can be directed back to patient care. We are fortunate to have Inspire to call on for table settings, art stands and other event essentials for Vintners' Brunch, Greek Extravaganza and Long Lunch.



Bill Abraham

Bill's mana in the Warkworth community helped us raise funds to build Tui House in Warkworth and he has been a valuable contact for the North Shore Shea Terrace Development. He is a committed supporter of Harbour Hospice, organising the hugely successful Omaha Golf Dinners and the Omaha Charity Golf Tournament.



Jim Sonerson

Living proof that 86 is just a number, Jim has achieved legend status on his stationary bike, raising funds and awareness for Harbour Hospice with his 'Big Ride' at the Kowhai Festival. A passionate advocate for Hospice care, Jim has featured on Breakfast TV and received multiple awards for his community work.



Takapuna Assn Football Club

For more than 15 years club members have been raising funds for Hospice through an annual Comedy Night, raffles, sausage sizzles and a Tribute Concert. In the last year they donated a height-adjustable bed which has helped us reduce patient falls in the North Shore Inpatient Unit, as well as four syringe driver lockboxes.



Warkworth Toyota

As a relative newcomer to the local business sector, Warkworth Toyota has been proactive in supporting community projects, and was quick to sign up as a sponsor for Catwalk Arts 2019 and mARTakana 2020. Their contribution to Catwalk Arts included using an eye-catching Toyota car to promote the show.

Financial performance

Harbour Hospice trust is a registered charity under the Charities Act 2005. The following summarised figures have been extracted from the full unmodified audited financial statements of the Harbour Hospice Trust and the Harbour Hospice Development Foundation.

For the year ended June 2020 the cost of providing Hospice care and services exceeded income generated through District Health Board funding by \$6,834,159. There was a further gap after Fundraising and Retail sales in the Harbour Hospice Trust of \$303,649. This shortfall was funded by the Harbour Hospice Development Foundation. The tables on page 32 show how we generate our operational funding and how funds raised are spent.

The Covid-19 lockdown during March-April 2020, and the resulting uncertainties around future lockdowns, had a significant impact on retail due to stores being closed and also on our ability to run fundraising events. Year-on-year over \$1m of revenue was lost as a result. The Trust sought to cover this deficit through reducing non-clinical staff wages and negotiating rent reductions with generous landlords. We also claimed relief under the Covid-19 Wage Subsidy scheme.

The Development Foundation holds the buildings in which the Trust provides its services. It also funds capital projects, equipment and vehicle

purchases together with any operating shortfalls that the Trust may generate, as it did this year.

The Development Foundation receives income through bequests which are invested and are then allocated for regular building maintenance, equipment needs, major capital projects, operating shortfalls and unanticipated events. Bequest income is recognised as it is received.

Including fundraising, the funds donated to the Shea Terrace development project, other bequests and investment income, Harbour Hospice generated a net surplus before impairment of \$2.8 million.

The majority of this consolidated net surplus is committed to the Shea Terrace development project, which is scheduled to begin early 2021, therefore the carrying value of the existing building has been impaired by \$1,071,759.

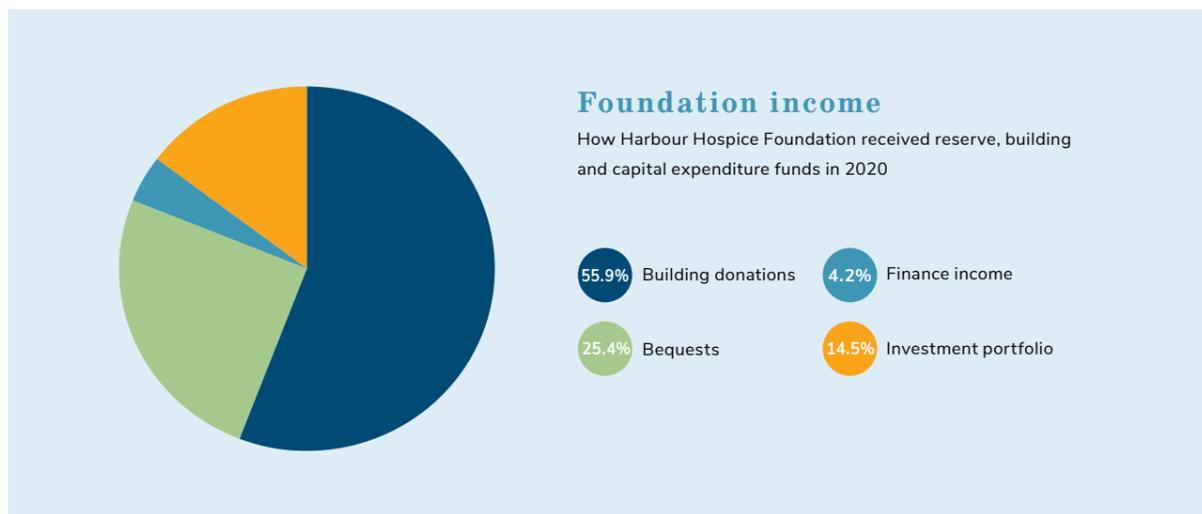
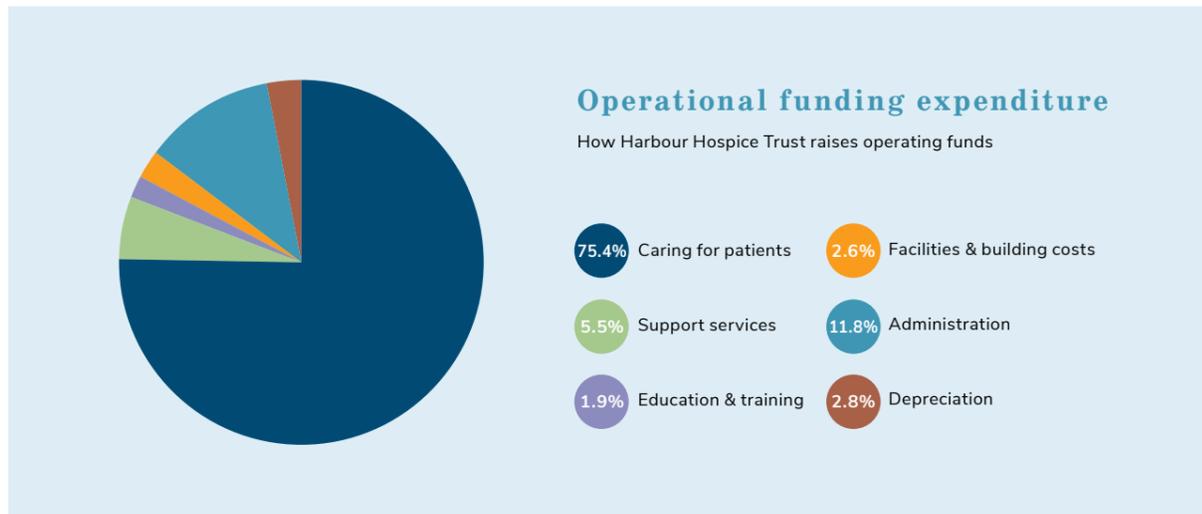
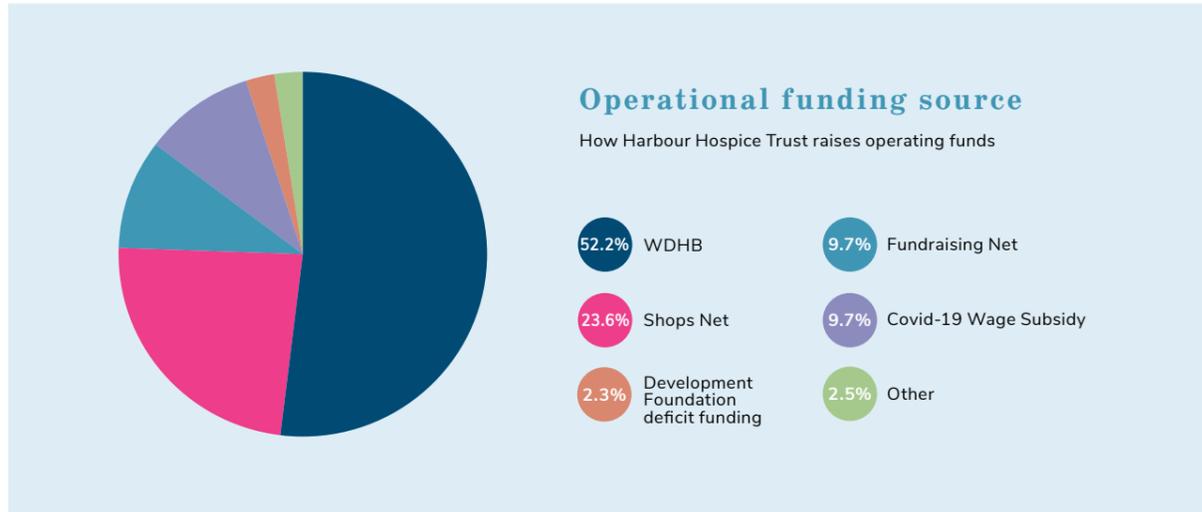
Harbour Hospice Trust

Funding under WDHB contracts	\$6,834,159
Operating deficit	\$6,361,745
Retail Net	\$3,092,585
Fundraising Net	\$1,270,731
Covid-19 Wage Subsidy	\$1,268,818
Other	\$621,443
Operating deficit funded by Foundation	\$303,649
Total Gross Expenses (all activities including patient care)	\$17,974,135

Harbour Hospice Foundation

Bequests	\$826,036
Building donations	\$1,819,614
Finance income	\$137,927
Investment	\$470,660

Reported Net Surplus (deficit) before impairment	\$2,839,761
Total comprehensive revenue and expenses	\$1,768,002



Thank you for supporting our essential services

Charitable Trusts and Foundations 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 dedicated volunteers and to buy essential items that make life better for patients and their families. We are deeply grateful for the ongoing support of Trusts and Foundations, with many of these partnerships spanning years or even decades. We couldn't do this vital community work without you.

Every dollar given by the following Trusts and Foundations in the last year has made a significant difference.

- | | |
|---|--|
| A K Franks Charitable Trust Inc | Lister Presbyterian Health Trust |
| Ara Lodge No 348 IC Charitable Trust | Maurice Paykel Charitable Trust |
| Auckland Council - Local Board | Milestone Foundation |
| BlueSky Community Trust Ltd | New Zealand Community Trust |
| Boyd Clarke Foundation | North and South Trust Ltd |
| Catholic Caring Foundation | NR & JH Thomson Charitable Trust |
| Charles Rupert Stead Charitable Trust | Lottery Grants Board - Community Matters |
| Constellation Communities Trust Ltd | Oxford Sports Trust Inc |
| David Levene Foundation | Pub Charity Limited |
| Dorothy Williams Charitable Trust | Ralph & Eve Seelye Charitable Trust |
| Dragon Community Trust Ltd | Star of Melrose |
| Dry July New Zealand Trust | NZ Hospice proudly supported by |
| Elsie Steele Trust | The Harcourts Foundation |
| Ernest Hyam Davis & The Ted and Mollie Carr Endowment Trust | The J A Redwood Charitable Trust |
| proudly supported by Perpetual Guardian | The Jogia Charitable Trust |
| Four Winds Foundation Ltd | The Kelliher Charitable Trust |
| Grassroots Trust Ltd | The Lion Foundation |
| HUGO Charitable Trust | The Reed Charitable Trust |
| Lake Memorial Charitable Trust | The Wilfred and Katherine Evers-Swindell Trust |
| | Walter & Rana Norwood Charitable Trust |