

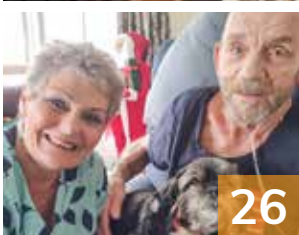
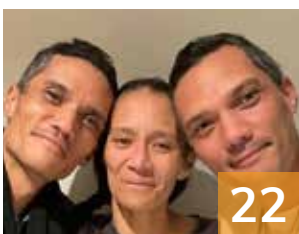
FORTY YEARS of CARING
1983-2023



“We have no words for how accommodating Harbour Hospice was, and for the love they allowed us to give our kōtiro. We acknowledge their mana wāhine, the team in its entirety”

Ken McIver - Patient's father

Compassionate Aroha Inclusive Mo te Katoa Professional Tautikanga



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Cover - Tricia Clarkson, our first nurse, at the Shea Terrace reopening

It has been an exciting year for Harbour Hospice. After three years of Covid disruption we've seen a return to near-normal service provision and an increase in numbers across all parts of the service. We've celebrated our 40th anniversary and opened our fully refurbished hospice building in Takapuna. Fundraising and shop activity has resumed, and volunteers have finally been able to fully return to their roles.

Admissions are up in both the community and in our inpatient units. We cared for 1330 patients, compared to 1239 the previous year. We carried out 10,222 face-to-face community visits - up 42% on the year before. And we cared for 383 people in our inpatient units - 40% more than the previous year. Our bereavement groups, carer support groups and patient day groups enjoyed a resurgence, and we've hosted greater numbers of people in these groups across all three sites.

the 40th anniversary of Harbour Hospice



Ann Tod
Harbour Hospice Trust Chair

Jan Nichols
Harbour Hospice Chief Executive

Our 40th anniversary was a particularly special milestone. The reason we're here today comes down to a small group of pioneering individuals who came together with a commitment to give a better experience for people dying in their community and their families. When they created their local hospice organisation it would have been difficult to imagine that the annual number of people cared for would grow from a few dozen each year to 38% of all people dying in our local community. We have much to thank those early volunteers for, as their donated time and skills in patient and family care, fundraising and governance set Harbour Hospice up for the future.

The official opening of our refurbished North Shore facility in June 2023 was another special milestone. After many years in the planning, being able to see the completed building was emotional for many. It has been wonderful to welcome patients and their families and whānau into our new fit-for-purpose facility. Many have shared how appreciative they are of being able to stay overnight in the beautiful new whānau space and bedrooms.

It's thanks to you that we have this wonderful facility that will meet the needs of your community for years to come; the future would be very uncertain without your support.

With the lifting of Covid restrictions, fundraising events are back and you've contributed hundreds of thousands of dollars through Vintners' Brunch, mARTakana, golf days, our King's Birthday Weekend Art Exhibition & Sale and more. You've raised \$9,139,365 through spending in our shops and we've enjoyed great community support since moving our Orewa shop to bigger premises.

We have a lot to celebrate, but we still need your support more than ever. We are caring

for local families in an economy where the cost of living has never been higher. Just as individual households are finding it more difficult to meet rising costs, so are we. The cost of fuel to send our community nurses out to patients' homes, the cost of food to create nourishing meals for patients in the IPU's, resources to ensure the highest level of care for all patients.

We were pleased to have the invaluable role our nurses play recognised when new government funding was secured to increase nurses' wages to 95% of Te Whatu Ora (Health NZ) nurse rates. Given this change we were also able to recruit to vacant positions and make our service more responsive to increased demand. Despite this, a large shortfall still remains and our fundraising target continues to grow.

We are incredibly grateful to you for your support of hospice patients, their families and whānau and we hope you will continue to show your belief in our work. You have made Harbour Hospice the organisation it is today and one which, despite the current economic climate, is well positioned to endure for another 40 years and more. Our original pioneers will be very proud.

Special thanks

A very big thank you to board member Stephanie Paxton-Penman, who has resigned after more than a decade representing her local Warkworth/Wellsford community. Stephanie chaired the Warkworth/Wellsford Advisory Board and played a key role in the development and fundraising for Tui House. She recently chaired the Harbour Hospice Property and Retail Committee, supporting the growth of hospice shops and developing best practice in associated areas. Her skill and expertise will be greatly missed.



Here for you, because of **you**



One of the many ways we marked 40 years of care in the community was compiling the stories of past and present nurses. Their inspiring tales were published in the New Zealand Herald and the outpouring of positive, supportive and grateful feedback from our community (and beyond!) was phenomenal.

To read these, and other stories, click here:
harbourhospice.org.nz/secrets-of-the-dying



Tricia Clarkson
He would only meet at the pub



Helen Franich
Care in a caravan park



Jan Nichols
The cardigan bucket list

Te Kahu Pairuri mai i Takarunga ki Te Hana

Covered by the cloak of hospice from Devonport to Te Hana



**Warkworth
Tui House**
47 Morrison Drive,
Warkworth
DAY RESPITE
(no Inpatient Unit)



**Red Beach
Hibiscus House**
2A John Dee
Crescent, Red Beach
INPATIENT UNIT



**North Shore
Kārohirohi**
7 Shea Terrace,
Takapuna
INPATIENT UNIT

ALL SITES

COMMUNITY SERVICE HUBS

outpatient clinics, day programmes, support groups,
complementary therapies, day respite, community meeting spaces

TRAINING CENTRES



Our service area extends from Devonport to Te Arai. Takarunga (or Mt Victoria, which many use as a reference to Devonport) and Te Hana are the two maunga within this area.





the impact we made **with your support**

1 in 3

people who died
in our community
were cared
for by
Harbour Hospice



1330

patients, families
& their whānau
received
specialist care
and support



151,796hrs

worth of time
donated by
1200
volunteers



\$4.83m^{*}

raised by
our 17 shops
^{*net}



10,222

in-person community
interactions with
patients, families
& their
whānau



33%

of people in
our care were
supported to
die at home



vision

To quadruple the number of people positively impacted by our services by 2036.



To meet these goals our strategic plan is focused around four key pillars, designed to increase our impact and positively influence the way people experience death, dying and loss.



grow
with and
empower
the people
we serve



ensure our
service is
accessible
to all who
need it



support
local
systems
to improve
palliative
care



strengthen
our
contribution
nationally
and globally

mission

To empower a community where people live well,
grieve with hope and die with dignity.



10,222
in-person community
interactions with
patients, families &
their whānau



grow with and empower the people we serve

you helped us *meet the rapidly growing need for care*

Imagine if everyone who is dying (no matter who they are or at what stage of their end-of-life journey they're in) had easy access to high quality palliative care that is delivered in a coordinated and consistent way. This is what we're aiming to achieve. But with the need for care growing rapidly, along with the need for more specialist nurses, doctors and family support teams who care for the dying, we can't achieve this without your help.

With you supporting us to chase this goal, we're making strides in the right direction. Across the last 12 months we've made great progress in defining and implementing a model of care that meets these population demands and considers the growing number of people dying in our community, and the complexities of their illnesses.

By looking ahead we're able to plan and prepare ourselves for what's to come, now. Our critical redevelopment project at 7 Shea Terrace, Takapuna was officially opened this year after many years of planning and two years of construction.

We are forever indebted to you, our exceptionally generous community, for enabling us to complete this ambitious project - and through a global pandemic no less! We share in your pride of what we've achieved for our community.

1330
patients in
our care

383
inpatient
admissions

180
days spent in an
inpatient bed

“ Throughout their illness people receive most of their care at home with 33% of people in our care dying in their own home. This facility will enable us to extend our work out in the community, increasing our impact, care and support to more people, young and old”

Jan Nichols - Harbour Hospice Chief Executive

**This is your hospice.
Your future.
You turned our bold vision into reality, and we can't thank you enough.**

In June 2023 we officially opened our refurbished North Shore facility with 200 donors, supporters, local business people, staff and volunteers taken on a tour of the completed \$20 million project.

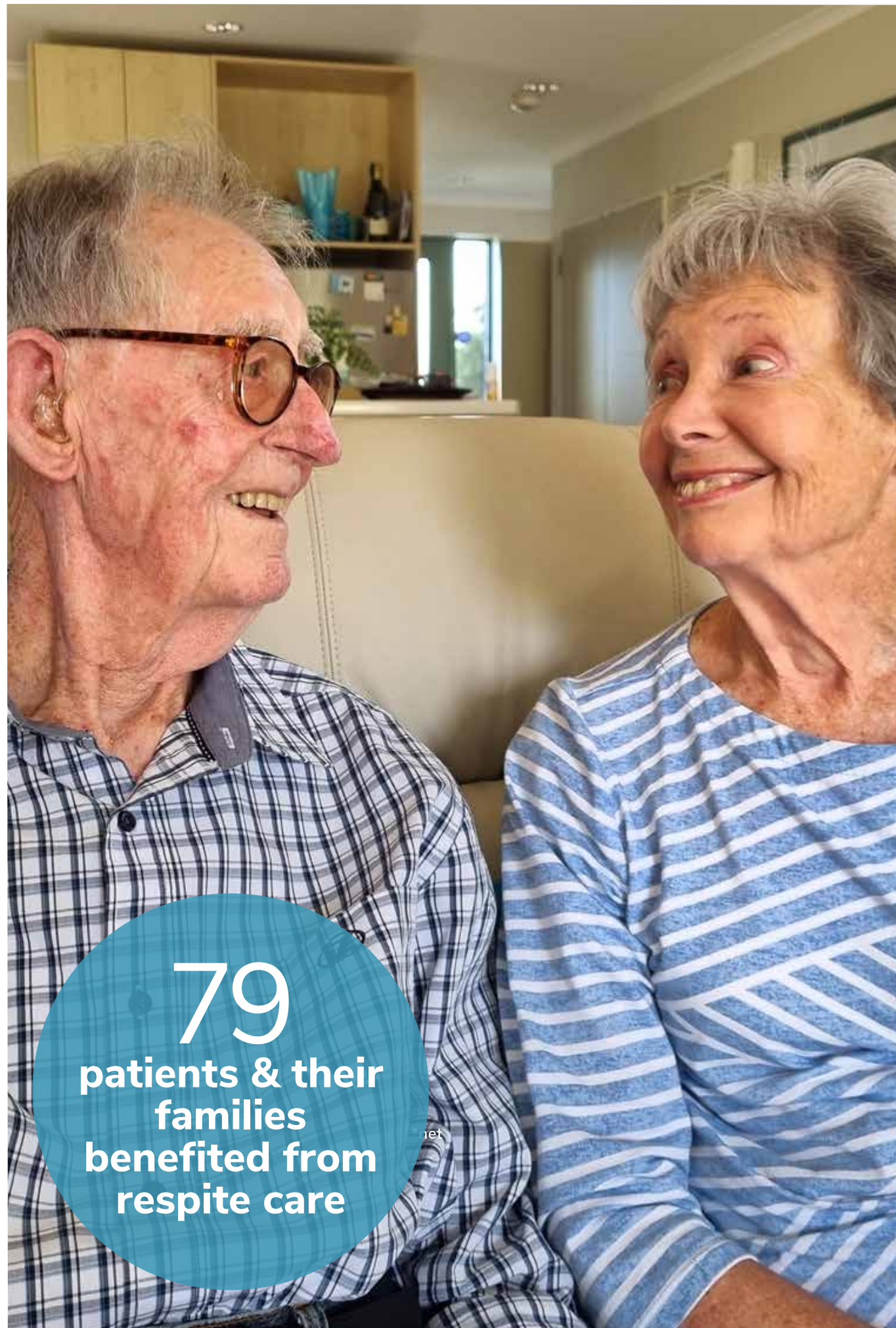
With \$10 million contributed from the North Shore Development Foundation (built up over many years), we reached out to our community to help us raise the \$10 million needed to complete our vision. We already knew our community was generous, but the loyalty, generosity and belief in this project was deeply humbling. This facility is funded entirely by you - our community, for everyone right across Harbour Hospice.

For many of our guests, being able to see the completed building for the first time was emotional.

You have been a huge part of our journey - from the pioneering volunteers who founded hospice 40 years ago, to those who have tirelessly fundraised for Hospice, generously donated funding for Hospice or specifically this project, or generously given their time and expertise.



Top - Jan Nichols and Ann Tod with Harbour Hospice Kaumātua Reverend John Marsden and The Right Reverend Te Kōwhiri Pikaahu, the Anglican Bishop of Te Tai Tokerau
Left - Shea Tce reception. Far left - Tricia Clarkson our first nurse



Norman & Lorraine Nelson



grow with and empower the people we serve

Wednesdays at Tui House

Every Wednesday you'll find Norman Nelson at Tui House, chatting with the nurses and volunteers or working on his Codecracker puzzle.

At 95 years old and with a chronic heart condition and associated health challenges, Norman doesn't get out as much as he used to. He says his day respite care is the highlight of his week. "I like talking to the nurses and volunteers. They don't talk about gossipy stuff - you can have a good conversation."

Norman's wife of 40 years, Lorraine, benefits from day respite, too. "It gives me a chance to do other things," she says.

Norman adds, "Lorraine looks after me all the time and it's good for us to have a break from each other and socialise with others."

Norman and Lorraine joined the Harbour Hospice whānau a year ago after hearing about it through friends at their retirement village. They say it has helped to enhance Norman's quality of life and given them both a precious day for themselves.

because of you Harbour Hospice...

Cares for
Norman with
respite
care



Provides specialist
nursing & medical
care at
home



Supported Norman
to write a
life story



“It's good for us to have a break from each other and socialise with others” Norman

Norman, who suffers from poor balance and gets painful ulcers caused by poor circulation, also benefits from regular visits by hospice community nurses, who change his dressings and monitor his health.

Earlier this year Norman had his life story written by a hospice volunteer life story writer, and says he was overcome with emotion. “Being able to share my life story with my children and grandchildren meant more to me than I'd thought it would,” he says. “Your children don't really know much about you really, beyond what they know of you as Dad.”

“Being able to share my life story with my children and grandchildren meant more to me than I'd thought it would”



15%
increase in the
number of patients
with a
non-cancer
illness



ensure our service is accessible to all who need it

you helped us improve access

Along with the health and disability sector as a whole, palliative care providers have a lot of work to do in addressing the inequities that exist in our communities. Simply put, our focus is firmly on those who are missing out and on putting strategies in place to reach them so that everyone can benefit from free, specialist end-of-life care – as everyone deserves to.

This includes building our capability to care for people with increasingly complex conditions including chronic disease, dementia, and frailty. Historically, hospice has largely cared for people with cancer, but this is changing at a rapid pace.

If our incredibly supportive community has taught us anything, it's that our impact can be magnified when we work together. We can't do this work alone which is why we've put a huge focus on working in partnership with other health providers, groups and individuals within our Māori, Pacific and Asian communities.

We are honoured to be working alongside our kaumātua and kaiāwhina, along with our rōpū, Mahinga Ngātahi, to continue to learn and do everything we can to address inequity for tūrora Māori (Māori patients).

A big part of extending our reach and improving awareness of our services is through Poi – an initiative funded by Te Whatu Ora. Through this, our team gives support, training and clinical coaching to healthcare professionals to enable them to support more patients in the community and residential care who don't have specialist palliative care needs, but still need and deserve the best end-of-life care.

A big part of the success of this programme is developing a palliative pathway activation (PPA) to help identify patients with a palliative care need. This means we can put support in place before they need more specialist care.



ensure our service is accessible to all who need it

Being able to care for their kōtiro (girl) in accordance with tikanga Māori (Māori customs), as they would at home, brought great comfort to the whānau.

waiata from Room 10

A hospice inpatient unit is often assumed to be a solemn place. But the time families spend together in an IPU can be quiet and reflective or, equally, joyful and celebratory.

When 44-year-old Jasmine McIver moved into Room 10 at Shea Tce the unit came alive with the sound of song and laughter.

Jasmine came from a large and loving whānau who wrapped themselves around her in her final weeks. Whānau members came and went, and her immediate family - her mother and father Ken and Patsy, twin brothers and four children - rarely left her side, either sleeping in her room beside her or in the specially fitted out whānau rooms.

The whānau sang waiata, shared karakia and reminisced during Jasmine's 13-day stay. "Because she was a rascal, our girl, so there was plenty to talk about," Ken laughs.

Jasmine - free-spirited, a beautiful mother and loving grandmother - died just four weeks after being diagnosed with stomach cancer. And what made her circumstances crueller was the fact she was not the first daughter that Ken and Patsy had to say goodbye to.

Jasmine's older sister Tasha died in hospice care in 2014 at the age of just 38 after developing breast cancer. "We had two years at home with Tasha before she passed and that was awesome in comparison to Jasmine's short term of four weeks from diagnosis, but it was painful watching her deteriorate and Harbour Hospice made it so much easier to deal with," says Patsy. "The time, the patience, the love, the understanding."



we cared for
37%
of Māori who
died in our
community

Jasmine with her twin brothers

because of you Harbour Hospice...

Cared for Jasmine with
Inpatient
Unit stays



Delivered specialist
Kaiāwhina
support



Accommodated
family stays in a
whānau
room



Provided the family
with dedicated
kitchen
facilities



At the IPU with Jasmine, being able to care for their kōtiro (girl) in accordance with tikanga Māori (Māori customs), as they would at home, brought great comfort to the whānau, Ken says.

“A Māori family wouldn’t normally keep a loved one in an inpatient unit, you would keep them at home,” Ken explains. “But Harbour Hospice was very comfortable and spacious, and it was Jasmine’s wish to stay at the unit.

“Our presence was probably an awakening for some. As Māori, we sing a heck of a lot and we really enjoy each other’s company at the same time. We want to be a part of our loved one’s everyday needs – wash her, take her to the bathroom, change her bedding and dressings. That’s our way.” Harbour Hospice Kaiāwhina, Barb O’Loughlin, stood alongside the family to support and advocate for their needs. “My role is to ensure the specific needs of each Māori patient, their family and whānau are met, so that they can navigate their end-of-life journey in a context that feels comfortable to them,” says Barb.

Ken says Barb was “phenomenal” in ensuring the family’s needs were understood and met in their entirety.

“And that acknowledgement from the hospice staff, allowing us to come and go in the way we did as if we were at home, extending that manaakitanga (hospitality), they really catered to us. That meant the love and attention we were able to give our daughter was something to behold right up to the end.”

When Jasmine’s body was removed from hospice the whānau performed a spine-tingling haka, led by Jasmine’s youngest, her 17-year-old son Ihaka. The haka was performed in acknowledgement of the challenge that lay ahead for Jasmine, to complete the journey to her final resting place.

Ken says, “We have no words for how accommodating Harbour Hospice was, and for the love Hospice allowed us to give our kōtiro. We acknowledge their mana wāhine, the team in its entirety. Even after, they have never forgotten about us, with Barbara coming to check on us and one of their doctors, Dr Eugenia, who was there for us all the way.”

“As Kaiāwhina for Harbour Hospice I am here to walk alongside Māori patients on their haerenga/journey. Aha koa he aha, mahia te mahi - no matter what, do the work – so this could mean coming in to support the patient and their family and whānau during the night or I might be called out late at night or on the weekend”

Barbara O’Loughlin - Kaiāwhina, Family Support



Scott & Julie



ensure our service is accessible to all who need it

what an A-plus place

Scott Beson has dodged a lot of bullets in his time. The ex-Marine was one of only three in a battalion of 50 to return home from the Vietnam war in the 1960s.

But now he faces a new bullet - Chronic Obstructive Pulmonary disease (COPD), a progressive illness that affects your respiratory system. Scott's prognosis is terminal and his condition is complicated by the fact he also has type 1 diabetes.

Scott, 74, went into Harbour Hospice care in November 2022 and his wife Julie says that since then the couple's lives have felt much more settled. "In the 24 months before Scott went into Hospice care he was in and out of hospital 23 times. Now the hospital visits are far, far fewer and we've been able to focus more on just spending time together."

The first thing the hospice clinical team did for Scott was review his medication, Julie says. "Scott used to be on so many drugs it had got to the point where I felt overwhelmed. The hospice doctors took a long, hard look at his meds and thinned them right out."

The hospice community nursing team make weekly phone calls and visit every fortnight or more often when needed. When Scott becomes too unstable he is admitted to the hospice Inpatient Unit (IPU).

Scott says going into the IPU is like going to a resort. "The way the staff and volunteers treat you, they make you feel good, and the food is beautiful."

The family has made an advanced care plan, after having an open and honest discussion with clinical and counselling staff. Julie says, "They talk to Scott openly, they're full and frank. We know Scott's on his final journey, and the hospice staff respect that and talk with you about it and include you in every decision. There's no sugar-coating it, but they do it in such a nice way."

because of you Harbour Hospice...

Cares for Scott with
Inpatient
Unit stays



Provides specialist
nursing & medical
care at
home



Supports Scott
& Julie with
24 hour
phone care



Provides volunteer
community
visits



Supports Julie with
counselling “ ”



“ The hospice team has got to know Scott really well and they have multidisciplinary meetings every week to talk about his care” Julie

Julie has been able to make use of hospice's counselling service, saying, “It's given me a place to vent and explain my feelings and understand that they're all okay.”

Scott and Julie are fortunate to have Julie's family living next door – Julie's mother and sister are three doors down and their two daughters and grandchildren, right next door.

The support is incredible, but sometimes Scott craves the company of a male. So, Harbour Hospice arranged for a male volunteer to visit him and Scott loves it. “It's just so good to talk to a man!”

Julie sums up, “What I like is that the hospice team has got to know Scott really well and they have multidisciplinary meetings every week to talk about his care. If anything happens they only need a very quick update from us and they're 100% up to speed. For me that brings great peace of mind.”

Scott adds, “I didn't even know there was a place like Hospice. But boy, what an A-plus place.”



support local systems to improve palliative care

you helped us *strengthen the level of care in our community*

With pandemic disruptions behind us, we have made great progress in this area with valuable in-person collaboration and training back in full swing. In the last year, with your support, we've been able to significantly extend our support and training to healthcare professionals (including GPs) and others who work in aged care, to help them develop their knowledge, skills and confidence.

Fundamentals of Palliative Care

295 online
& in-person modules
completed

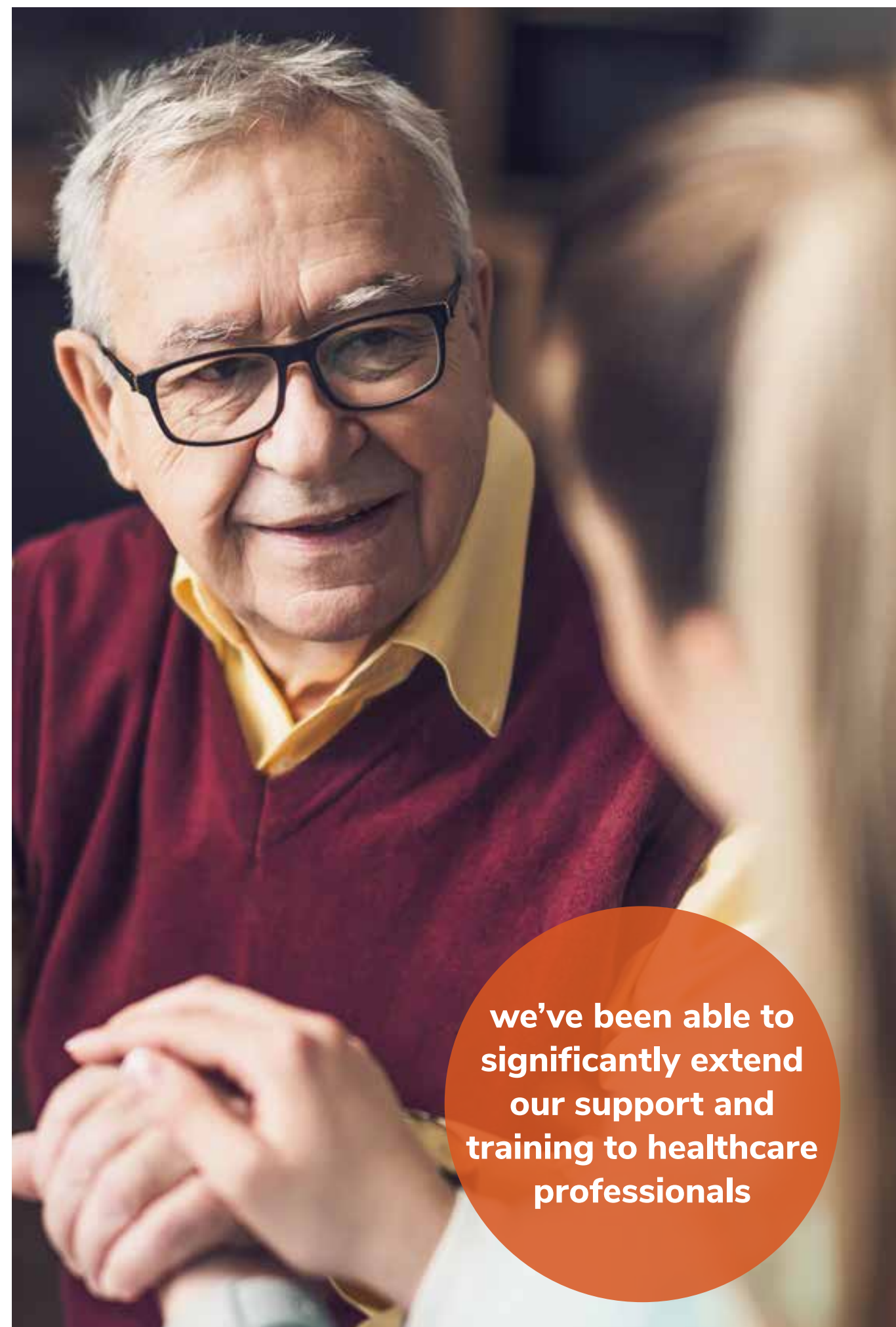
22

Palliative
Outcomes
Initiative (Poi)
Link nurses
trained in aged
residential care

137

participants
completed
Syringe Driver
Competency
training

we've been able to
significantly extend
our support and
training to healthcare
professionals





**It's so important
with hospice care
to take a
multidisciplinary
approach with
every patient**

**“ Before my placement at
Harbour Hospice I had
absolutely no idea about
palliative care, and of all
the placements I've done
as a House Officer, this
one taught me the most”**

Shehnaz Hussain - House Officer



I learned how to use palliative medicines in a sophisticated manner – it's very individualised and that you need to take into consideration the person as a whole – not just their physical state but their spiritual health and mental health too. I didn't know, for example, that your mental and spiritual health can affect how you receive pain and perceive pain, and that was very eye-opening. That's why it's so important with hospice care to take a multidisciplinary approach with every patient.

I learned how to talk to patients and their families about death and dying and how to normalise it for them because it's not normalised in our society. A fear of the unknown is often behind their distress and if you can get to the core of their distress they often realise that, actually, they can live a good life till the very end and die the way their body wants to die. It was interesting seeing how the hospice clinical and family support team navigated each family's dynamics, too, because every family was so different.



strengthen our contribution nationally and globally

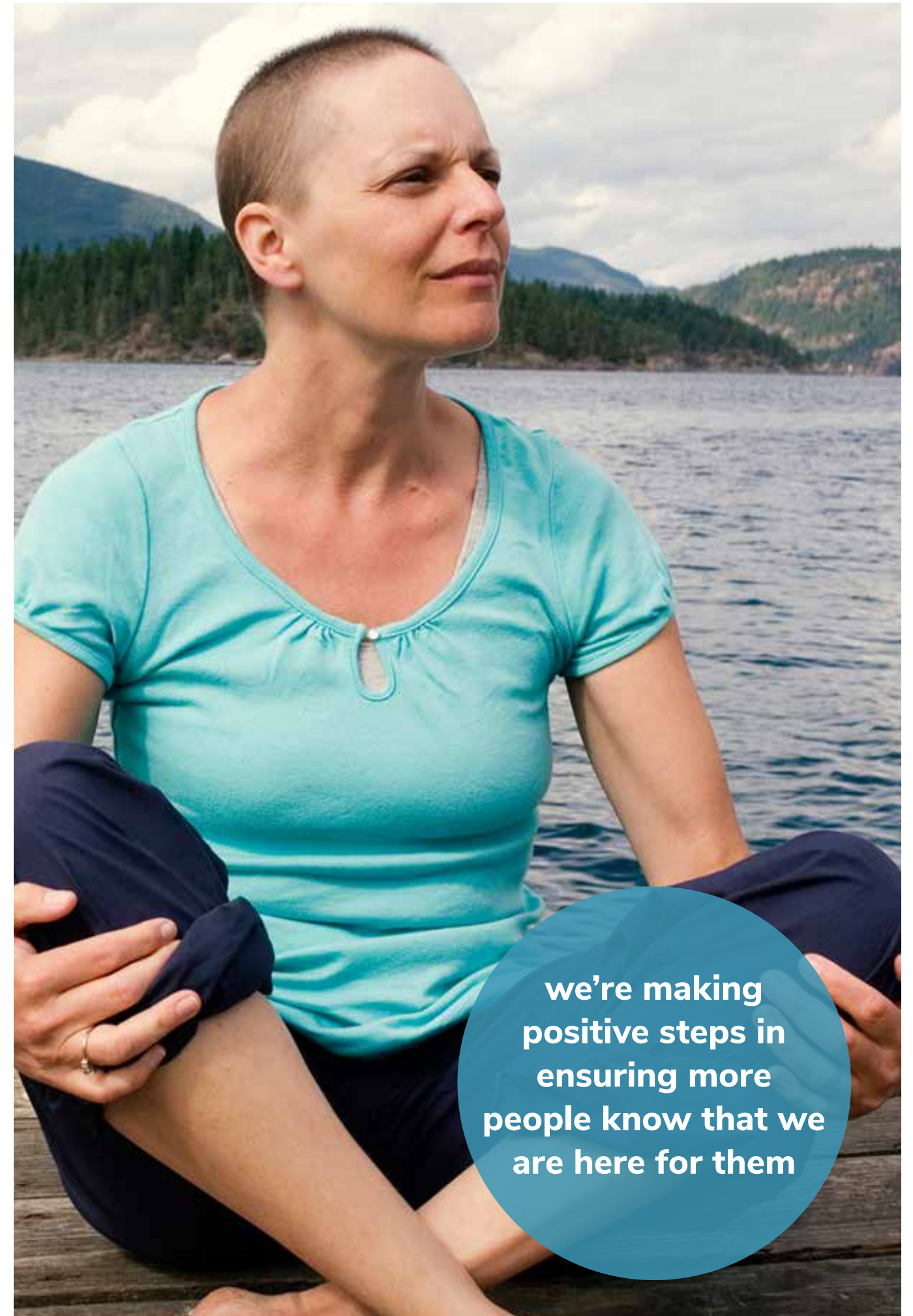
you
helped
us
*further our
commitment
to being
leaders in
palliative care*

As one of the largest hospices in New Zealand we're working hard to help change the way people experience and perceive death, dying and loss. We're also prioritising research and innovation, utilising the incredible talent within our teams, to ensure that we're at the forefront of understanding how the end-of-life experience can be nurtured and improved for patients and those who care for them.

Many of you will be aware of the many ways we work alongside Hospice New Zealand. Working together at a national and regional level allows us to be at the forefront of conversations around how we can collectively improve access and awareness, address inequities and seek sustainable funding for Harbour Hospice and other hospices across New Zealand.

Our Chief Executive Jan Nichols is also part of the 'Equity and Sustainability Pathway Group' and joins other elected Hospice CEOs from across New Zealand working together to foster a more connected and integrated experience for patients, family and whānau.

"We know that this work cannot be achieved on our own. By working alongside our community, with other hospices and leaders in palliative care, we're making positive steps in ensuring more people know that we are here for them, including those who often miss out due to inequities within our health system," Jan says.



**we're making
positive steps in
ensuring more
people know that we
are here for them**



strengthen our contribution nationally and globally

“I’m hoping to create a network of peers who can help and support each other to improve and streamline Infection Prevention and Control (IPC) practices within hospices across New Zealand”

Asma Gul - Infection Prevention and Control Coordinator



Asma Gul



Dr Jane Greville & Dr Helen Atkinson

research paves the way

Members of our highly skilled medical team are furthering our commitment to being leaders in the world of palliative care, through research, education and the sharing of specialist knowledge. Here we share two examples.

We’re supporting our Infection Prevention and Control Coordinator Asma Gul to complete her Masters of Applied Professional Studies with the Toi Ohomai Institute of Technology.

Asma’s research topic is ‘Exploring the complexities of implementing national infection prevention and control standard to a hospice setting – bridging the policy-to-practice gap’ and she says that completing the research has enabled her to form important relationships with other hospice IPC professionals.

“I’ve had a very positive response from hospice professionals when I’ve asked them to pilot my interview questions and I’ve formed good relationships with many of them. I’m hoping to create a network of peers who can help and support each other to improve and streamline IPC practices within hospices across New Zealand and I’ve asked the Hospice New Zealand education manager to help me with this.”

Asma says Harbour Hospice has been hugely supportive of her postgraduate studies. “Our Chief Executive Jan Nichols has also encouraged me to pursue the possibility of having my research published and this is something I would like to achieve.”

Asma will share her research with the hope of bringing to light the importance of hospice in the community, and of streamlining IPC practices in hospice services.

Dr Jane Greville (Palliative Care Specialist) and Dr Helen Atkinson (Medical Officer) support and teach 3rd, 4th and 5th year medical students within the Palliative Care curriculum at Auckland University where Jane has an Honorary Senior Lectureship.

Jane and Helen also worked on the rewriting of the General Practice curriculum for trainee GPs in palliative medicine and provide educational sessions for GP trainees. GP trainees visit our hospice for further exposure to our work. Jane is part of the district-wide team that selects and supports the training of future Palliative Care Specialists.

In addition to their work for Harbour Hospice, Jane and Helen are long-term committee members of the Aotearoa Branch of the Australian and New Zealand Society of Palliative Medicine (ANZSPM). Together with this group they have helped with webinars, written publications, New Zealand-wide hui and the production of National Guidelines for the provision of Palliative Medicine in New Zealand. ANZSPM continues to lobby on behalf of palliative care to government groups for increased awareness and funding.

thank you

None of what we do can be achieved without your support. Our heartfelt thanks goes to all the individuals, families, organisations, trusts and foundations who get behind us and share our desire and commitment to ensuring everyone in our community has access to the very best end-of-life care now and well into the future.

The support you give us comes in so many different forms. Here we highlight just some of the incredible ways you make a difference.

Michael Keenan



the gift that truly keeps on giving

“We know he would feel very satisfied that his gift has benefited the hospice that he treasured greatly. And if his example can be an encouragement to others to support this hospice financially, we know he would be pleased”

Barrie Keenan - Michael's brother

When you leave a gift in your Will to Harbour Hospice, you're ensuring that hospice care will be there for generations to come.

Michael Keenan was deeply passionate about hospice, and one of our most engaged and committed volunteers.

When he died in 2014 he gifted the entirety of his estate, \$2.45 million, to hospice. Michael's gift has provided ongoing support for the Harbour Hospice Day Group programme, contributed significantly to North Shore's refurbishment and funded research and training to find new ways to meet the needs of more diverse ethnicities and age groups in our community.

Our deepest gratitude goes to Michael and all of those who gifted so generously through their Will this year.

enabling care *each & every day*

When a friend highlighted the need for a hospice in the community 40 years ago, Liz Douglas Brown became one of the original fundraising committee members to drive that campaign.

Today she continues to support Harbour Hospice as a regular donor (or Hospice Hearts) because she feels so passionately about the role it plays in the community.

“I'm thankful Hospice is now an integral part of our community”

Liz Douglas Brown



Liz Douglas Brown



the power of pink

“There are a lot of people involved in the day of a hospice shop and none of our success could be achieved without every single one of them”

Maria Baird - Retail Services Manager

Our 17 hospice shops not only raise more than a third of our annual fundraising needs, they are social hubs in our community and provide a critical connection back to the care we provide.

This year more than half a million individual transactions went through our tills, with a total of \$4.83 million raised for patient, family and whānau care.

EVERY DOLLAR
you spend **MAKES**
LIFE BETTER for a
Hospice patient



\$4.83m*
raised by our 17 shops

*net

33%
of total funding
comes from our
shops

67%
of our volunteers
work in our shops

“ It’s an important part of my life and I don’t know what I’d do without it”
Doreen Bunker - Retail volunteer



“ To be in the presence of these people (patients), especially when they are going through what they are going through, is indeed a humbling experience and I feel privileged to be walking my few steps beside them”
Jacky Ruck - Day Programme volunteer



“ The more life stories I wrote the more I began to see how important the process of telling their story was for people. Some of the things they told me they’d been hanging on to for years. We might not put it in the story, but they got it out. It was cathartic for them”
Maggie Cornish - Life story writer



“ Most of the people I work alongside in the shop are volunteers, and just seeing the time and energy they give every day makes me feel very humble”
Dean Bell - Storeman
Whangaparaoa shop
(and first Warriors captain!)

our volunteers

More than 1200 huge-hearted locals volunteer their precious time and talents across almost every aspect of the charity. While the majority are found in our retail stores you can also see their impact in our inpatient units and out in the community.

They visit patients, drive them to appointments, write their life stories and assist at our day programmes. They work in our kitchens and gardens and on our IPU reception desks, fundraise for hospice, provide the floral arrangements in our foyers and so much more.

The collective power of our community coming together is immense. Without them, we wouldn’t be here and we are grateful for each and every one of our Harbour Hospice volunteers.

Top three reasons people volunteer for hospice

“ giving back to my community

“ helping a charity close to my heart

“ gives me a purpose

This year our volunteers gave an incredible

151,796 hrs
of their time

125 volunteers were
honoured for
between five to 35 years
of service

99% of respondents
said they’d
recommend volunteering
at Harbour Hospice
to a friend or colleague

(2023 Harbour Hospice Volunteer Feedback Survey)

community events

Our events are so much more than a way to raise critical funds. They take us deep into the community, helping us form and strengthen connections while raising awareness of our huge range of free services.

From neighbourhood bake sales to black tie events hosted by Harbour Hospice, we're grateful for all the ways you got involved. Whether you organised an event or attended a fundraiser we thank you. Here's a look at just a few of the events that took place this year.

All of this is part of the incredible community that we live in. Thank you!

Vintners' Brunch marks 25 years

This year's annual Vintners' Brunch celebrated 25 years of local generosity, mouth-watering food, sumptuous wine and great company. We are grateful to our sponsors as well as the individuals, groups and businesses who made this event possible - with special mention to Vic Williams, Babich Wines and Coopers Creek who have been with us from the very beginning. Moxie and Te Motu - Vineyard Restaurant & Cellar Door were voted the top food and wine pairing. This was Moxie's fifth year supporting Vintners', and the Dunleavy family of Te Motu Winery has supported the event for many years. **An incredible \$405,000 was raised for hospice services.**

25
Years



Moxie & Te Motu 2022 winning match



Greek celebration raised record high

When Theo Simeonidis moved to Orewa he joined the Rotary Satellite Club of Ōrewa-Millwater and suggested they start a fundraising event that could make a difference in the community. Six years later their annual fundraiser, the Greek Extravaganza, which celebrates Greek food, wine, music and entertainment, has raised more than \$110,000 for hospice services in the local community. **This year's Extravaganza raised a record high of \$28,850.**



Cupcake kindness

Every single fundraising effort (big or small!) makes life better for our patients. Alex and Zara McCoubrey of Devonport spent their October school holidays baking and **raised \$75 for Harbour Hospice** by selling chocolate and vanilla cupcakes, peanut choc chip cookies and home-made lemonade to neighbours and friends.



Wedding dress wow factor

Yvonne Payne has not only volunteered for Harbour Hospice as a life story writer for 15 years, she also **raised \$15,000 for hospice services** through running her very own event, Wedding Dresses Through The Decades. Yvonne created this show, starting with an inspired idea then gathering the dresses and stories behind them over many months. We're incredibly humbled by Yvonne's generosity and hard work.

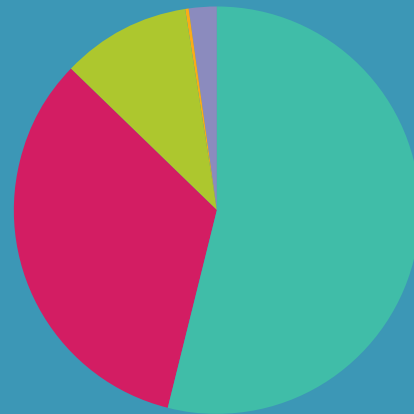
Tee-ing off for hospice

Keen golfers teed off at our annual Hibiscus Coast Golf Day fundraiser in March and **raised an incredible \$28,800**. A full day of fantastic golfing moments were enjoyed by 25 teams, made up of 100 happy golfers. A huge thank you to organiser Mike Grunsell and premium sponsors ECC New Zealand, Helensville Golf Club, CCL, Arrow Beauty, Auckland Memorial Park & Cemetery, The Accounting Centre, Karen Franklin Real Estate, Silverdale Asset Management Ltd, Econowaste and Maygrove Village.

Where does our money come from?

Operational funding source

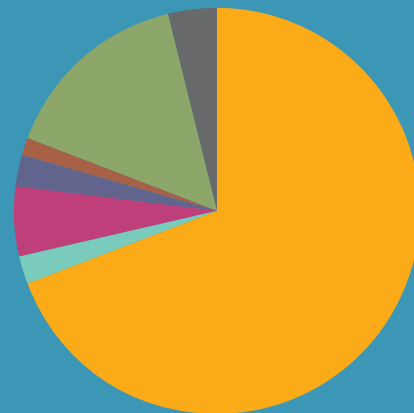
Te Whatu Ora funding (gross)	54.3%
Retail (net)	33.4%
Fundraising (net)	10.2%
Covid-19 relief funding	0.4%
Other (includes West Auckland)	2.1%



Where does our money go?

Operational funding expenditure

Caring for patients	69.2%
Sector capability costs (Poi)	2.3%
Support services	5.7%
Facilities & buildings	2.3%
Education & training	1.6%
Administration	15.2%
Depreciation	3.7%



[Link to consolidated performance report](#)



thank you for supporting our essential services

Charitable Trusts and Foundations are crucial in helping us meet the challenging funding shortfalls we face. Grants received in the last year helped us deliver community and inpatient care, spiritual and social support, education, buy essential items for patients, families and whānau, and redevelop and fit out our North Shore facilities.

A K Franks Charitable Trust,
proudly managed by Perpetual Guardian
Akarana Community Trust
ARA Lodge No 348 IC Charitable Trust
BlueSky Community Trust
Boyd Clarke Foundation
DM & NR Broady Trust
Charles Rupert Stead Charitable Trust,
proudly managed by Perpetual Guardian
Constellation Communities Trust
Dairy Flat Community Trust
David Levene Foundation
Dorothy Williams Charitable Trust,
managed by Public Trust
Dragon Community Trust
Ernest Hyam Davis and Ted and Mollie
Carr Legacies, proudly managed by
Perpetual Guardian
Four Winds Foundation
Freemasons Foundation
Hibiscus & Bays Local Board


The Jogia Charitable Trust
The Kelliher Charitable Trust
Lake Memorial Charitable Trust,
proudly managed by Perpetual Guardian
The Lion Foundation
Lister Presbyterian Health Trust
Lottery Community Grants
Maurice Paykel Charitable Trust
Milestone Foundation
New Zealand Community Trust
North and South Trust Ltd
Oxford Sports Trust
Pub Charity Ltd
The Reed Charitable Trust,
managed by Public Trust
Rotary Club of Takapuna
St Aidans Presbyterian Property Trust
The Sealgair NZ Charitable Trust
Walter & Rana Norwood Charitable Trust
Westfield Local Heroes, Scentre Group
Zelda Roberts Charitable Trust,
managed by Public Trust

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Dianna Lints - Operations Manager
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Amber West - Fundraising Manager
Shannon Slade - PR & Communications Manager



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