



North Shore Hospice Trust – now Harbour Hospice
Annual Report 1 July 2017 – 30 June 2018

A report from Board Chair and Chief Executive

Thirty-Five Years of Generous Community Support

This year marked the thirty-fifth anniversary of the advent of the North Shore Hospice Trust. From its inception this Hospice has been an outstanding example of vision, determination, and generosity led by community champions and supporters who believe passionately in compassionate and skilled end of life care.

Today the North Shore Hospice Trust is recognised as an outstanding example of a community supported service. The efforts of our many donors and volunteers enable our talented nursing, medical, and family support teams to deliver care of the highest quality to local people and their families. Each day our teams remind us of how essential your donations towards care programmes, equipment and facilities are to the quality of care they provide.

We currently face a dual demographic challenge; population growth and population aging. Our region is one of the fastest growing in New Zealand and we also have one of the highest numbers of older people. The demands for more complex care, more equipment and improved facilities compound this problem. We thank you for your commitment to helping us address this challenge and to continue to provide the best possible care to you, your family, colleagues and community.

The Next Generations: New Facilities

Soon after the North Shore Hospice Trust was formed a local group in Warkworth sought support and became a part of the Trust. A very loyal and committed group of volunteers and donors has sustained the Warkworth Wellsford service over many years and in the last few years local efforts have resulted in construction of Tui House, a community day hospice building. We were immensely proud when the Governor General, Dame Patsy Reddy, recognised the importance of local generosity and opened the building in November 2017.

In the coming year we look forward to completing the design of a new facility for the North Shore community and look to a similar level of local support.

A New Name for Hospice

From 1 July 2018 the North Shore Hospice Trust has had a new name – Harbour Hospice. On this date the Hibiscus Hospice Trust merged with us and we commenced a new era in which we share scarce resources (especially people) and celebrate the strengths that each service brings. With a commitment to seeing more money invested in our clinical services we are proud to see care planned and delivered to more local people.

New Services

Local support has enabled us to employ more staff, particularly in the medical, nursing and family support areas. We now have a full team of Medical Specialists – thanks to support from our Development Foundation and a very generous benefactor. Our community nursing team has grown and we have expanded our counselling, day programmes and complementary therapy support. Thank you for helping us grow the skill of our teams and provide new levels of care and support.

Now more than ever, the availability of excellent end of life care is vital to our community. Your donations and support make a huge impact each and every day, helping to transform lives. Thank you for making hospice care a priority in our community.



Jan Nichols
Chief Executive



Nicolette Bodewes
Board Chair

Michael's gift to Hospice continues through lifetimes



People who leave a gift in their will can help secure the future of Hospice services by supporting training for volunteers and staff like Dr Mandy Parris-Piper.

Michael Keenan was passionate about Hospice during his lifetime, being one of our most engaged and committed Day Group volunteers. He regularly transported patients to and from Shea Terrace. When it came time for Michael to review his will, he decided to make Hospice North Shore the major beneficiary of his estate. He was able to talk with us and his lawyer about the best way to leave his bequest. Sadly Michael became unwell with an incurable illness soon after and began to receive care from the service that he had dedicated so much time to.

Although Michael left no conditions around his gift to Hospice we were lucky to be able to discuss its use with his family. We identified areas of the service he most appreciated and also gaps and areas for growth.

Soon after we were able to add resource into his beloved Day Group programme and to support training opportunities at Hospice, North Shore Hospital and the wider community.

Michael's gift also gave us the opportunity to fast track the training for one of our local doctors who was intent on a Palliative Medicine career. Dr Mandy Parris-Piper was a local General Practitioner with a passion for caring for patients at the end of life. Mandy came to work with Hospice about six years ago and embarked on her palliative medicine training course soon after. The training was full time and when Mandy decided to take a yearlong break her statutory funding ended. We saw the enormous potential in Mandy and really wanted her to be part of yours and our future.

Our Board of Trustees approved a grant from our Development Foundation, in which Michael's bequest is invested, to fund Mandy's last year of training. Her training was comprehensive, working within the community and the hospice inpatient unit, hospital palliative care teams and dedicated time in Oncology. She also undertook research working with medical interpreters in palliative care to develop this service further within our region. Mandy really appreciated the opportunity to work alongside experienced supervisors to enhance her knowledge base and continue to strengthen her skills.

The great news is that Mandy is now back working with us as a fully-fledged specialist. Her passion is to continue to develop the role of Hospice and hospice services in the community and her specialist training, coupled with her background as a GP, helps make this happen.

We are grateful that we were able to thank Michael in his lifetime. If you are considering or have already left a bequest to Hospice, please let us know, as we would like to thank you personally.

IN 2017-18 YOU SUPPORTED 824 PATIENTS IN THE NORTH SHORE AND WARKWORTH WELLSFORD COMMUNITIES



71%
HAD A CANCER
DIAGNOSIS

21%
NON-CANCER
DIAGNOSIS

26%
AGED 65 YEARS AND
UNDER

20%
AGED 66 -74

54%
AGED 75
AND OVER

YOU HELPED PATIENTS RECEIVE HOSPICE WRAPAROUND CARE BY PROVIDING



6,037

COMMUNITY VISITS FROM
NURSES, DOCTORS
AND PHYSIOTHERAPISTS



3,825

VISITS AND MEETINGS
WITH OUR FAMILY
SUPPORT TEAM,
INCLUDING COUNSELLORS,
SOCIAL WORKERS,
CULTURAL SUPPORT TEAM
AND CHAPLAIN



13,318

PHONE CALLS WITH
A DOCTOR, NURSE,
OR FAMILY SUPPORT TEAM
MEMBER



2,124

OVERNIGHT
STAYS IN THE
INPATIENT UNIT



1,192

HEALTH PROFESSIONALS
RECEIVE SPECIALISED
PALLIATIVE CARE
TRAINING

DID YOU KNOW?

**One in three
New Zealanders
will die in hospice care**

**Hospice care is given
mainly in people's
own homes**

**Hospices across
New Zealand are facing
increased costs and a
shortage of skilled
palliative doctors
and nurses**

**People receive our care free
of charge but it costs a lot
to provide - In 2017/18
we needed to raise over
\$5 million net to meet our
funding shortfall.**

Your support is Opening Doors

Local residents like you have helped to provide a new programme for hospice patients at Tui House. Each Tuesday morning the 'doors open' to patients and family members who are welcomed by coordinator Pauline Louette.

This newly introduced programme, fully funded by the Warkworth Wellsford community, is having a huge impact with patients. Thanks to you, patients and families now have a very special place where they can meet others and take part in a range of supportive, therapeutic and fun activities.

Regular attendee Marian Kidd is getting a lot from the sessions and says it's about "teaching you how to live with cancer and not die with it". Marian appreciates the safe space and the mutual understanding within the group. "If one of us is a bit off, we can talk about it without feeling like a hypochondriac. It's not a moan, it's just talking".

Barbara Maddern agrees. Open Doors is one of her many social outings, as she strives to keep active for as long as she can. She is grateful for the community support enabling her to attend the free programme and says everyone involved is "unbelievably kind, with nothing being too much trouble – it makes me feel so good that people care".

The doors are also open for patients and families to attend a Day Programme at North Shore. We are very grateful to local supporters of this area who have for around 30 years enabled people to participate in a wide range of activities and supportive therapies.



Volunteer Hayley Farnworth helps patients feel pampered at Tui House.

Tui house now open - thanks to your local support



Some of the trustees of Rodney Health Charitable Trust, which donated \$480,000 to the Tui House project, met Her Excellency The Right Honourable Dame Patsy Reddy and Sir David Gascoigne at the formal opening of the new facility.



Alastair and Judy Mason are long-time hospice and community supporters, and Foundation donors to the Tui House project.

Upon entering Tui House you gain the sense that you have come to a very special place. In November 2017 the local community celebrated their new Hospice, officially opened by the Rt Hon Dame Patsy Reddy GNZM, QSO. The ceremony was attended by more than 100 donors, volunteers, families and staff who helped make Tui House a reality.

The beautiful purpose built facility is a credit to the local community and the teams involved. Special thanks to the generous and dedicated volunteers, local businesses and supporters who invested their time and funds, raising \$5 million for the building. Tui House has been designed to adapt to the ongoing needs of a rapidly growing and aging population and is delivering on its promise to provide more services to the local community.

A very special acknowledgement and thanks is extended to all the Foundation donors. Each of these donors supported the capital campaign with an incredible pledge of \$150,000 or more, giving the Tui House project a solid footing on which to progress and become a reality.

Patients and families are now benefiting from weekly day groups, block courses in art and music, daytime respite care, onsite clinics and weekly complementary therapy sessions. A new counsellor has joined the team to offer individual and group sessions for patients, carers and family members. Even more services will be offered as time goes on.

Local support has also allowed for more health education being offered to staff working in medical practices and residential care facilities, and the Korowai Rooms in the community wing of Tui House are being used extensively by local groups and businesses for meetings, workshops and small functions.

Thanks to donors, Tui House contains two ensuite bedrooms that are available for patients to spend the day being cared for by staff and volunteers.

We encourage you to visit Tui House to find out more about your local hospice service, made available thanks to the people of Warkworth Wellsford.

Thank you to our volunteers



After five years as a volunteer, Barbara Maddern is now a Hospice patient and says she has a new appreciation for the importance of volunteers.

Hospice has taken on a whole new meaning for Barbara Maddern since she became a patient at Harbour Hospice, after volunteering in the Wellsford Hospice Shop for over five years. Barbara had a friend who said “get down here and do some volunteering” and she’s never looked back.

Although her health has recently prevented her from volunteering, Barbara is a regular visitor to the shop and still finds small ways in which she can help out – like taking shoes home to clean so they look better for selling.

Barbara says she loved her years as a volunteer: “I loved meeting other volunteers and our customers. Whether sorting out the back or working on the counter, it was always a fun time and kept me active”.

Barbara is now receiving care from Harbour Hospice’s Warkworth Wellsford team and cannot get over the kindness of everyone she deals with. And the benefits of Tui House are clear to her – “on Mondays I often have a massage with Claire (Hospice Massage Therapist), on Tuesday I attend Open Doors (patient support group) and on Thursdays I do Art Therapy. We could never have done all this without this facility. It is just so lovely to come here.”

A giver from way back, Barbara says she has always liked to help those in need and to give back to the community where she can. Her words to those considering volunteering: “Do anything you can to help. You don’t know how much your volunteering helps until you become a patient.”

Thank you to our volunteers



Former Detective Superintendent Roger Carson, pictured with Volunteer Services Team Leader Vicki Parker, has spent hundreds of hours recruiting helpers for fundraising events.

Next year Roger Carson will celebrate five years of volunteering for Harbour Hospice, North Shore, and we are very grateful to have had his expertise over many years.

On retiring from the Police as a District Commanding Superintendent, Roger's skills were quickly identified and his people skills were put to great use. For the last four years he has been involved with the Trees of Remembrance campaign and the annual Hospice Awareness Week, recruiting supporters. We are thankful to Roger for donating so much of his time (sometimes up to four days a week) and impressed that he makes it all work with a busy schedule that includes family and his passion for running half marathons.

Supporters who don't mind shaking a bucket or minding a Remembrance Tree will know Roger's voice well, as we estimate he has made more than 10,000 phone calls and recruited in excess of 2,250 people to ensure the success of the Trees of Remembrance campaign. We are sure you'll agree this is an incredible effort.

Volunteers like Roger and Barbara are the lifeblood of Hospice. Without them, and all our volunteers, we simply could not deliver our service.

Your Hospice Shopping makes the difference



Our retail teams – staff and volunteers – are committed to offering Hospice shoppers a great experience.

It was an exciting time for you and other shoppers with three Hospice Shops changing and upgrading their premises this year.

The Milford Hospice Shop, with its larger premises on Kitchener Road, has really made its mark. And you can't miss the Takapuna Hospice Shop which found an exciting new home on the corner of Lake Road and Huron Street. Both are providing you with a more enjoyable shopping experience.

Proud and hard-working volunteers were instrumental in relocating the Warkworth Wellsford Garage Sale beneath Tui House. And with extended trading hours the team are now better accommodated to receive your quality donated goods, and you have more time to browse and buy.

We feel so excited to let you know that your support of Hospice Shops through volunteering, donations and purchases contributed close to \$2.8 million (net) which is a staggering 32.5% of the total operational funding required. Your Hospice Shopping makes the difference in providing free wraparound care and support for patients and their families.

Visit harbourhospice.org.nz for shop trading hours and more information.

1 Hammond Place, Birkenhead

507 Lake Rd, Takapuna

21 Clyde Rd, Browns Bay

Tui House, 47 Morrison Dr, Warkworth

36 Victoria Rd, Devonport

Argyll Angle, Queen Street, Warkworth

60 Ellice Rd, Wairau Valley, Glenfield

181 Rodney St, Wellsford

27 Link Dr, Wairau Valley, Glenfield

149 Kitchener Rd, Milford

Celebrating Your Event Attendance



21 years ago Bill Spence founded the Vintners Brunch with the support of the Women's Fundraising Committee including Lesley Monk and Margaret-May Crawford.

Attendees at our fabulous events help the Hospice tick, and there are always fun and interesting events to suit your interests. Whether you attended a foodie event, a house and garden tour, music event, debate, art show or something else, you were instrumental in providing funds to deliver hospice care at North Shore and Warkworth Wellsford.

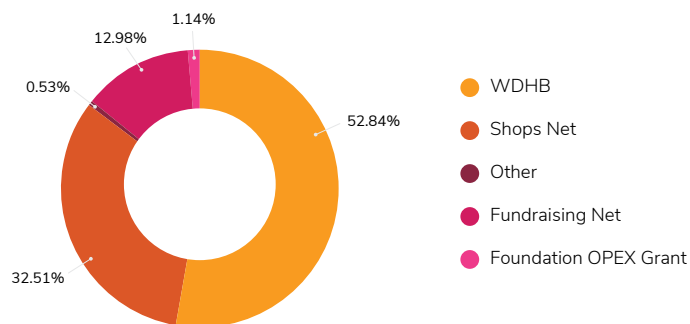
Supporters of the 2017 Vintners' Brunch raised over \$330,000 for hospice care in the North Shore community and celebrated 21 years of this very special event.



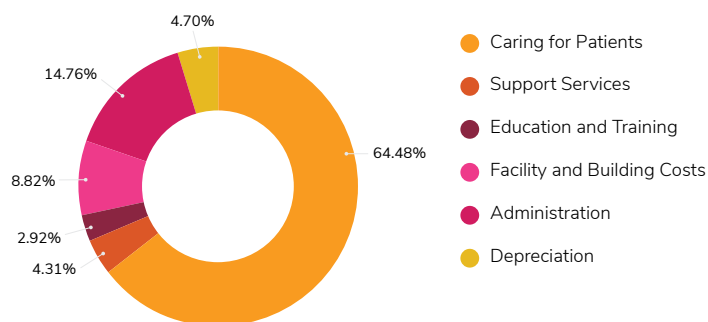
21 years on. Bill Spence at the 2017 Vintners Brunch with members of the original Women's Fundraising Committee. From left: Louise Galbraith, Jenny Harris, Lesley Monk, Pamela Moore, Bill Spence, Susan Tutill, Margaret McClure, CEO Jan Nichols and Joan Finlayson.

We were delighted to be able to acknowledge Bill Spence, formerly of Matua Wines, who founded the event with the support of a very loyal and dedicated Women's Fundraising Committee.

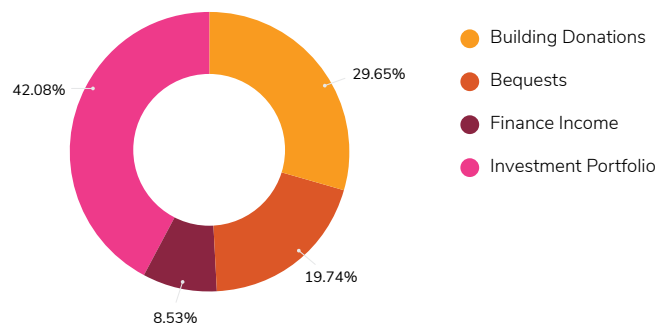
How North Shore Hospice Trust raises operating funds



How North Shore Hospice Trust uses operating funds



How North Shore Hospice Trust and Foundation raises reserve, building and capital expenditure funds



Financial Performance Consolidated Accounts NSHT June 30 2018

North Shore Hospice Trust – including Hospice North Shore and Warkworth Wellsford Hospice
Statement of Financial Performance for the year ended 30 June 2018

Hospice North Shore is a Charitable Trust registered under the Charitable Trusts Act of 1957 and the Charities Act 2005, and has been contracted by the Ministry of Health to provide hospice and palliative care to the North Shore and Rodney communities. The following summarised figures have been extracted from the full unmodified audited financial statements of the North Shore Hospice Trust.

2018	\$
Funding under government contracts	4,538,121
Operating deficit before fundraising activities	5,006,442
Grant from North Shore Development Opex and Capex	359,507
Building fund donations (net)	611,570
Bequests	407,248
Fundraising activities and events (net)	1,114,827
Retail shops (net)	2,792,643
Reported Net surplus (deficit) for the Year Before Investment Income	818,540
Reported Net surplus (deficit) for the Year Consolidated accounts including Investment Income	1,862,435
Total Gross Expenses	
All activities including patient care	13,007,255

Charitable Trusts in the Spotlight

We owe a very special thanks to the Charitable Trusts that play a vital role in helping meet the challenging funding shortfall we face every year. The ongoing generosity of Trusts and Foundations helps to keep our lights on, maintain and upgrade our facilities and pay for other essential services that enable hospice care to continue.

Local businessman and philanthropist Sir David Levene has been a generous benefactor to Hospice for over 30 years. Never one to favour the limelight, Sir David, founder of the David Levene Foundation, has discreetly funded essential projects and capital items. Thank you, Sir David, for your generous contribution of \$125,000 towards the building of Tui House in Warkworth, and for your annual \$50,000 grant towards medical supplies at North Shore.

We truly appreciate the help we receive from Pub Charity, which gave an extremely generous grant of \$250,000 this year. This major gift was used to fund highly essential costs which included gas and electricity, professional cleaning of our Inpatient Unit, and telephone and technology services. Pub Charity also contributed a major gift towards the Tui House development project in 2016. Pub Charity's partnership with us spans decades, aiding the comfort of thousands of patients and their families over the years.

The Lion Foundation also provided care to patients with a grant of

\$75,000 towards the salaries of a North Shore community nurse and a counsellor. This Foundation is another loyal and long term partner of Hospice.

We also wish to highlight The Ted and Mollie Carr Endowment Trust and Estate of Ernest Hyam Davis. This trust has also been supporting and partnering with us for decades. This year their gift of \$50,000 funded doctor and nurse's salaries, enabling wraparound hospice care to North Shore patients in their own homes.

Our partnerships with charitable trusts span decades, aiding the comfort of thousands of patients and their families over the years.

We rely on the generosity of others to help serve our communities and every donation, no matter the size, makes it all possible. Thank you to every Trust and Foundation that supported us this year. Please refer to page 15 where all trusts are named with our gratitude.



Board of Trustees and Executive Team

North Shore Hospice Trust – Members 2017-18

Nicolette Bodewes - Chair

Kerry Francis

Wilf Marley

Ken Noble

Ann Tod

Carmel Conaghan

James Grigor

Darryl Soljan

Stephanie Paxton-Penman

North Shore Hospice Trust – Senior Management

Jan Nichols – Chief Executive

Gary Hill – Shared Services Manager

Maria Baird – Retail Services Manager

Pippa Martin – Fundraising Manager

Jenny Matthews – Clinical Manager

Amanda Fowler – Human Resources Manager

Chris Meade – Change Manager

Prof. Rod MacLeod – Palliative Care Specialist - Quality & Innovation

Thank you to the Trusts and Foundations that have supported us

North Shore

ARA Lodge No. 348 I.C.
 BlueSky Community Trust Limited
 Clyde Graham Charitable Trust
 Community Organisation Grants Scheme
 Constellation Communities Trust Limited
 Charles Rupert Stead Trust
 David Levene Foundation
 Dorothy Williams Charitable Trust
 Dragon Community Trust
 First Sovereign Trust
 Four Winds Foundation Limited
 Grassroots Trust
 Hasbro NZ Limited
 HUGO Charitable Trust
 JA Redwood Trust
 Kelliher Charitable Trust
 The Jogia Charitable Trust

New Zealand Lottery Grants Board
 Nora Hamlin Trust
 North and South Trust Limited
 New Zealand Community Trust
 Pub Charity Limited
 Sir John Logan Campbell Residuary Estate
 Suncorp Trust
 The Lion Foundation
 The Southern Trust
 The Ted and Mollie Carr Endowment Trust
 & Estate of Ernest Hyam Davis
 The Trusts Community Foundation
 Trillian Trust
 W & WAR Fraser Charitable Trust
 Walter and Rana Norwood Charitable Trust
 VMD Collier Charitable Trust

Warkworth Wellsford

David Levene Foundation
 First Sovereign Trust
 Hine Rangi Trust
 New Zealand Community Trust
 Rodney Health Charitable Trust
 The Rural Communities Trust



As long as people need Hospice; Hospice needs you.

Thank you for the support you continue to give patients and families receiving Hospice care in your local community.

harbourhospice.org.nz