

Care, compassion & aroha.

ANNUAL REPORT 2019/2020



www.arohanuihospice.org.nz

*Aroha mai, aroha atu.
Love received, love returned.*

*“He taonga rongonui te aroha
ki te tangata. Goodwill towards
others is a precious treasure.”*



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Status:	Registered
Legal name of entity:	Arohanui Hospice Service Trust
This charity is a member of a group called:	Arohanui Hospice Service Trust Group
Entity type and legal basis:	Charity
Registration Number:	CC40360

Contact:

Postal Address: PO Box 5349, Palmerston North 4441

Physical Address: 1 Heretaunga Street, Palmerston North 4414

Phone: 06 356 6606

Fax: 06 355 0453

Email: hello@arohanuihospice.org.nz

FB: <https://www.facebook.com/arohanuihospice>

Web address: <https://www.arohanuihospice.org.nz>

Returning care and aroha to our community since 1991.

Established in 1991, Arohanui Hospice delivers excellent care to people in our community with life limiting illnesses and support to their families/whānau. We pride ourselves on providing excellent palliative care to our patients and the wider medical community, so that those in our region with life-limiting illnesses can 'live every moment' with empathy and compassion ... and above all, with aroha.



Our vision

Our vision is that all people with life-limiting conditions live well and die well, irrespective of their condition or care setting.

Our 8 pillars of care



Aroha

Through care, compassion and empathy, we care for those with life-limiting illnesses and help them live every moment.



Regional focus

Arohanui Hospice has been serving our community for 30 years, including, Manawatu, Rangitikei, Taranaki and Horowhenua regions.



Outstanding care

We are experts in palliative care, caring for patients and their family/whānau with kindness and empathy. We support every patient and family member to be involved in all decisions about their care.



Holistic care

We consider and respect the physical, emotional, cultural, social and spiritual needs of our patients and their families/whānau.



Our goals

1. **People first – He iwi kotahi**

We will deliver a service that is people-focused, meeting the needs of and informed by patients and their families/whānau.

2. **Centre of excellence – Ngā moemoeā o te kaupapa Arohanui**

We will lead the provision of an excellent, integrated, specialist palliative care service, and support generalist palliative care services across our region.

3. **Meeting the future – Whakamana ki te ao**

We will build towards the future through ongoing development of staff, resources, systems, information and infrastructure.



Accessible

Our services are provided at no charge, to anyone in our region, anywhere they call home. We also collaborate with and support other services to provide quality palliative care in our region.



Natural part of life

Arohanui Hospice accepts dying as a natural part of living and our palliative care seeks to neither hasten nor postpone death.



Understanding

We know how difficult it can be to lose a loved one. Through bereavement support, we journey with families and friends as they navigate their grief.



Individual care

Our care is personalised to each patient's individual needs, so they can live as well as possible until they die.

From our Chief Executive

As I reflect on the year that was 2019/20, it really feels like it was a “game of two halves” – and one in which the rules changed halfway through. However, we adapted well to the challenges: we have provided care and support to 927 patients this year – and support for thousands of family members.

In the last half of 2019, we held our iconic Hearts & Homes event, our shops had a strong start to the new financial year and things looked good for the Farming Programme. We anticipated that the Hospice shops and farming would collectively bring in close to \$1.5 million, or almost half of our funding shortfall for the year. But COVID-19 certainly hindered our fundraising for the first part of 2020. Not to be deterred, we successfully navigated lockdown and our shops came back strongly in Level 2.

While COVID-19 brought many challenges, I am pleased to say that it didn't get in the way of our excellent palliative care, even if the care did look a bit different. I am so proud of the entire team who worked together to ensure patients and families were cared for throughout the various levels of lockdown. The clinical team rose to the challenge of using technology to communicate with patients, our inpatient unit remained open, and our nurses, doctors and social workers carried out home visits when it was safe to do so.

As a result of COVID-19, we have improved many of our systems while ensuring that excellent patient and family care remains our priority. We know that the need for hospice services and palliative care will continue to grow and we have a responsibility to ensure that we are future-ready. To that end, we are reviewing our strategy and connecting with our community to ensure that we can continue to provide the support and services that the people in our community need.

Highlights of 2019/20 include the many successes of our staff in gaining postgraduate qualifications – we have one of the highest percentages of staff with specialist qualifications in New Zealand hospices. We continue to invest in our people and we have also invested in family support, which is so vitally important.

Looking forward, we continue to plan for the future of Arohanui Hospice and we will need to invest in infrastructure in the next few years. As we approach our 30th birthday, we are looking at concepts and plans for the hospice that will take us into the future. The community is also an important part of Arohanui Hospice and we look forward to an ongoing community partnership to take us to the next step.

Thank you to all of our supporters, volunteers, staff and our community for your generous support this year. Arohanui Hospice's new tagline is 'aroha mai, aroha atu' – a Maori proverb which means 'love received, love returned'.

You have certainly demonstrated that with your unwavering support, which has enabled us to continue to return love and care to our community. Ngā mihi nui – thank you.



Clare Randall
Chief Executive



Key people



David Andrews



Roger Clausen



John Freebairn



Murray Georgel



Ross Hadwin



Bernie Hanaray



Fred Hirst



Tim Mordaunt



Lorraine Vincent
Chair



Sharon Wards

Our senior management team



Clare Randall
Chief Executive



Dr Simon Allan
Director of
Palliative Care



Gail Savage
Director Finance
and Corporate
Services



Michelle Connor
Director People,
Quality and Culture



Kate Bird
Director Clinical
Services

“Our focus is on treating each and every person as an individual, who is always worthy of our care, compassion and aroha.”

Dr Simon Allan ONZM
Director of Palliative Care

Our care coverage: for everyone in our region.

Since 1991, Arohanui Hospice has supported patients and their families/whānau in the Manawatu, Rangitikei, Tararua, Horowhenua and Otaki regions. Thanks to the valuable support of our community, our services are accessible to everyone residing in our region, irrespective of where they live.



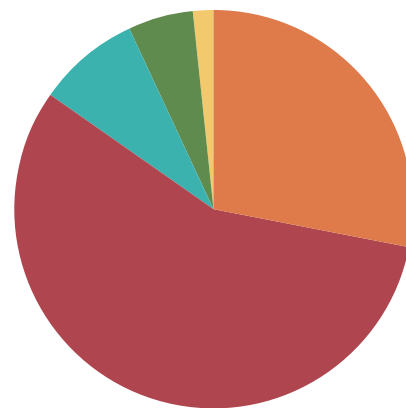
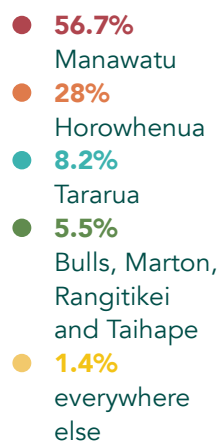
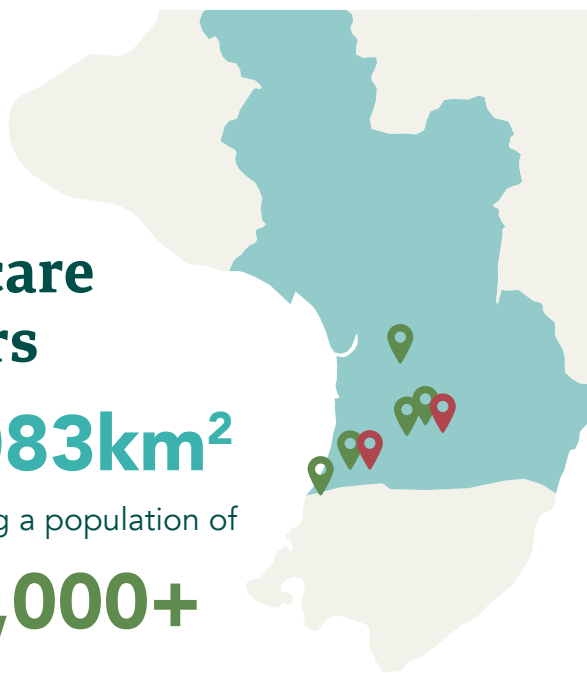
Our patients by area

Our care covers

14,083km²

Supporting a population of

200,000+



Arohanui Hospice Centres



Arohanui Hospice

1 Heretaunga Street,
Palmerston North, 4414



Arohanui Hospice Horowhenua Centre

79 Oxford Street, Levin, 5510

Arohanui Hospice Shops



Lombard Street

Cnr Lombard Street
& Waling Street,
54 Lombard Street,
Palmerston North,
4410



Roslyn

Roslyn Shopping
Centre, Vogel Street,
Palmerston North,
4414



Feilding

22-24 Fergusson
Street, Feilding,
4702



Levin

3 South Road,
Levin,
5510



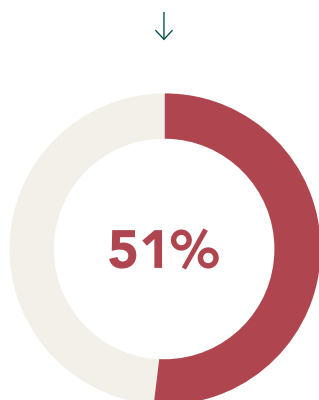
Otaki

11-13 Main Street
Otaki,
5512

Our care philosophy.

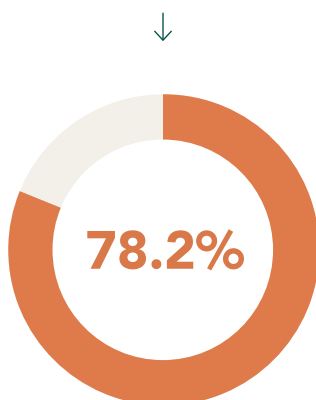
Arohanui Hospice is so much more than a building; it's a philosophy of care. We support anyone with any life-limiting illness – and we help them to 'live every moment', in any way that's important to them, in any place they call home. We also support our patients' families, whānau and carers throughout their loved one's journey and after their death.

Caring for 927 patients last year



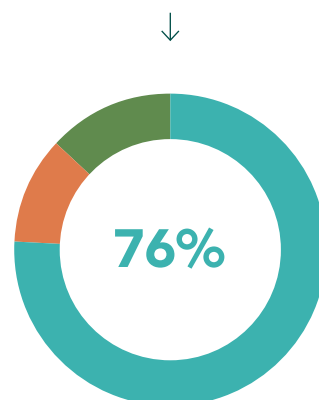
of our patients are male and **49%** are female

Caring for those with life-limiting illnesses



of our patients are **65 years** old and older

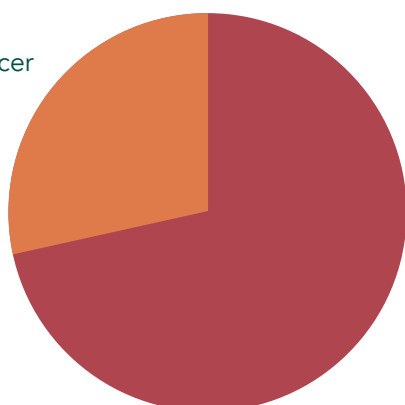
Ethnicity of those cared for



of our patients are NZ European, with **11%** Māori and **13%** 'other'

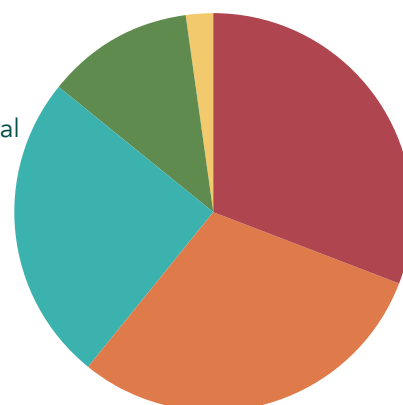
Diagnosis

- **71%** Cancer
- **29%** Non Cancer



Place of death

- **31%** Hospice
- **30%** Private residence
- **25%** Residential Aged Care
- **12%** Public Hospital
- **2%** Other



Key outcomes

July 2019 – June 2020

Despite the challenges of Covid-19 and lockdown, our staff was able to adapt to the challenges and continue to provide excellent palliative care to those with life-limiting illness in our region – and to support thousands of family members, whānau and carers throughout their loved one's journey.



927

patients with life-limiting illnesses have been cared for by Arohanui Hospice.



6,000

approximate number of family and whānau supported.



59

new patient referrals accepted and cared for by Hospice every month.



207

the average number of days patients spent in our care in the community.



31%

of patients had a stay in our inpatient unit as part of their care.



69%

of patients cared for entirely in the comfort of their own home with Hospice support.



368

admissions to our in-patient unit (with an average stay of eight days).



295

visits by our Community Palliative Care Nurses per month.



54,472

hours donated by our amazing 700+ Hospice volunteers.

Love, loss & learning to cope

We recognise that every patient is unique and faces their journey with different challenges. That's why our care is tailored to each individual patient, considering their physical, emotional, social, cultural and spiritual needs; to optimise their quality of life. Our team specialises in supporting those with life-limiting conditions, so that they can 'live every moment' and die with comfort and aroha.

DIANA'S STORY

Diana's life changed forever in May 2017, when her husband, Barry was suddenly and tragically diagnosed with a brain tumor. By November, the family was informed that Barry's condition was terminal. "This was the worst news we could imagine," says Diana. "Arrangements were made for us to contact Arohanui Hospice, which we were reluctant to do as we thought it meant that it was the end of the road."

However, Diana soon found that Hospice was the right place for Barry to be: a very special place where they could all get the help and support they needed. Barry was able to spend his last days at home surrounded by his loved ones, with everything they needed arranged by the Hospice.

"It was not until we had personal contact with Hospice care that we realised the extent of help and support that was available to us. I am sharing our story with you because Arohanui Hospice made our sad journey more manageable ... and to let you know they are the best port of call if you need them," – Diana



Diana and Barry in happier days: Arohanui made their precious last weeks together more manageable.

"I cannot commend the staff and volunteers at Arohanui Hospice enough for the help, guidance and support that we received over the few months that my husband was in their care."

Diana

2019/20 HIGHLIGHTS

- Our inpatient unit remained open during lockdown. We embraced and used new technology to stay connected with patients and families while staying safe in our bubbles.
- Our patient and family lounge was refurbished with access to garden facilities and a new bathroom was built in the inpatient unit for patients and families to use.

2019/20 OUTCOMES

69%

of patients cared for entirely in the comfort of their own home with Hospice support.

8

the average number of days spent in our inpatient unit.

207

the average number of days patients spent in our care in the community.

295

visits by our Community Palliative Care Nurses per month.

Caring for those left behind

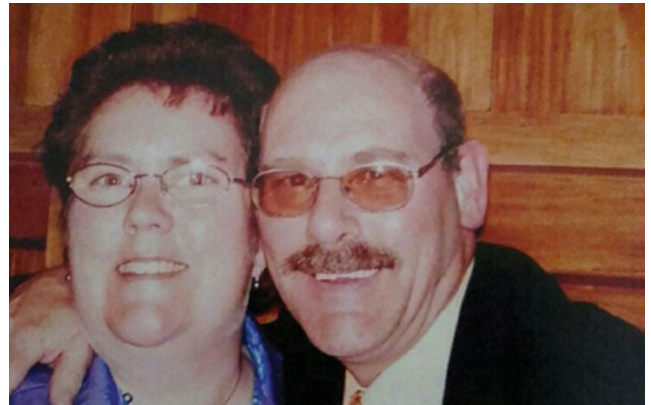
Arohanui Hospice services don't end when a life does: our Family Support team supports families/whānau and carers throughout their loved one's illness and beyond. We provide a wide range of bereavement services including support groups, remembrance services, spiritual care and individual counselling.

CHERYLL'S STORY – 'YOU LEARN TO COPE OVER TIME'

Cheryll Rand-Wildbore's husband, Maurice, was diagnosed with oesophageal cancer in 2009, and died eight months later at Arohanui Hospice. The couple had several stays at Hospice during his journey to help manage Maurice's pain. "The staff, nurses would do anything to make you feel comfortable," explains Cheryll. "The 24-hour access to support and care was just incredible."

Cheryll says she really struggled after Maurice died. "The day my Maurice passed, my life changed forever. Through Arohanui, I received 12 months of bereavement counselling, which made all the difference in that first year. I really don't know what I would have done without this service."

Cheryll says that Arohanui Hospice's care made an "immeasurable" difference to her life, so when she felt ready to give back, she became a Hospice Shop volunteer. "Volunteering has given me a special purpose and attachment to Arohanui. I have been volunteering for 10 years this year!"



Cheryll and Maurice met while volunteering for the Samaritans.

"Through Arohanui, I received 12 months of bereavement counselling ... I really don't know what I would have done without this service."

Cheryll

2019/20 HIGHLIGHTS

- **We held quarterly memorial services on Sunday afternoons for loved ones lost – entire families/whānau attended these very special services.**
- **We held regular morning teas for families to support them in their bereavement.**
- **Our family support team continued to provide unique support to not only patients but for all those involved and touched by life-limiting conditions. This included support for emotions/feelings, spiritual care, adjusting to changing situations, psychological distress, and social support.**

2019/20 OUTCOMES

120

people attended our quarterly memorial sessions for families/whānau.

80

close family members attended our monthly bereavement morning teas.

43%

families and whānau chose to receive our ongoing bereavement support services after the death of a loved one.

721

visits by Family Support to patients and their families in the community.

Caring for our local community

This year, Arohanui Hospice supported 927 patients with life-limiting illnesses, as well as their families and whānau. With an ageing community the number of people needing our care and support is expected to increase in the future. Our day stay centre and regular caregivers workshops help us to offer a whole care package to the patients' family, carers and the wider community.

SANDY'S STORY – 'IT'S GREAT TO GIVE BACK'

Sandy Hight lost both of her parents to cancer as well as her father-in-law. Her parents lived in Christchurch, but the care they received inspired her to volunteer for Arohanui Hospice. "I had the most amazing experience with my Dad in Christchurch and this is my way of giving back to return the support we received at the time," says Sandy.

Sandy started volunteering at the Roslyn shop on Wednesday afternoons in 2018 and says she gets a huge amount of enjoyment out of volunteering. "It's great being part of such a positive team and being able to help an amazing charity in a way that is so enjoyable, fun and sociable. I get to meet some wonderful people in our team and our customers and I always leave feeling upbeat and positive."

"Arohanui Hospice gives so much to our community. If anyone has any spare time, I would really recommend becoming part of the volunteer team. "Everyone is cut off these days: everything's online. Volunteering is a good way to be sociable – and it's great to give back."



"To have local support in the home and in the hospice itself, can be life enhancing for families and patients."

Sandy Hight,
Roslyn Shop Volunteer

2019/20 HIGHLIGHTS

- **Day Stay is offered twice weekly at Arohanui Hospice and weekly at our Horowhenua Centre. It provides an activities-based programme to Hospice patients and is a chance for patients to meet others, enjoy a lunch and for carers to have a break.**
- **A series of three workshops were held regularly on 'caregiving': empowering families and care givers with the tools to care for their loved ones and support them on their journey.**
- **Biography volunteers created 12 patient biographies – keepsakes that record a patient's life story. Photos are added and this bound book is passed onto family members.**

2019/20 OUTCOMES

15
caregivers workshops were held to help families learn to care for a loved one at home.

156
day stay sessions were held to support patients and their carers throughout the year.

12
biographies were compiled by volunteers to provide a very special keepsake for families.

Supporting our medical community

Our care reaches far beyond the gates of our Hospice: we also provide education in best practice palliative care to support medical professionals across the region. This includes regular workshops and ongoing support to medical and health professionals, to ensure that those in our community receive excellent quality of care, in every setting.

WHITNEY'S STORY – 'I WILL FOREVER BE GRATEFUL'

"My journey with Arohanui Hospice started when I completed my transition placement there as a student nurse back in 2009, working in both the inpatient unit and out in the community. From there, my passion for palliative care has brought me on a journey for which I will forever be grateful."

"The ongoing education and support I have received from Arohanui Hospice these past eleven years has been invaluable and is something I can pass onto the next generation of nurses. The education is focused on a holistic based model of care: it is about more than just physical needs, but looks at a person as a whole and encompasses all of the other important emotional, psychological spiritual, social and cultural aspects, as well as supporting the family through the same level of holistic care.

The relationship we have with the staff at Arohanui Hospice is something special: There is always someone on the end of the phone to talk to and ask for advice. Aged care is a specialist field and it is important that we get the palliative care journey right from the start until the very end, something we could not do so whole-heartedly without the help of Arohanui Hospice." – Whitney Dench, Care Services Manager



"The ongoing education and support I have received from Arohanui Hospice these past eleven years has been invaluable and is something I can pass onto the next generation of nurses."

Whitney Dench, Care Services Manager

2019/20 HIGHLIGHTS

- **Due to Covid-19, our education programme has adopted new ways of working to meet the needs of our medical community including using Zoom for small education sessions.**
- **Our Education Programme worked collaboratively with MidCentral DHB to provide study days for DHB and Aged Residential Care (ARC) staff and to deliver the Fundamentals of Palliative Care in three areas of the region.**

2019/20 OUTCOMES

107

education & training sessions were held for medical professionals in our local region.

1263

attendees accessed our education programme, including doctors, nurses, aged residential care staff and social workers.

52

doctors trained in palliative care across the region.

150

Fundamentals of Palliative Care education sessions held during the first half of 2020.

Our volunteers: giving back to Hospice

Volunteers play an essential role at Arohanui Hospice. From working in our Hospice shops, to supporting the kitchen and housekeeping in the inpatient unit, to maintaining our gardens, to going all out for our fundraising events, we couldn't do what we do with you. As always, we're extremely grateful for the incredible support of our 700+ volunteers: together, you've given nearly 55,000 hours of time this year – thank you!



Heartfelt congratulations

Every year, we recognise our long-serving volunteers for their tireless support, enthusiasm and aroha. Congratulations to our wonderful volunteers for reaching long service milestones this year – and thank you from the bottom of our hearts.

Liz Bell: giving back and receiving support



Liz Bell volunteers in our Lombard Street Hospice Shop. She and her late husband, John, were married in November 2009 and this year would have marked their 12th anniversary. However, in 2019 John was diagnosed with cancer of the throat. Within a few months the cancer had spread and he was referred to Arohanui Hospice, where he died in March 2020. "A beautiful nurse came to visit us at home, and made regular calls," says Liz. "The staff were just so amazing, the way they talked to him with such dignity, you couldn't fault them," says Liz.

Liz started volunteering after lockdown, not just to give back, but also for companionship and support. "It's always been my favourite op shop," she says. "I go in every day ... at the shop you've got people around you, it's not so lonely."

"I've got great support at the shop. The ladies I volunteer with are amazing – it's like having your own counselor."

Mae & Stephen Wong: 26 years of volunteering



Stephen and Mae Wong have both retired from teaching, but they won't be giving up their volunteer work at Arohanui Hospice anytime soon. They spend their Sunday mornings cleaning patients' rooms and making morning tea. "We always greet the patients, and then we play it by ear if they want to talk or if they aren't up to it," says Mae.

Mae has also recruited some of her senior pupils at Palmerston North Girls' High School where she was a maths teacher. "It's good for the girls and they need to do volunteer work for their Duke of Edinburgh awards. We take them under our wing and we see them really mature. It gets the girls used to working and it gives them some responsibility as well." Stephen says he and Mae also gain a lot from their volunteer work. "It is really only two hours of our time, but we have learned a lot about ourselves."

If you would like to apply or find out more about volunteering at Arohanui Hospice, please contact Jill Rolls on 06 356 6606 (ext. 6408) or email jillr@arohanuihospice.org.nz

Support received, support returned

Our care is provided free of charge and just over half of our funding comes from the District Health Board. The rest comes from fundraising, bequests, and donations: from the generous supporters in our community who believe in our outstanding care and our philosophy of helping our patients to 'live every moment'.

Our heartfelt thanks to all of our donors, sponsors, supporters, fundraisers and volunteers out there – you are truly returning love and care to your community.

2019/20 fundraisers

Our services touch so many local lives, and we are lucky to have so many caring people who fundraise on our behalf. We've shown just some our supporters on this page, but it's impossible to mention everyone, so our heartfelt gratitude to every business, group, family and individual who has taken the time to fundraise for us – thank you!

Hearts and Homes 2019

For two days in November 2019, ten of the region's finest properties opened up their doors to support Arohanui Hospice at our self-guided 'Hearts and Homes' tour. Special thanks to Robyn Naylor and Robyn Higgins who helped bring this much-loved event to life, and to the 400 volunteers who stepped in to help.

Over 1050 tickets were sold with an amazing \$80,000 raised for Arohanui Hospice. Huge thanks to our dedicated local sponsors who helped make this event such a resounding success.

Farming for Hospice

Farming for Hospice involves buying livestock to be reared by farmers who volunteer to graze the 'hospice stock' among their own herds. They are sold once they reach optimum weight, with proceeds going to Arohanui Hospice. This year, the programme raised an impressive \$158,250– thank you to the local farmers who make this possible!

Magic of Christmas Night Market

This pre-Christmas event was held in early December 2019, bringing together a number of local retailers, food trucks, cafes and more – all set within a magical Christmas environment at Awapuni Racecourse, Palmerston North. Not only was it a fantastic night out, \$5,000 was raised for Hospice.



\$1,563,100

(net) was raised in 2019/20 through direct mail, general donations, donations in memory, bequests, grants and foundations, regular giving, events and all other income

\$905,879

(net) was contributed by our six Hospice shops around the region, a significant and regular source of income

\$158,250

(net) was contributed by our 'Farming for Hospice' programme, in which farmers graze cattle to raise funds for hospice.

Thousands

of 'donations in kind' were given during the year. These are items on our wish list that we use on a daily basis at Hospice – thank you to our kind and generous donors!

Eketāhuna Lawn Mower Racing

To entertain his wife when she was ill, Alan Gray took up the grassroots sport known as lawn mower racing. Now, held in her memory, the Eketahuna Lawn Mower Racing Clubs annual event is becoming increasingly popular – so much so, it featured on TV3's The Project. These 'petrol heads' raised a fantastic \$3,000 for Arohanui Hospice this year.

Feilding Friends of Arohanui Hospice

Formed in 1989, this wonderful group of supporters has been tirelessly raising money for Arohanui Hospice for nearly 30 years. Each year they raise \$20,000 through a range of fundraising events and activities, including raffles and quiz nights. We are eternally grateful for the invaluable support of our amazing 'Friends' each year.

Michael Higgins Memorial Golf Tournament

Despite this year's tournament being cancelled because of lockdown, our committed golf teams went on to raise a whopping \$19,482 for Arohanui Hospice. Huge thanks to our many sponsors and volunteers and we look forward to next year's tournament!

Driveway 1000

Joe Helu, Jossh Elton and Graham Grant, supported us from their bubble with the 'Driveway 1000'. They completed 1,000 laps of their driveway and did one 'burpee' for every dollar raised. The boys raised \$9,091 and won the ASB Good as Gold Award, receiving a further \$5,000 for Hospice. Thanks boys, you really are 'Good as Gold'!

'In Memory Of' Gifts

A significant part of our income is made up from 'In Memory Of' Gifts, where friends and family of loved ones donate directly to Hospice, as well as funeral collections. This year, \$91,467 was raised through these very special donations.

Farmers Tree of Remembrance

We have once again been overwhelmed and humbled by the support from Farmers Department Stores and their customers in the lead up to Christmas. More than \$38,000 was raised through sales of the iconic 'Hospice bauble' and donations for leaving a message on a Tree of Remembrance. The enthusiasm and commitment from all staff and the people of our region have contributed to this amazing result – thank you!



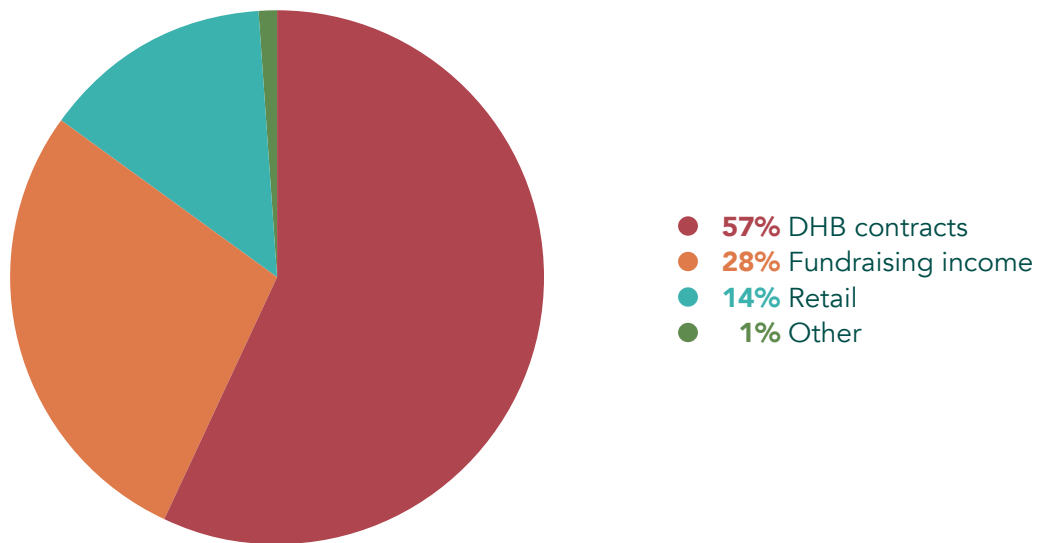
Arohanui Hospice

Consolidated Financial Performance

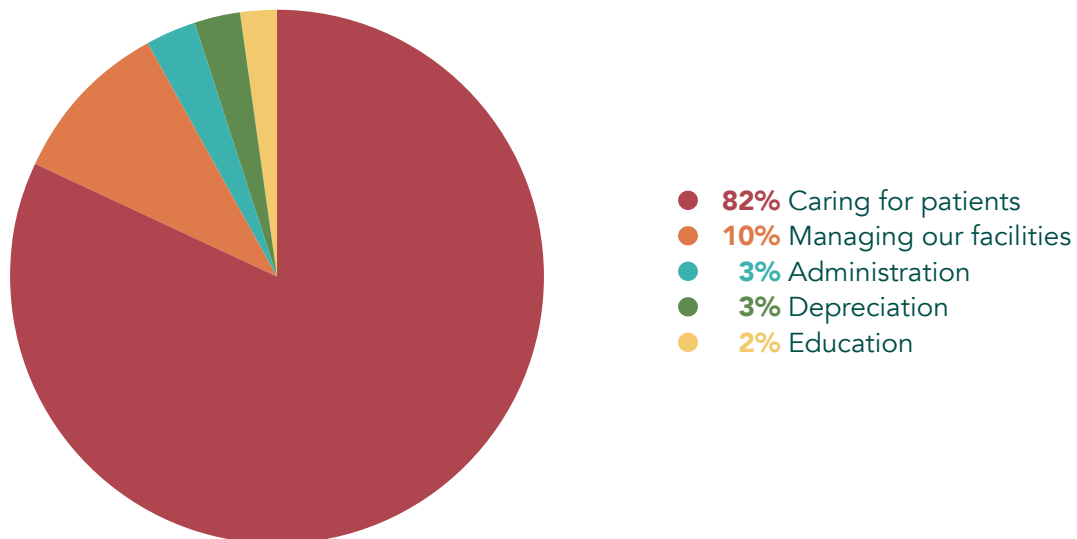
For the Year ended 30 June 2020

	YE 30/06/2020 \$	YE 30/06/2019 \$
Operating Income		
DHB Contract Income	3,658,754	3,711,204
Other Income	59,327	71,039
Total Operational Income	3,718,081	3,782,243
Less Operating Expenses		
Wages & Salaries	5,106,335	4,936,980
Direct Costs	289,032	411,267
Administration Expenses	439,982	399,070
Depreciation Costs	165,910	168,283
Total Operational Expenditure	6,001,259	5,915,600
Operational Deficit to be met by funds raised	(2,283,178)	(2,133,357)
Funds Raised		
Grants & Donations	1,256,597	1,006,701
Retail Income	1,621,213	1,679,746
Other Fundraising Income	789,243	1,072,428
Total Funds Raised	3,667,053	3,758,875
Less Expenses		
Retail Expenses	715,334	774,145
Fundraising Costs	769,875	780,875
Depreciation Costs	119,944	122,424
Total Fundraising Expenditure	1,605,153	1,677,444
Net Community Generated Funding	2,061,900	2,081,431
Surplus/(Deficit) for the Year	(221,278)	(51,926)

Income



Expenditure



Ngā mihi nui – thank you very much.

Thank you to each and every one of our supporters, sponsors, donors, legacy leavers, volunteers and staff. Your generosity returns care and aroha to so many people in our community... at a time when they need it most.

A special thanks to the following Grants & Foundation Funders:

Pub Charity

Milverton Trust

Mainland Foundation

The Southern Trust

COGS Manawatu/ Horowhenua

Lottery Grants Board

Thomas George McCarthy Trust

The Lion Foundation

VMD Collier Charitable Trust

NR & JH Thomson Charity Trust

Ministry of Social Development – Community Awareness and Preparedness Grant Fund

Freephone: 0800 666 676

Phone: 06 356 6606

Physical address: 1 Heretaunga Street,
Palmerston North 4414

Postal address: PO Box 5349,
Palmerston North 4441

email: hello@arohanuihospice.org.nz

f facebook.com/arohanuihospice

@ instagram.com/arohanuihospice

Charities registration number CC 40360



www.arohanuihospice.org.nz