

From The Chief Executive

Welcome to our Annual Gratitude Report for the 2020/21 financial year. This report is just one way we can show our immense gratitude to the community for their support during a very challenging year.

It is our pleasure to provide a snapshot of the impact the amazing work that our clinical team has achieved supporting over 1,100 patients and families/whānau each year, along with the achievements of every other 'behind the scene' team who do an incredible job of supporting our clinical staff.

Arohanui Hospice relies heavily on fundraising to be able to provide our service at no charge, as our government funding only covering approximately half of our operating costs. We are honoured to have such incredible support from our local community. We so greatly appreciate the financial support made by so many during the year, not to mention the donation of time by our 750+ volunteers, who outdid themselves with their generosity, donating over 62,000 hours of their time to hospice.

Without a doubt, 2020/21 was a year that felt like a game of two halves – the lockdowns were challenging

for patients, families, staff, and volunteers. However, we developed a robust plan and become as agile as we could be to continue focussing on delivering services safely to all who needed us, across the district.

During the year, we celebrated the 30th anniversary of Arohanui Hospice and reflected on the many achievements of the past three decades. Our team of nurses, doctors, social workers and counsellors, pastoral support, and pharmacists has grown over the years, enabling us to be responsive to the needs of our community. In the area of family support, we have grown to a team of six – 30 years ago, this team was just an idea.

Thank you, once again, from the bottom of my heart to all of you for your support.



Clare Randall
Chief Executive

From The Chair

As Chair of the Arohanui Hospice Board of Trustees, it is a privilege to be able to share some 2020/21 reflection, alongside Clare.

Looming health reforms, enactment of End of Life Choices (EOLC) legislation, continuing funding demands, retirement and recruitment of trustees, pandemics and, as always, staff, volunteer and community expectations have all been part of the hospice year.

Change is the only constant these days. Our dedicated Chief Executive, supported by a skilled and experienced Senior Leadership Management Team, has competently guided Arohanui Hospice through testing times that see us sometimes on mountain tops, sometimes in challenging valleys.

From the Board perspective, highlights have included our 30th birthday celebrations and the sign-off of the 2021-2026 Strategic Plan. 30 years is a

long time. It is a lot of volunteering, corporate support and community. It all adds up to a lot of aroha.

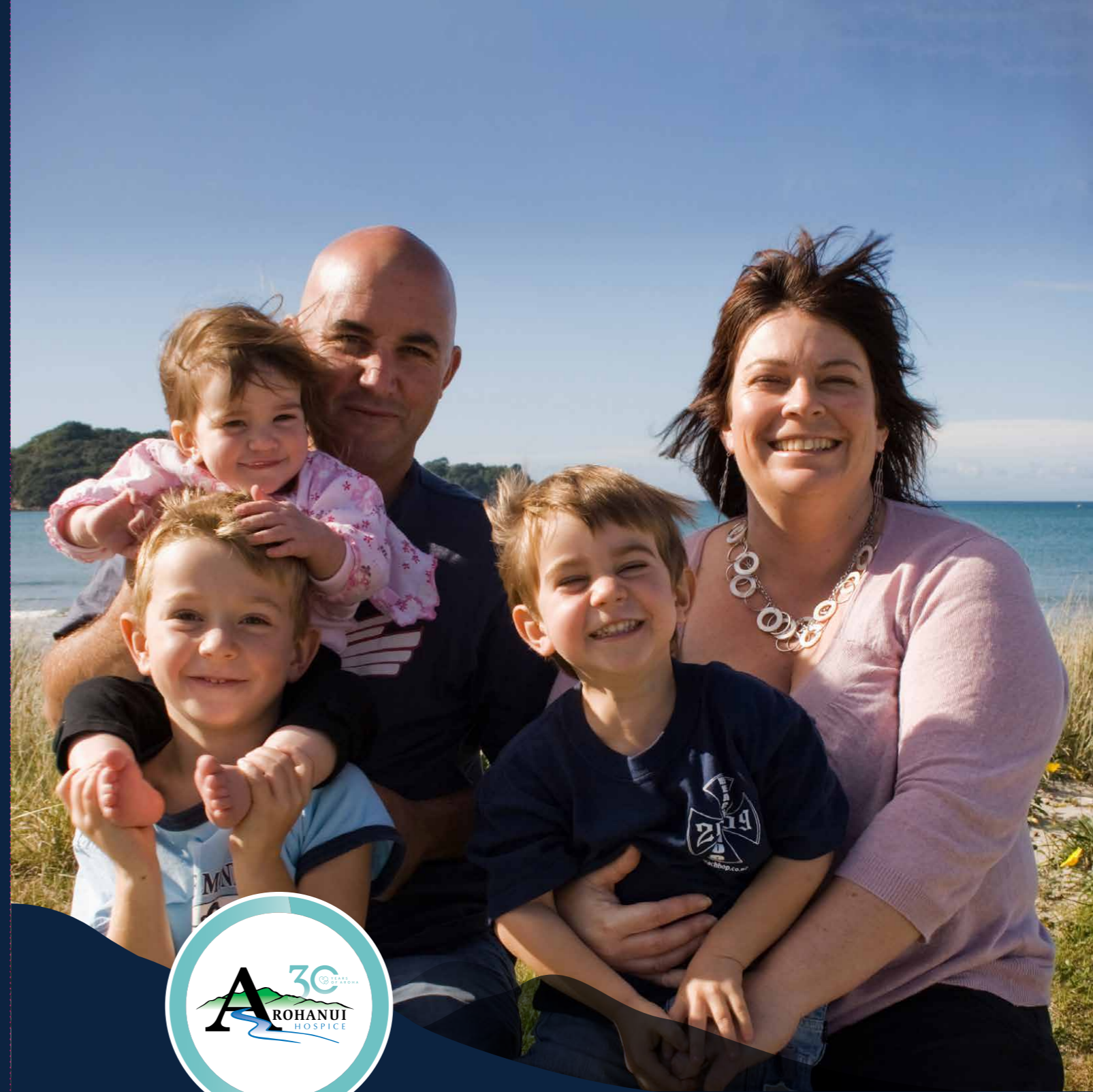
Thank you to everyone who unselfishly gives a part of themselves to Arohanui Hospice, caring for patients and their families/whānau. I also reflect, with appreciation, on the 200,000 people that nestle in the Arohanui Hospice region and generously donate in a multitude of ways. You enable us to support anyone with any life-limiting condition at no of charge.

As we look ahead, American poet Amanda Gorman says it far better than I ever can; "Let us not return to what was normal, but reach toward what is next."

Aroha mai, aroha atu,



Lorraine Vincent
Trust Board Chair



Our Impact


1 July 2020 - 30 June 2021



Returning Care and Aroha To You Every Year

Our impact is much more than numbers and statistics. At the heart of hospice is our philosophy of care, being holistic – taking into consideration a person’s entire being and needs. However, these figures reflect at a glance how many people, between 1 July 2020 - 30 June 2021, relied on the services that Arohanui Hospice provide, and the scale of which we need to be growing to keep up.

Since 1991, Arohanui Hospice care has covered 14,083km², supporting a population of over 200,000 and delivering excellent care and support to those with life-limiting illnesses and their families/whānau. We pride ourselves on providing quality specialist palliative care to our patients and the wider medical community, so that those in our region with life-limiting illnesses can live their life to the fullest with empathy, compassion and above all, with aroha.



We cared for 1,168 patients

We received **780** new referrals for our care

averaging **66** per month.

Approximately **4,205** family members were supported.

713 visits were made by our family support team to patients and families in the community.

Our community nurses made 3,471 visits

Community Snapshot

- 71%** of our patients were cared for entirely within the community.
- 211 days** is the average patients spent in our care within the community.
- 183,284** kms were traveled by our community nurses.
- 77 visits** were made weekly, on average, by our community nurses.

Education Snapshot

- 110** education and training sessions held for medical professionals.
- 833** doctors, nurses and care assistants trained in palliative care in the region.
- 30** 'Fundamentals of Palliative Care' education sessions were provided to Aged Care providers.
- 1051** The number of times, our range of education services were attended.

Volunteer Snapshot

777 total volunteers

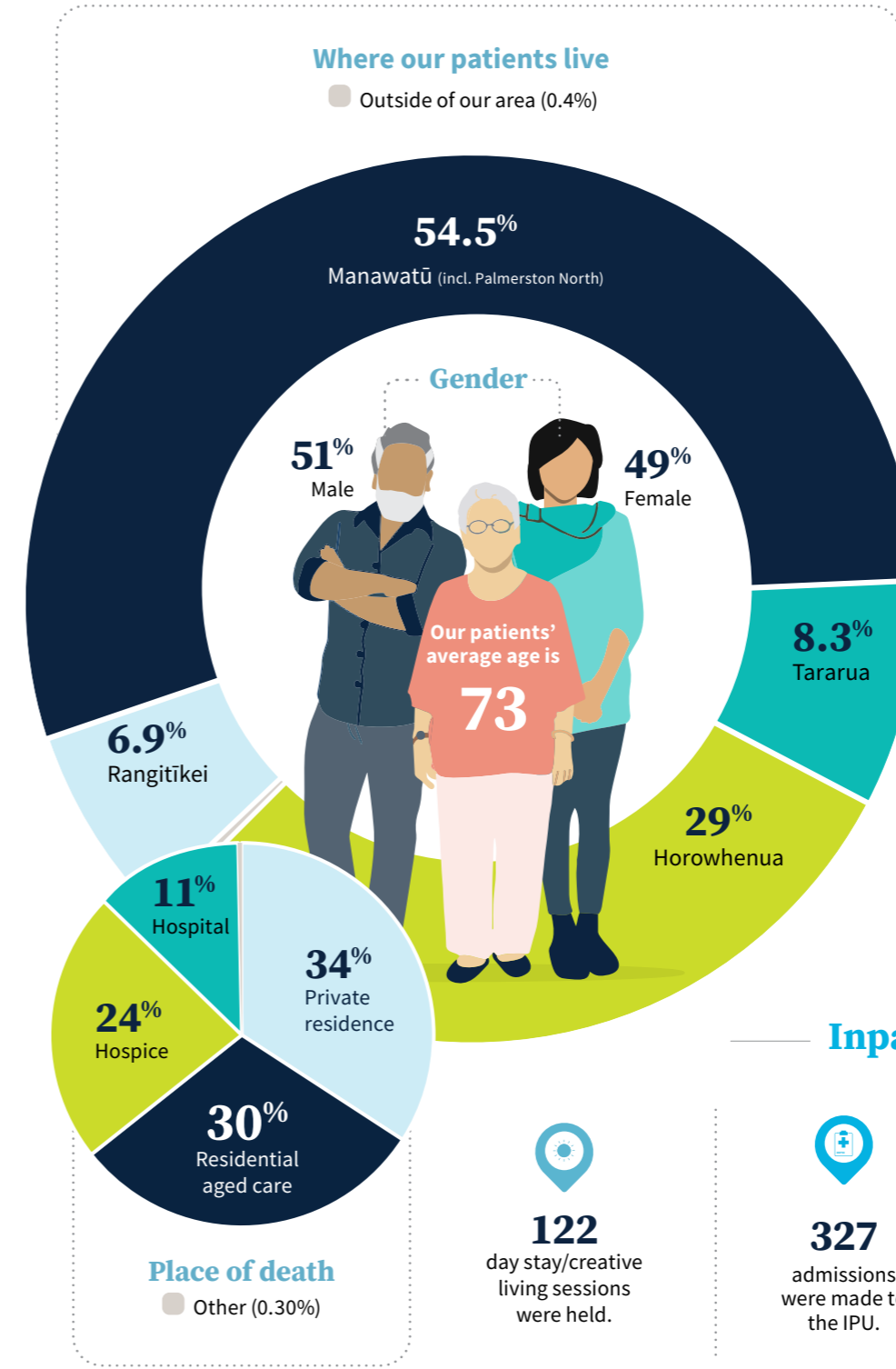
423 of them volunteer in our shops.

Over **62,000** hours were generously donated.

If paid the living wage of \$22.75, **our volunteers contributed \$1,410,500 worth of time.**

Average length of Volunteer time

- 1 year or less: 216
- 2-5 yrs: 179
- 6-10 yrs: 186
- 11-15 yrs: 82
- 16-19 yrs: 17
- 20-30 yrs: 37



- ### Our patients' ethnicities
- 76% NZ European
 - 11% NZ Māori
 - 9% European (undefined)
 - 2% Asian
 - 1% Pasifika
 - 1% Unidentified
 - 0.2% African
 - 0.1% Middle Eastern

Diagnosis

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

- ### Our patients' ages
- 2.5% 95+ years
 - 20% 85-94 years
 - 32% 75-84 years
 - 24.3% 65-74 years
 - 19.7% 40-64 years
 - 1.5% 40 & under

Inpatient Unit Snapshot

- 122** day stay/creative living sessions were held.
- 327** admissions were made to the IPU.
- 29%** of patients had a stay in the IPU.
- 7 days** is the average length of stay in our IPU.

Fundraising Snapshot

We raised a total of \$2,738,893

- Bequests \$506,037**
- Farming for Hospice \$191,475**
- Grants and foundations \$199,230**
- Events throughout the year \$127,281**
- General donations \$366,881**
- Our hospice shops \$1,347,719**