

Impact Report

Hospice West Auckland | 1.7.22 – 30.6.23



Our Mission

Pokohiwi ki te pokohiwi

We will walk with people and their
whānau, delivering the best palliative
care, where everyone matters

Our Values

Kaitiaki Taonga

Accountability

Ngākau Aroha

Compassion

Kotahitanga

Togetherness

Wairua Whakaute

Respect

Aronga Whanokē

Innovation

Our Pillars

- Operational Excellence
- **Community Engagement**
- Access and Choice
- **Extending Reach**
- Leading the Way



Contents



CEO AND CHAIR REPORT	4
OUR REACH	6
OUR YEAR	7
PATIENT CARE	8
SOCIAL CARE SERVICES	12
LEARNING AND DEVELOPMENT	14
POI COMMUNITY OF CARE	16
OPERATIONS	18
PEOPLE AND CULTURE	20
RETAIL	22
VOLUNTEERS	24
FUNDRAISING	26
KEY SPONSORS	28
FINANCIAL SNAPSHOT	29
THE DRAGONFLY TE KAPOWAI	30



CEO & Chair Report

Celebrating Successes



Embracing Technology And Innovation

Reflecting on the past year, many of our successes result from embracing technology and innovation to improve the quality and effectiveness of our patient-centric approach.

By continuing a hybrid approach to service delivery, we have combined the diverse capabilities of our interdisciplinary team with our digital resources to enhance patient care. As a result, we have met our patients' wishes of preferred place of death 74% of the time - an increase of 6% from the previous year – and supported 78% of our patients to remain in their residence whilst maintaining a high standard of collaborative specialist palliative care. Utilising technology to provide patients, whānau and carers access to help and support 24 hours/7 days per week has played a key role in enhancing their confidence to remain at home and alleviate fear and anxiety.

Collaboration

In recognising the importance and value of a coordinated approach to quality palliative care, we increased our focus on collaboration with general practices, pharmacists, residential care providers, and community health and social care partners. Our clinical, community palliative care, Poi and Learning and Development teams have all worked to identify and implement improvements in the care and support provided to patients and whānau in our community. This has included ensuring access to immediate symptom management, emergency medication directives, a collaborative approach to rehabilitative and holistic care, enhanced access to communication and advice, and wider learning opportunities. Feedback from community providers, as well as patients and carers, has illustrated the clear benefits this collaborative approach is delivering.

Social Care

It has been wonderful to see the expansion of our social care range of services to 11 different disciplines and specialties to meet the growing demand for psychosocial needs in the West Auckland community. In addition, a comprehensive programme of activities has been developed at Hospice House to support the diverse physical, psychological, spiritual, social and emotional needs of patients and carers. Some workshops and activities have also provided a welcome opportunity to engage with our local community, raising awareness for Hospice across all ages. Additionally, we have commenced development of a Rongoā garden at Hospice House. This will be a welcoming space for patients and the community to reconnect with Papatūānuku and feel culturally, spiritually and emotionally strengthened, as well as provide a source of fresh traditional Rongoā healing plants.

Pay Parity

This year saw the announcement of Te Whatu Ora's very welcome \$11.5 million annual funding boost for Hospice nurses. The increased funding will help close the significant gap in the pay disparity for nurses working in our sector, allowing for salaries, penal rates and other allowances to be met at the same rates as hospital nurses. This is a very welcome investment in caring for patients, and is likely to have flow-on effects of improving recruitment and retention of skilled nurses. On a larger scale, we are working collectively as a unified sector and alongside Te Whatu Ora and Te Aka Whai Ora to agree on a fairer, more sustainable model to fund Hospice care. With the number of people in Aotearoa needing palliative care expected to increase by 50% by 2040, the need for sustainable funding for this essential service remains urgent.



Training

It has been encouraging to see the growing demand from external care providers for our training and education programmes. Not only does this highlight the increasing awareness of providing skilled and collaborative palliative care, but also illustrates how Hospice West Auckland has become one of the leading training and education providers in this sector.

Commercial

This year saw a significant rise in retail revenue, aided by an exceptional retail team and supported by volunteers, to achieve a record-breaking gross revenue of \$3,665,000.

We continued developing relationships with both new and existing corporate sponsors who support us with funds, products and services, as well as gifting their time through our Corporate Volunteering programme. We truly appreciate the generosity of our national partners, key sponsors, fundraisers and supporters – your contributions are vital to our ability to continue caring for our community.

Erin Wansbrough

Hospice West Auckland Chair

Volunteers

Free from the impact of covid lockdowns, our volunteer team has grown to more than 200 active members. Without you, we simply could not function, and we are sincerely grateful for your critical contributions to so many areas of the organisation.

This year, particular focus has been on development and expansion of our Patient and Family Volunteer programme. These volunteers are trained to provide support to patients, families and carers in their residences during the last days or weeks of life, positively impacting on wellbeing and quality of life.

Leadership

Finally, we would like to thank our Board members, Senior Leadership Team, staff and volunteers for their passion for Hospice West Auckland's mission. We are fortunate to have an extremely capable and highly-skilled team, all committed to providing the best possible standard of end-of-life care to those in the wider West Auckland region, and support to their whānau and carers.

Dean Kelly

Hospice West Auckland Chief Executive Officer



Our Reach





Our Year

Number of Patients



We cared for
735
patients

New patients
512
(70%)

Existing patients
223
(30%)

Average number of patients
in our care at one time

236



We made

26,118

contacts with patients

Percentage
satisfaction of
patients and carers:

Place of Death



78%

(315 people)
died in the place
they call home



79%

died in their
preferred
place of death



28%

died in West Auckland
who have used
our service



Diagnosis



Cancer

73%

Other illnesses

27%

Admissions by ethnicity



64% • European

14% • Pacific

10% • Māori

9% • Asian

2% • Other

Training and education



Number of education
sessions delivered



Total attendees
trained

Admissions by age

Under 65 years

145
(28%)

65+ years

367
(72%)



Patient Care

Hospice West Auckland provides specialist palliative care 24 hours per day, seven days per week at no cost to patients and their whānau in the wider West Auckland region.

Our clinical and community palliative care teams include specialist doctors, pharmacists, community nurses working in-person and virtually, a nurse practitioner, health care assistant, therapists and After-Hours Phone Advisory Service nurses.

We have a diverse interdisciplinary team and utilise Hospice's digitisation capabilities to full advantage. This means we often adopt a hybrid approach to visits, for example a nurse zooming in with the doctor or other team members, and vice versa.

This enables effective input across the team and allows efficient use of our resources. An additional benefit of hybrid and virtual visits is to enable family members to participate in the visit, regardless of their location in New Zealand or even around the world.

In the past year we:

Cared for
 **735**
patients

Made
 **26,118**
contacts with patients, including in-person visits, telehealth consults and phone calls

Supported
 **78%**
of our patients to die in the place they called home

As well as at-home care, our team continues to support some medical procedures at Hospice House, allowing for timely access to these treatments in comfortable surroundings with whānau or carers supporting them.

Ensuring Access To Immediate Symptom Management

Through implementing various measures, we have ensured that patients at home can promptly access symptom management, allowing them to receive effective and timely treatment for their symptoms. Firstly, our doctors are equipped with appropriate medication ready to administer immediately if they are present in the patient's home or called urgently. Secondly, our dedicated team of nurses, doctors and pharmacists collaborate to expedite setting up syringe drivers at home, with a goal of achieving this within hours of the decision being made. Audits show that we have achieved this in at least 70% of cases.

“It's been really good to have a point of contact, that you actually feel is in your corner.”





In ten months we have equipped

400

households with emergency medications with instructions for use in the case of emergency.

“They gave us the confidence to be able to care for her, and to have the privilege to keep her at home.”

To facilitate this, at times we have drawn up medication for the driver at the home itself, or at Beach Road with the assistance of our pharmacist. Additionally, our doctors provide valuable support to General Practitioners who might otherwise find it difficult to write timely scripts for our patients due to busy workloads. Lastly, we work closely with community pharmacists, and particularly those who provide syringe drivers, including Massey Unichem, All Seasons Pharmacy, Hobsonville Unichem, Golf Road Unichem, Helensville Unichem, Titirangi Pharmacy, Unichem Peninsula, and Waimauku Pharmacy. This successful team approach to ensuring access to immediate symptom management gives our patients confidence in their ability to remain at home and significantly helps in reducing any potential anxiety.

Emergency Medication Directives

Over the last year we have worked to implement a process which ensures that all of our patients who need it have emergency medication at home. This means our patients have a failsafe system, so if a health professional arrives in a crisis there is medication present in the home to immediately help people through this. Once again, the collaborative efforts of our doctors, pharmacist and nurses working closely with patients and community pharmacies have been instrumental in facilitating this process.



Rehabilitative Approach To Palliative Care

Our allied health team of three specialised physiotherapists and one occupational therapist provide rehabilitative palliative care to our patients both on an individual basis and within group sessions. We work closely with Te Whatu Ora and primary care providers, as well as a wide range of other therapists.

After continuing virtually throughout Covid, we were pleased to return to providing in-person group exercises classes. Attendees of these popular sessions report that in addition to providing numerous physical benefits, they also enjoy the companionship and social engagement in the classes.

“As we live overseas it was really important that Mum had support on hand 24/7 and this is what the Hospice team provided, something we will forever be grateful for.”

This year we established a new course for those who have difficulty breathing. This has been made available in several ways to allow access for all patients: on-site at Hospice House, at patients' residences, and virtually via video conferencing. Another highlight has been the acquisition of a cough assist machine, which provides safe, non-invasive support to our motor neurone disease patients. We have also improved the advice and support for individuals struggling with lymphoedema, equipping them with a range of techniques and equipment to enable them to manage these symptoms more effectively.

“My family and myself are filled with gratitude towards each and every one of your staff.”

Collaborative Care

Like many community services, we continue to foster close working relationships and effective communication with our colleagues in primary care, residential care, and specialists based at our local hospitals.

We offer a direct dial line for our General Practitioners to facilitate communication. Additionally, we send letters to GPs after conducting home consultations, and they are also copied into the hospital Clinical Portal, where they can be viewed by specialist teams.

Communicating with oncology and radiology specialists is key to our coordinated approach to providing high-quality palliative care to our patients. An example of this is one of our projects with the radiologists and our palliative care colleagues in hospital, which has enabled us to provide a speedier service for patients with suspected cord compression. Because this is a medical emergency requiring an MRI, we have worked to ensure this can occur more quickly for patients believed to be at risk by going directly to North Shore Hospital.

As the number of people living in aged residential care facilities continues to grow, so does the demand for hospice care in these facilities. To address this, we now have a dedicated nurse working specifically to support those people living in aged residential care facilities.

Korowai Care Programme

The Korowai Care programme is a new initiative of extended palliative care service in the community. Recognising the demand for expanded support in meeting patients' wishes to remain at home, the programme is designed to provide intensive symptom management and end-of-life care for a period of seven to ten days. The Hospice specialist palliative care team, led by a nurse practitioner and supported by health care assistants and the wider community team, take over care of the patient from their GP during this time. The programme effectively supports patients' choices regarding their preferred place of care while ensuring optimal support is provided, and hospital or hospice inpatient unit admissions are avoided. On discharge from Korowai Care patients and their whānau have ongoing access to Hospice services.



After-Hours Advisory Services

The Hospice West Auckland After-Hours Advisory Team has been delivering a unique teletriage after-hour services model since 2018. In the current healthcare environment, recruiting and retaining skilled Clinical Nurse Specialists (CNSs) is a significant challenge. We have addressed this issue by removing geographical constraints and establishing a team of experienced CNS professionals from across New Zealand, hailing from Wellington, Wānaka, Thames and Whakatāne, who are dedicated to providing our after-hours advisory service.

After-hours support has proven to be invaluable in allaying fear and anxiety for patients, whānau, and carers at home. Our team is available in the wee hours when help, guidance and support is needed. Many whānau are awake providing care to loved ones, and the after-hours team ensures that they don't need to do this alone. Technology in the form of a computerised patient notes system and medication module is utilised to provide access to the most up-to-date information and ensure continuity of care.

“The mahi that Shelly and the Virtual Team at Hospice West Auckland do is critical to how many ‘aiga, family, whānau, and others access palliative care. I believe this is a great way for Hospice West Auckland to engage with, work within, and provide for the communities they serve.”

“If I was unsure of anything I could call up, even at 2 o'clock in the morning and they would help. Anytime of the night someone was there to talk to.”

Through the after-hours service, CNSs can access advice from a doctor at any time, who may initiate a visit if appropriate. Additionally, a nurse is available for weekend visits when required, guaranteeing constant provision of specialised care to patients.

The After-Hours Advisory Services model has proven to be so successful that we have now collaborated with Hauora a Toi Bay of Plenty to extend the services to patients under the care of the EBOP Palliative Care Response Team.





Social Care Services

The Social Care Team

The social care team has expanded to meet the demand for psychosocial needs in the West Auckland community, which has grown both in numbers and complexity of cases. Our 15-strong team offers a total of 11 different disciplines and specialties: spiritual care, counselling, social work, massage therapy, lymphoedema therapy, Rongoā, arts therapy, music therapy, aromatherapy, and programmes coordination.

“I have never met any social care team who are so attentive and skilled.”

“They helped emotionally too – I could share all my worries.”

11

holistic care disciplines and specialties

860

referrals for social care services

We supported

580

patients and whānau





Hospice House As A Community Hub

Our community engagement has flourished with the ability to engage with the public in person once again following the Covid lockdown periods. Our focus has been on redeveloping and tailoring the groups and programmes we offer in order to meet the diverse needs of our patients, families, carers and members of the West Auckland community.

Our renewed efforts to return Hospice House to a hub offering a range of services and activities have seen the successful addition of a medical clinic offering medical procedures, an acupuncture clinic, and dedicated counselling, massage, mindfulness, arts and music therapy rooms and activities. Supporting Hospice West Auckland's patient-centred approach, these

“Hospice has been wonderful, opening so many doors for me. It makes me feel like I am not alone in this.”

“I love coming to the Hospice House ‘just to be present’.”

“Thank you so much for holding this space for the people in our community who have had a loss of a loved one. You provided a space for people to be held and know that they are not alone.”

developments allow us to provide more comprehensive care in an accessible and comforting environment.

With the specific needs of our carers in mind, we have launched monthly Carers Morning Teas and education sessions which provide social support and practical advice. The feedback from these has been excellent and they are consistently well-attended.

There are regular opportunities for members of the West Auckland community to attend activities and events held on-site at Hospice House, such as walking groups and dragonfly-making workshops. These allow us to educate the public on the work that Hospice does, as well as garner support in the form of volunteers, donations and general advocacy. In addition, this year we held two in-person Remembrance services that were open to the community and attended by a total of 130 people.

Rongoā Garden

Work has commenced on the development of a Rongoā garden at Hospice House. The purpose of the garden is to allow us to harvest our own Rongoā Rākau, provide a space for education and teachings about Rongoā and its use within healthcare and palliative care, and provide a special place for calm, reflection and healing. Developing the garden also provides an ideal opportunity to engage with our local community. Concepts and planning are well underway and establishment is aimed to be by Matariki 2024.





Learning and Development

In recognising the need for palliative care education in our community, Hospice West Auckland has grown to be leading educators. This year the Learning and Development team has continued to innovate high-quality training and education programmes for both internal staff and external healthcare providers. In addition to offering Hospice New Zealand workshops, we have developed specialised, tailored palliative care education programmes to address the complex and growing needs of the West Auckland community. As a result, a comprehensive array of training programmes is now available.



Education programmes were provided to

1060

internal and external participants.



478

community palliative care providers have participated in training.



The total of 1,060 attendees was achieved in a year when critical staff shortages across all areas of the health sector made attending training a very real challenge. To make training accessible even for individuals in highly pressurised healthcare roles, Hospice West Auckland adapted and expanded the ways in which training was delivered. The success of this is evident in the growing enrolment numbers as well as the positive feedback received from attendees.

It has also been positive to see the wide variety of types of attendees on the education programmes. Participants have ranged from Hospice staff, volunteers, and patients and families, through to community groups, doctors, pharmacists, nurses, health care assistants, residential care providers, and others who support patients throughout the West Auckland community. This demonstrates a growing awareness of the value in learning about and providing quality palliative care, and Hospice West Auckland is proud to play an integral role in providing this.



“The content and speakers were fabulous. I liked the informal nature of it and flow. It was very relevant and good to have some stats in there too.”

Professional Development Webinars

The ongoing success of Hospice West Auckland’s Palliative Care Professional Development webinars continues to be an educational highlight. Under the leadership of Dr. Celia Palmer, the medical team, together with nurses and social care members of the community team, has delivered exceptional webinars covering a wide range of advanced palliative care topics. This epitomises the interdisciplinary approach that is so essential for providing quality holistic care to our patients. Typically, these webinars attract experienced palliative care practitioners such as doctors, pharmacists and senior nurses, and they incorporate a valuable interactive component. Over the past two years we have hosted 319 attendees across 10 sessions, with many participants attending multiple times.

The webinars are also a useful opportunity for engagement with other community palliative care providers, who would otherwise be difficult to reach due to significant workload pressures. In offering this educational platform, Hospice West Auckland performs a vital specialist service that fosters increased collaboration and communication with community.

“I loved that the session was interactive, very clear, understandable and included precise information. I like that cases were used so it makes it easier to relate to.”



582

staff members have participated in training

Student Placement And Link Nurses

Recognising the importance of nurturing the next generation of health care providers, we host students through internships, clinical placements and educational programmes. Our aim is to inspire and empower these future healthcare providers to excel in the field of palliative care.

In addition to students, we support training and education for link nurses and other clinical professionals. By fostering their growth, we enhance the integration of palliative care principles across multiple clinical settings, promoting a more comprehensive and patient-centred approach to end-of-life care.



2 General Practice and 10 ARC Link Nurses

Supported by the Poi team



11 Paramedicine Students



45 Med Students attended virtual visits



3 Registrar placements



Poi Community of Care

The Poi (Palliative Outcomes Initiative) team at Hospice West Auckland builds a community of care by working alongside general practices, residential care providers, pharmacies, and community organisations. Their primary objective is to enhance the knowledge, skills, and confidence of community providers who care for people who have life limiting conditions. The team provides multi-disciplinary advice, education and coaching.

Pathways For Community Pharmacies

The Poi Team works to build workforce capability for those who support people with life limiting illnesses. Our work with community pharmacies is integral to developing a 'Community of Care.'

The success of this initiative is clearly demonstrated by our strong relationship with All Seasons Pharmacy. Through working with Hospice's Poi team, they have enhanced the quality of care provided and implemented changes to increase the confidence that patients, whānau and carers have in managing their medications. This has included improving and simplifying communication.





With this ongoing focus on improving the quality of palliative care provided to our community, the All Seasons team continues to look for ways to collaborate and improve processes between themselves, Hospice, and families, and further their skills and confidence.

We are excited to partner with the team at All Seasons to provide internships for experienced community pharmacists wishing to expand their knowledge of palliative care.

Expanding Our Community Reach

The Poi team fosters and supports relationships between community organisations that engage with people with chronic or long-term conditions, aiming to raise awareness and educate about the work that Hospice West Auckland does.

This year we have continued to expand our community reach by working closely with, among others, the Green Bay Community House and the Te Atatū Peninsula Community Centre. The Green Bay Community House has been a strong supporter of Hospice, and collaborated with the Poi team to organise events and workshops, including a dragonfly-making workshop. They also hosted a fundraising event of a clothing swap

evening, which raised valuable funds and was a popular and fun night in the local community. The Te Atatū Peninsula Community Centre has also shown strong support for Hospice West Auckland by collaborating on workshops to provide opportunities for the public to learn about Hospice's work over meaningful activities.

Quarterly Networking Events – Building A Community Of Care

A new initiative from the Poi team this year was the introduction of quarterly networking events for community providers. These events have been attended by a wide range of different community providers and continue to grow in popularity. With several different speakers and topics explored at each event, they have provided an invaluable opportunity for those in the local palliative care community to learn, share and connect. Enabling these relationships and connections between providers is key to ultimately enhancing the coordination of care and support services provided to individuals and their families.



Enhancing Operational Impact

Over the past few years, our primary objective has been to empower our clinicians by leveraging technology as a catalyst to streamline their crucial work. Our focus has been on ensuring that clinicians can seamlessly connect with patients and their families from any location, with access to all patient files and health programmes readily available at their fingertips.



To achieve this, we have successfully digitalised all patient data and communication, facilitating the secure exchange of patient information among healthcare professionals through electronic platforms. Equipped with lightweight laptops and mobile phones, our staff members have comprehensive access to all necessary systems, including telephones. They can work efficiently in the office, remotely from home, or even directly in the patient's home, enabling them to deliver patient and family care without limitations.

As a result, our clinicians now possess unparalleled flexibility, enabling them to respond promptly, while our internal processes flow seamlessly and efficiently. We have introduced virtual consultations as an additional service delivery method to engage with our patients and their families. Moreover, when clinicians visit patients at their homes, they can now invite other healthcare professionals, such as specialist palliative care doctors, to participate in consultations via teleconferencing. This innovative approach has proven tremendously successful, significantly advancing care by allowing specialist doctors to provide input to a larger number of patients without the need for extensive travel.

One significant initiative this year involved sourcing smart devices that are specifically configured to connect to us via teleconferencing. These devices are placed directly in patients' homes, thanks to the generous support of a funder. By offering services in low socio-economic areas, we acknowledge that some patients and families may not have the means to afford dedicated smart devices or data connections. Providing these devices has made a substantial difference to both these individuals and families, as well as our staff, ensuring uninterrupted connectivity through teleconferencing whenever necessary.

Moving forward, our focus will continue to be on harnessing and expanding technology wherever applicable to enhance the quality of care we provide. By embracing technology, we aim to reach a broader demographic, respond to individual preferences, and cater to diverse needs, ultimately delivering an even better standard of care.





People and Culture

Our success in providing exceptional palliative care services to the West Auckland community lies in our capacity to attract, develop, and retain a dedicated and highly proficient workforce. The team at Hospice West Auckland encompasses a wide range of skills, expertise and knowledge, fuelled by a collective enthusiasm for delivering, supporting and funding our services.

With the challenges of closed borders and lockdowns behind us, our team is growing, recruitment is picking up and job applicant numbers are increasing - but the market remains tight for specialist skills. The additional government funding is a positive step as it has allowed us to address the pay disparity between Te Whatu Ora nurses and our Hospice nurses, thereby reducing the loss of staff to similar roles with higher salaries at DHBs.

Attracting and retaining valued staff in this competitive market is dependent on constantly striving to offer meaningful and engaging work, attractive working conditions and professional development opportunities.





Total workforce

 **109**
people across

 **111** jobs

 **87**
permanent staff

 **57**
Clinical service staff

 **36**
Commercial service staff

 **16**
Support service staff

In our recent HWA Culture Survey, nearly 80% of staff affirmed that they have access to the necessary professional growth opportunities for their respective roles. We prioritise continuous learning, as it positively impacts both the development and job satisfaction of our staff members, and ultimately enhances the quality of care provided to patients and families in our community.

The opportunity to work for an organisation that provides such an essential service to our community remains one of the key drivers for individuals joining our team, and fosters an ongoing loyalty towards Hospice West Auckland.

The Importance Of Our Culture

Through continuous feedback from our staff, we are committed to enhancing our work environment. Our latest Culture Survey revealed that our team is optimistic for the future, feels positive about new leadership, and has a strong desire to contribute to our mission. Effective communication, collaboration, connections and trust are highly valued by our team, who take great pride in the meaningful work we do.

This year we have embraced the opportunity to fully reconnect with our colleagues in person, and enjoyed a return to normal work routines after several periods of remote work and cancelled gatherings. This reconnection has had a positive effect on our relationships, collaborative endeavours, and overall satisfaction in the workplace. Additionally, being able to gather together to celebrate events and commemorate special occasions has enabled us to establish new traditions for staff to enjoy, and contribute to, for years to come.

What is the most important thing in the world?

He tangata, he tangata, he tangata

It is the people, it is the people, it is the people.



Retail

Turning Secondhand Goods Into First Class Care

The retail team plays a pivotal role in contributing to our organisation's financial well-being and ensuring the sustainability of our services for patients and whānau. This year, without being subject to Covid lockdown closures, the team achieved a record-breaking contribution of \$1,577,235 (net), which is 22.6% of our funding. We extend our heartfelt gratitude to not only our dedicated retail team members and volunteers for their efforts in achieving this remarkable milestone but also to all our loyal customers who support the 'Best Op Shops in the West'. It is also positive to note that our 'Best Op Shops' social media following has increased by

14% as we effectively use this platform as a promotional and communications tool for our stores.

We would also like to thank all the generous donors and corporate sponsors; we value every donation and the team ensures we handle them with care and respect to maximise dollars raised.

In addition to being a crucial contributor to Hospice West Auckland's financial sustainability, our retail stores play a growing role in championing environmental sustainability. Our communications focus on promoting the reuse and repurposing of preloved goods is increasingly resonating with the local community.



"I travel quite far to come here as I find the items priced reasonably and lots of cool stuff."

"The best secondhand shop we ever visited."

 **\$1,577,235***

raised by Hospice West Auckland Op Shops (* net)

"I have recently been donating a substantial amount of clothing and other goods. The people at donations have been so lovely and thankful. It's a pleasure to donate at this hospice."

"The best hospice shop with lovely staff."





Messages regarding reducing waste and minimising our impact on the environment not only help educate on the donation cycle, they also favourably align with council and community initiatives. It is another successful way of raising awareness for Hospice and demonstrating the ways in which our organisation benefits West Auckland.

New Shop Joining The “Best Op Shops In The West”

We are excited to share that we have secured a new store premise and Kumeu will be joining the “Best Op Shops in the West” as our seventh shop. Opening in early November, we can’t wait to welcome you to this fantastic location situated in the heart of Kumeu. The shop boasts great parking and easy access for donation drop offs.

You’ll discover all your regular favourites at our new Kumeu store, from clothing, bric-a-brac, toys, books and antiques to vintage items and furniture. Because our retail stock turns over quickly there will constantly be new treasures to discover at a fraction of their original cost. We will also offer a convenient ‘drive up and drop off’ donation area to make donating your preloved goods as quick and easy as possible.

“There are always great finds and great bargains and the most amazing staff.”





Volunteers

210

active
volunteers

Dragonfly - Te Kapowai Workshops

Dragonflies hold special significance for Hospice West Auckland, as each family who experiences the loss of a loved one receives a distinctive beaded dragonfly as a cherished memento together with a copy of the Dragonfly – Te Kapowai verse. These beaded dragonflies are crafted by volunteers in workshops held at Hospice House and out in the community. The workshops serve as a valuable platform for individuals to gain deeper understanding of Hospice's impact and work within the community. As well as our own volunteers, we are regularly joined by community groups, corporate volunteers and local rangatahi.



"I had the pleasure of making a dragonfly at Hospice. My interaction went beyond the making of the dragonfly: I got to know the team, watched fellow participants 'relive' the loss of their loved ones, absorbed the serenity of the Hospice environment, listened, shed a few tears, talked and it was extremely therapeutic."

"I was so touched with the aroha card you sent me today. I was crying... having a bad day... and I placed the dragonfly in the middle of my palm and felt your aroha."



Corporate Volunteering Programme

Our recently-launched Corporate Volunteering Programme provides businesses with the opportunity to learn more about Hospice West Auckland while strengthening our corporate relationships and helping to raise valuable funds. The programme includes a dragonfly-making workshop and Hospice information session, followed by a shift in one of our Hospice Op Shops sorting donations, merchandising and learning about the donation cycle. With feedback from the programme being extremely positive, interest has steadily grown and we have been able to offer it to more corporations looking to gift their time through staff volunteering.

Our volunteers worked over 22,000 hours with an equivalent cost of \$500,000



End-Of-Life Care Volunteers

“No one dies alone”

In the ongoing development and expansion of our Patient and Family Volunteer programme, we have introduced a new, specialised role called ‘End-of-Life Care Volunteer.’ These volunteers provide support to patients, families, and carers in the comforting environment of their own homes during the last days or weeks of life. The support encompasses companionship, providing respite to caregivers, simple physical care such as hand or foot massages, aromatherapy, and assisting with practical needs.

New Volunteer-Led Programmes

In the past year we have launched exciting new programmes that are led or supported by our skilful volunteers, which aim to provide enrichment and enhance the well-being of our patients and families. We initiated a weekly clinic programme for acupuncture that is available to both patients and families for providing holistic support. Additionally, our monthly pet therapy programme featuring our wonderful pet therapy dogs, brings together patients and families for a heartwarming experience.

“We would like to express our deepest gratitude for the kindness and loving support from your patient volunteer for our family.

Our exchange of experiences has given us comfort. It will always be remembered by our family with deepest gratitude.”

We have also introduced a weekly Hui Tahi programme that offers a variety of opportunities for social interaction while engaging in meaningful activities such as movement, mindfulness, art, and crafts. Our vision for the programme is to create a safe and comforting space for individuals to connect with others, while supporting them to enjoy their life to the fullest.

Our extensive network of dedicated volunteers also include life review volunteers who help capture patients’ life stories as a legacy, and volunteers who assist with companionship, driving, equipment delivery and administration.

Retail Volunteers

Our retail volunteers play an essential role in ensuring our Hospice Op Shops run smoothly and raise vital funds for the services that Hospice West Auckland provides. Following a significant drop in volunteer participation due to the impact of Covid-19, we are thrilled that our retail volunteer numbers have now doubled, with more than 160 dedicated individuals who contribute their time across our six stores. Our retail volunteers contribute immensely by undertaking a diverse range of responsibilities. From sorting donated items to curating displays, helping customers and assisting with sales, their support is invaluable. We are also very grateful to a small dedicated team of long serving retail volunteers who have supported Hospice West Auckland for more than a decade.





Fundraising

Fundraising continues to play an integral role in generating revenue for Hospice West Auckland and supporting our ability to provide our services at no cost to those in need.

Organisational Support

We are grateful for the ongoing support of business networking and referral organisation BNI, a national partner of Hospice. The BNI chapters raise both funds and awareness for Hospice, hosting popular recurring events such as the iconic 'Back to the 80s' while also bringing in fresh ideas and hosting innovative activities. This year their support extended to include successful fundraising initiatives such as pub quizzes and silent auctions.

We also extend our heartfelt appreciation to clubs and associations such as the Te Henga Garden Ramble team, the Trouble Bound Hot Rod Club, the NZ Hot Rod Association, and the Car and Motorcycle Show team, who have worked tirelessly to run events which support Hospice West Auckland. These occasions are not only effective fundraisers but also provide wonderful opportunities for West Aucklanders to come together, celebrating shared interests and strengthening community bonds.

Community Champions

The passion and initiative of individual superstars in our community continues to inspire, and this year Rachel Hale and Harrison Bristow were two of those people who devoted their time and passion to our cause.

Rachel ran the Auckland Marathon in honour of her mum, who passed away in our care at just 54 years' old after a courageous battle with cancer. Rachel's story touched the hearts of many and resulted in her raising an incredible \$5,458 for Hospice.

Ten year old Harrison fundraised as part of a leadership award for his primary school, choosing Hospice West Auckland because we cared for his grandfather. Not only was Harrison awarded a leader of his school year, he also raised \$540 for Hospice.

Donations In Memory

After the impact of Covid, this year saw a welcome return to Trees of Remembrance in the community. With trees in four busy key locations, it was wonderful to reconnect with West Aucklanders, hear their stories and provide the opportunity to remember their loved ones with a star on the Christmas tree.



\$933,711.52*

Amount fundraised, including bequests
*(gross)

Donations in Memory



\$14,005

Community Trees
of Remembrance
donations



\$52,228

Donations made
in memory of
loved ones



Fostering New Supporters

Looking ahead, we are focused on growing supporters in the fundraising space by extending existing relationships, rekindling previous connections, and establishing new ones. As part of this effort, we are developing a platform that includes comprehensive step-by-step fundraising guides both for beginners and experienced fundraisers. These encompass a wide range of ideas, tips, links and resources, all aimed at ensuring the success of fundraising activities.





Key Sponsors

Hospice West Auckland sincerely thanks our key sponsors for their commitment and outstanding support.

National Partners



Charitable Trusts, Sponsors and Businesses



N R and J H Thomson
Charitable Trust

Paeroa Homestead Trust

RJ and MI Ross No. 2
Charitable Trust

Ara Lodge No 348 I.C.
Charitable Trust

St Joans Charitable Trust

Louisa and Patrick
Emmette Murphy Foundation

Maurice Paykel
Charitable Trust

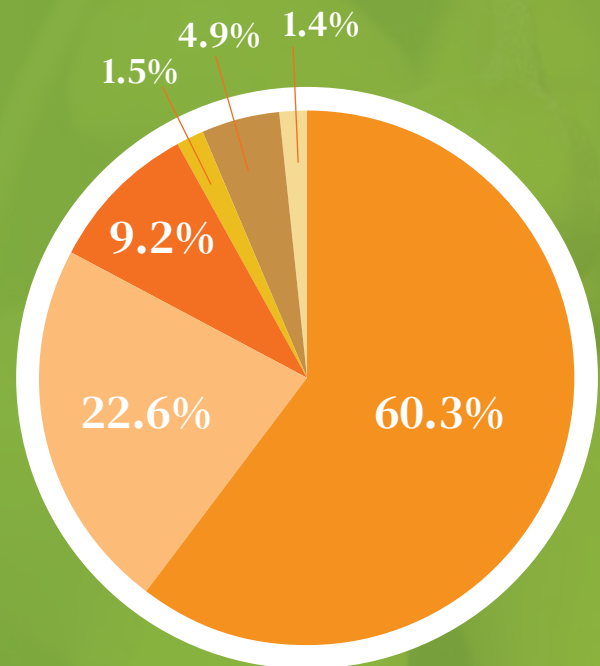
JM Butland
Charitable Trust



Financial Snapshot

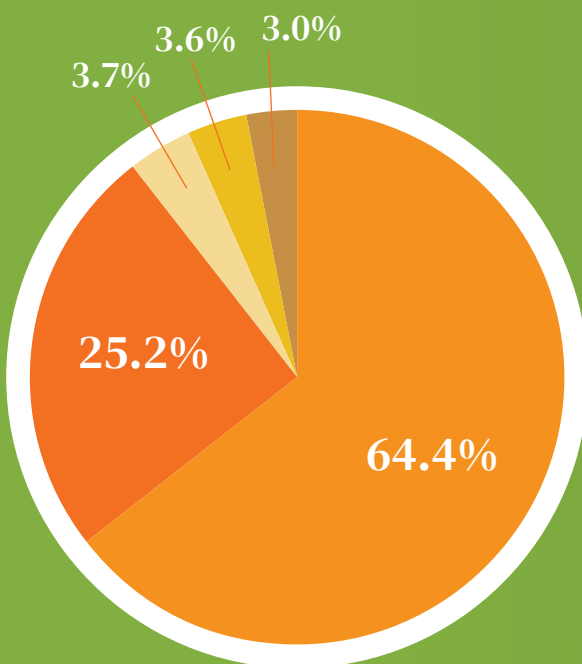
Where does our money come from?

	FY 2023
Te Whatu Ora (formally WDHb)	60.3%
Retail (net)	22.6%
Fundraising (net)	9.2%
Covid-19 support	1.5%
Reserves	4.9%
Other	1.4%
	100%



Where does our money go?

	FY 2023
Caring for patients	64.4%
Shared support services	25.2%
Facilities & buildings	3.7%
Education & training	3.6%
Depreciation	3.0%
	100%



The Dragonfly Te Kapowai

Once, in a little pond, in the muddy water under the lily pads, there lived a little water beetle in a community of water beetles. They lived a simple and comfortable life in the pond with few disturbances and interruptions.

Once in a while, sadness would come to the community when one of their fellow beetles would climb the stem of a lily pad and would never be seen again. They knew when this happened; their friend was dead, gone forever.

Then, one day, one little water beetle felt an irresistible urge to climb up that stem. However, he was determined that he would not leave forever. He would come back and tell his friends what he had found at the top.

When he reached the top and climbed out of the water onto the surface of the lily pad, he was so tired, and the sun felt so warm, that he decided he must take a nap. As he slept, his body changed and when he woke up, he had turned into a beautiful blue-tailed dragonfly with broad wings and a slender body designed for flying.

So, fly he did! And, as he soared he saw the beauty of a whole new world and a far superior way of life to what he had never known existed.

Then he remembered his beetle friends and how they were thinking by now he was dead. He wanted to go back to tell them, and explain to them that he was now more alive than he had ever been before. His life had been fulfilled rather than ended.

But, his new body would not go down into the water. He could not get back to tell his friends the good news. Then he understood that their time would come, when they, too, would know what he now knew.

So, he raised his wings and flew off into his joyous new life!



Karakia

Kia tau te manaakitanga
Ki runga ki tēnā ki tēnā o tātou
Kia piki te ora,
Kia piki te māramatanga
Kia hoki pai atu, kia hoki pai mai,
Tūturu whakamaua
Kia tina! TINA!
Haume ē, hui ē, TĀIKE Ē!

Settle the care and protection upon each of us.
May the health and understanding grow.
Return well to others and ourselves.
Hold fast to your authenticity!
Be firm! Join together! Gather together!
Bind as one!



 facebook.com/hospicewestauck  instagram.com/hospicewestakl  linkedin.com/company/hospice-west-auckland

General Enquiries

(09) 834 9750

info@hwa.org.nz

24 Hour Nurse Line

0800 834 9755

Fundraising

(09) 834 9752

fundraising@hwa.org.nz

Donate Goods

0508 4 HOSPICE (0508 446 7742)

Volunteer Services

(09) 834 9750 ext. 846

volunteerservices@hwa.org.nz