

## He Whare Korowai Home From Home



*We're proud to introduce He Whare Korowai – Home From Home, a new service that will provide 24/7 care right here in West Auckland.*

For patients who are unable to stay at home — whether due to complex needs, home environment, or personal choice — this service will ensure they can still receive the same compassionate, specialist palliative care without out-of-area travel challenges.

Based at Hospice House in Te Atatū, this innovative service will offer a warm, home-like setting with three beds and space for family to stay. Patients will be cared for by Registered Nurses and Healthcare Assistants, alongside their trusted community-based team, ensuring vital continuity of care. Respite care will also be available.

Due to open late 2025, Home From Home represents an important step forward for Hospice West Auckland and our community.



## Why Being Close to Home Matters

**W**hen John was diagnosed with cancer, he chose not to pursue treatment, wanting instead to live out his life on his own terms.

For three months, he and his wife Cathy were supported at home by the Hospice West Auckland team. "Our nurse Kate explained how Hospice could help," says Cathy. "As John's condition changed, so did the care – Kate was just incredible."



During this time, John gently prepared Cathy for life after he was gone, teaching her daily tasks he'd always managed. "One day it was how to check tyre pressure, another day how to use the Latin dictionary," she says. "He was still looking after me, even then."

**"...to stay close, with familiar care, right in our community."**

When John's pain worsened, the doctor advised inpatient care. Cathy was surprised to learn that this meant transferring to Harbour Hospice on the North Shore. "They were lovely, but it meant a whole new care team, and travel I couldn't manage on my own."

Cathy is thrilled about He Whare Korowai – Home From Home, which will bring 24/7 care to West Auckland. "It's exactly what John would have wanted — to stay close, with familiar care, right in our community."



**Join us in making a difference!**

Please visit our website [hwa.org.nz/donate](https://hwa.org.nz/donate) to support our He Whare Korowai - Home From Home initiative



## Flair: Where Style Meets Purpose

Hospice West Auckland has launched Flair, a new high-end second-hand store in Westgate that reimagines the traditional op shop experience. Specialising in fashion, accessories, homewares, furniture, art and collectables, Flair blends designer labels with quality everyday brands – all in near-new condition. It's second-hand style with a premium feel, all supporting Hospice care in our community.

Unlike conventional charity shops, Flair focuses on thoughtful presentation and carefully selected stock. It's a place to enjoy the experience, discover beautiful pieces, and treat yourself. Donations are gratefully accepted, as they are at all Hospice West Auckland stores.

In the future, the space will also serve as a community hub, hosting events such as fashion events, art showcases, and Remembrance Services.

**Flair – open 9am–5pm, 7 days at 7B Topere Way, Westgate.**  
Follow us on social media [f/flairthestore](https://www.facebook.com/flairthestore) [@flair\\_thestore](https://www.instagram.com/flair_thestore)

## Meet Tony, New Lynn Hospice Op Shop Volunteer

A friend suggested that Tony should volunteer in retirement. The very next day, he visited the New Lynn Hospice Op Shop (then located on Great North Road). Eleven years later, he's still a valued team member at the New Lynn store.

An ex-Retail Manager at Smith And Caughey's, Tony re-merchandises displays to give the shop floor a fresh look. "We've got customers coming in and going, oh it's so neat – and they suddenly notice something because we've put it in a different position."

Tony's connection to Hospice deepened after his wife Ethel's cancer journey. "She didn't want to talk to the nurse when she first visited, but they ended up forming this neat relationship," he says. "Hospice were incredible. It was one o'clock in the morning and Ethel was in pain... they talked me through what to do and sent someone out... we just couldn't have coped without them."

Deeply community-minded, Tony and Ethel raised funds for schools, fostered children, and supported at-risk youth.

"Everything I've done is not to gain anything, it's just out of the fact that I love doing it and helping people." He's passionate about raising awareness for how Hospice services are funded. "People think the government pays for everything – but they don't. We have to raise millions every year."

For Tony, volunteering is about giving back, companionship, and helping people who need it. "I'm 80 in October and hopefully I'll still be volunteering here when I'm 90!"



### Our heartfelt thanks to our Business Partners





# The Hospice Pharmacists Making a Difference



*Bernadette & Jing*

In palliative care, medication is key to comfort, quality of life, and symptom relief. That's why pharmacists are an essential part of the Hospice West Auckland team.

Carmen is Hospice's Clinical Pharmacist, with Katie covering her role during maternity leave. They ensure patients receive safe, timely, and appropriate medication tailored to their needs, supporting not only patients but also families, nurses, doctors, and carers. "Often people need help understanding their medications, which affects how they take and manage them," says Katie. "We may get a referral saying, 'this person's on a lot of medications but is wanting to rationalise – can you please assess?'"



*Carmen & Katie*

Carmen and Katie also work closely with families and caregivers, using tools like personalised medication cards, sachet rolls, demo kits, and assisting devices to simplify routines. "Palliative care can require you to think outside of the box, so we're always looking for solutions for each patient's unique needs," says Carmen.

At Hospice West Auckland, Bernadette and Jing are Clinical Liaison Pharmacists in the Poi (Palliative Outcomes Initiative) team, supporting community providers in providing the best possible quality of palliative care to West Aucklanders. Poi is a multidisciplinary team, where Bernadette and Jing provide the pharmacist contribution. "Our role is not face-to-face with patients," explains Bernadette. "A lot of our work involves upskilling and building capability with primary care teams in GP practices and aged care facilities." The focus is on education, interdisciplinary collaboration, and providing critical medication advice to support patient care.

The team's work includes input into pre-emptive plans of care, where they conduct comprehensive medicine reviews that go far beyond simple medication checks. Their interdisciplinary approach and commitment to continuous learning make them a vital support system in palliative care, bridging knowledge gaps and improving patient care. "We can't see every person in the community who might need palliative care," Bernadette explains, "but we can empower those who do."

## Retail With Real Impact

Every item donated, every treasure found in our Hospice Op Shops helps fund free, specialist palliative care for West Aucklanders. But we can't do it without the support of our wonderful community.

**You can help us by:**

- Shopping with us – every purchase goes straight back into the community
- Donating your quality goods – clothing, accessories, kitchenware, home décor and more
- Getting your workplace involved – run a goods donation drive or gift us surplus or end-of-line stock

Whether you're moving, de-cluttering, or a business with surplus items, your contribution makes a real difference.

**Donations are gratefully accepted at all 8 of our stores, and we can provide FREE pick up for large items and bulk loads.**

Simply phone **0508 4 HOSPICE / 0508 446 7742** to arrange.

Or get in touch with us at [fundraising@hwa.org.nz](mailto:fundraising@hwa.org.nz) to learn more about business donations or a workplace goods donation drive - we'd love your support!



*Shine On donates end-of-line stock*



*Staff donation drive at Douglas Pharmaceuticals*



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# Hospice West Auckland Podcasts:

## Angela's Story - Walking the Final Path Together



We are excited to announce the release of a nine episode podcast series: Angela's Story - Walking the Final Path Together. This is an informative, intimate and emotional podcast chronicling the final chapter of Angela's life and Hospice experience through the person who knew her best: her husband Aron. Through his eyes, we get a deeply personal look at who Angela was, and her journey with Hospice care from diagnosis to saying goodbye. The series also features different members of the Hospice West Auckland team, giving insights into the support and compassion that surrounds end-of-life care.



Subscribe on  
[www.youtube.com/@HospiceWestAuckland](https://www.youtube.com/@HospiceWestAuckland)



### Celebrating Our Volunteers

More than 100 volunteers (pictured above) attended our special Matariki-themed lunch in recognition of their incredible contribution to Hospice West Auckland. Made possible thanks to the generous support of sponsors and community providers, our volunteers were treated to a delicious lunch and vibrant entertainment from the Rutherford College cultural group. Thank you to everyone who helped us celebrate our volunteers and make this a memorable day.

### Working with Gathered Here for Free Wills

We're thrilled to announce our new collaboration with Gathered Here - an innovative platform that offers free, easy-to-create wills. This will empower you to plan ahead with peace of mind, ensuring your wishes are honoured and your loved ones are protected. Stay tuned - it launches in September during Wills Month and we'll be in touch with more details on how you can get started.

### Support Fred in the Auckland Marathon

Hi, I'm Fred. I'm 16 and have been dragged into running by my Mum! I'm running the Auckland Half Marathon to raise funds for Hospice West Auckland. My Mum is a nurse there, so I've seen how much care, compassion and support they give individuals and their whānau. All donations will go to Hospice and help keep me going when the run gets tough! Please support me at [www.aucklandmarathon2025.grassrootz.com/hospice-west-auckland](https://www.aucklandmarathon2025.grassrootz.com/hospice-west-auckland)

## Ways to Donate

Thank you for helping us continue to provide specialist palliative care free of charge to those in need.



Donations of \$5 and over will be receipted and are eligible for a tax credit.



Phone us on (09) 834 9752 to make a donation over the phone, or to hear more options for donating in person



Visit our website at [hwa.org.nz/donate](https://hwa.org.nz/donate) to make a donation online, or scan the QR code to link directly to our online donation page



Via internet banking:  
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