

CONTINUING A LEGACY
OF RESPECT, DIGNITY &
COMPASSIONATE CARE
ANNUAL REVIEW 2018-19



Te Omanga Hospice
Te Whare Manaaki Tangata

During the many discussions about naming the hospice in 1979, our Founders Marion and Max Cooper, and Roy and Shirley McKenzie talked about the Māori approach to death, and their vision for a hospice that borrowed from Māori culture by involving the whole family in the natural process of death. A Māori name would reflect their vision. After consulting with a number of local people, including the Māori Studies Department at Victoria University, they decided on the name Te Omanga. The local translation is “flying to a place of refuge,” which conveyed the sense of peace and acceptance they were looking for.



OUR VALUES

COMPASSION

Honesty, Empathy,
Courage, Positivity,
Resourceful.

RESPECT

Collaboration, Role Model,
Honesty, Trust,
Believing the Best.

LEARNING

Eager to Learn,
Role Model, Listen,
Open Mindset.

PARTNERSHIP

Trust, Collaboration, Listen,
Honour, Communication, Willing to
Compromise, Honesty, Flexibility,
Can Do, Resourceful,
Believing the Best.

OUR HISTORY

This year we celebrate 40 years of care and support in our community. Te Omanga Hospice opened its doors to its first patient on 6th of September 1979. It was the first home-based hospice service in New Zealand to provide a programme of total care and to offer a comprehensive education programme. The service was the vision of Marion Cooper, supported by her husband Max, and Sir Roy McKenzie and Shirley, Lady McKenzie. Together they founded Te Omanga Hospice to provide care and support to people diagnosed with terminal cancer who wished to be cared for at home until they died. The vision has expanded to include all people living with a terminal illness, whether it be cancer or non-cancer.

OUR VISION

Everyone with palliative needs in our community receives responsive, proactive and equitable care.

OUR PURPOSE

- To provide expert and compassionate palliative support, information and advice to patients and whānau living in the Hutt Valley
- To work collaboratively with all health and social care providers to ensure as many people as possible benefit from our expertise through education
- To improve communities' understanding and acceptance of death and dying
- To improve and ensure equity and inclusion in our services
- To be true to our values as a good employer
- To be good stewards of resources

OUR PROGRAMME OF CARE

Te Omanga Hospice provides palliative care through an interdisciplinary team of specialist doctors, nurses, therapists and specially trained volunteers to those living with a terminal or life limiting illness in the Hutt Valley. We also support the delivery of palliative care in Residential Care Facilities, the Hutt Hospital and in conjunction with General Practitioners.



EVERY MOMENT MATTERS

**“He was the rock of our family. He absolutely didn’t want to leave us”
says Lynne about her childhood sweetheart and husband Rob Ewart.**

In 2007 Rob was diagnosed with prostate cancer. For seven years he responded well to chemotherapy and radiation treatment, but in 2016 he developed spinal cord compression. This caused him serious problems. Walking was difficult and he needed ongoing medication for the pain.

Lynne describes it as a scary time. “He’d get up in the middle of the night and I would jump up worried he would fall down in the bathroom, pinning me underneath him. He was 6 feet 2 inches tall and 100 kgs.”

Rob was cared for by Lynne, along with palliative care nurses and Te Omanga doctors, who visited their home in the Wairarapa. While Rob had stayed at Te Omanga on two occasions, it was after he fell on the concrete deck outside their home that Te Omanga’s care became essential. “I needed to be his wife” says Lynne. “Staying at the hospice gave me the opportunity to just love him. I could sit and be with him without having to worry about making his lunch or giving him medication every two hours.”

At the hospice, Lynne and her daughters met with Siew, a Te Omanga Doctor. She asked if they knew what was happening. “By then, I guess we all knew he was dying. Siew asked Rob the same question and he said he didn’t want to know. It was never because he was afraid of dying, it was because he didn’t want to leave us. We are a close family.”

Lynne talks about the magic moments in Rob’s final days. “I was sitting next to Rob’s bed and the nurse picked a beautiful old-fashioned rose from the garden and held it up to me “smell this” she said. Rob was quite groggy at the time but raised his head to smell the rose too, “beautiful” he said.”

“Another time a nurse gave us a small cloth to put next to our hearts – one for Rob and one for me. The cloth was scented with special oils. “This is to ease your heart Rob” said the nurse, “thank you” he replied.”

“Beautiful” and “thank you” would be the last words Rob would ever say.

Lynne recalls Rob’s final moment on 12 March 2017. “I noticed his breathing change and I told him to just relax, we will be fine.” Rob took his last breath with his daughters holding his hands and Lynne’s arms wrapped around his shoulders.

“Being my children’s first experience of death, I can say it was perfect. We were all there with him, the people he loved most in the world.”

After they lay next to Rob for the night, he was taken to the funeral home the next morning. Cathy, a Te Omanga Nurse, sang as the stretcher moved through the corridor. As we stepped outside, a single tui sang in the tree above. “We all stopped; it was just magic” says Lynne.

“The love and nurturing that comes out of this spiritual place is absolutely wonderful. We have such positive memories and we want everyone who comes through these doors to have the same experience that we did.”

“The care, the comfort, the compassion. There is a grace about Te Omanga....and I can feel it still, in this beautiful new building.”



Thank you to Lynne Ewart for sharing her experience.
Photos of Rob and Lynne are by Esther Bunning.

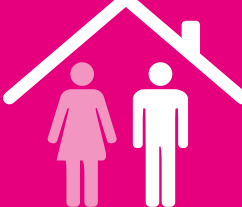
IN A YEAR...

1 IN 3 
PEOPLE
WHO DIED IN THE
HUTT VALLEY WERE
SUPPORTED BY
TE OMANGA HOSPICE



VISITS TO PATIENTS IN THEIR OWN HOME

1979
370
2019
8,409




OVER THE PAST 40 YEARS


SUPPORTED 
49% OF PATIENTS
SO THEY CAN DIE IN THEIR
OWN HOME





THERE WERE 
171 PATIENTS
ON OUR PROGRAMME
AT ANY ONE TIME 

PROVIDED CARE FOR AN
AVERAGE OF
141 DAYS  
PER PATIENT

30% 
OF PEOPLE
WE CARED FOR HAD A
NON-CANCER DIAGNOSIS

HOW OUR SERVICES HAVE GROWN

1979 PATIENTS
220    

2019 PATIENTS
598      

OVER THE PAST 40 YEARS

PROVIDED
CONSULTATION
& ADVICE FOR
     **355** PATIENTS
AT THE HUTT HOSPITAL

THERE WERE
 **201**
ADMISSIONS
TO OUR INPATIENT UNIT



EVOLVING MODEL OF CARE

Te Omanga has a history of adapting and evolving to meet the needs of our community. This year has been no different as we piloted, and are currently rolling out, a new nursing role to further enhance our integrated model of care across the Hutt Valley.

The model sees us continuing to move towards working in a more integrated way with GP's, removing some of the barriers they experience in caring for patients at the end of life. The model aligns Te Omanga closely with the 3 DHB strategy "Living Well, Dying Well: A Strategy for a Palliative Care Approach."

A new Palliative Care Facilitator (PCF) role has been established for three regional "neighbourhoods" to act as a specialist interface between services and strengthen shared care between Te Omanga and GPs. The PCF works closely with the primary practice team, GP's, Practice Nurses and Palliative Care Link Nurses, providing collaborative support and education. Te Omanga continues to provide specialist care and 24/7 support for patients when needed.

Our initial pilot began in Upper Hutt in April and the PCF role is now being introduced in the Central region in the Hutt. Shared knowledge and skills are some of the benefits of the model, including use of a universal palliative care tool and language to make it easier for patients and families to understand what is happening regardless of who they speak with.

With the aging population there is a growing number of people who need palliative care. Te Omanga cannot sustain care for everyone, neither can primary care, so the way forward is working together to ensure the ultimate goal; that everyone who needs palliative care, has access to it when they need it.



PROVIDED ADVICE AND SUPPORT TO
RESIDENTIAL CARE FACILITIES IN THE HUTT VALLEY

13

A PARTNERSHIP IN RESIDENTIAL AGED CARE

With the ageing population, more people are now being cared for at the end of their lives in Residential Care Facilities. At Te Omanga we have a dedicated Aged Care Team who work in partnership with Residential Care Facilities in the Hutt Valley. This way of working aims to encourage and equip aged care teams who provide daily care, so that older people have timely and equitable access to palliative care services. The model also supports services working together to promote “living well” for elderly people who have a life limiting illness.

We provide clinical support and ongoing education to care teams (medical, nursing and caregivers), in both formal and informal ways. We have Palliative Care Link Nurses in most facilities now, and this ongoing programme has strengthened the collaboration between our services. We invest time in mentoring and team building, as well as formal training for all staff.

Our ongoing strategy is to maintain the strong relationships we have built over the years with our care partners, and to continue to invest in this collaborative way of working, so that patients and families can be assured of quality palliative care wherever they are.

PARTNERSHIP

“Horoia tou whakaro i
roto i tou hinengaro kia
pai ai te haere o tou ra”

Bathe your thoughts in the depths of
knowledge, so that your day may go well

DELIVERED
EDUCATION WORKSHOPS
TO OVER
95
1,000
HEALTH PROFESSIONALS
AND STUDENTS

30
TRAINED PALLIATIVE CARE
LINK NURSES WORKING IN
THE HUTT VALLEY

KNOWLEDGE, LEARNING, SHARING AND SUPPORT

A year has passed and education at Te Omanga continues with much enthusiasm, implementing our programme of standard courses and new topics of interest in Palliative Care. Moving into our new building has given us a dedicated space for training again. We have had the pleasure of hosting up to 60 people seated in the McKenzie Centre at our hospice.

We continue to offer Palliative Care Link Nurse (PCLN) training to maximise quality palliative care in the Hutt Valley. Thirty people have now completed the PCLN course. This includes two staff from St Johns Ambulance, who talk about having to adapt their work to support those with palliative needs in our community. To support ongoing links and continued growth, we hold PCLN meetings over the year, offer other learning sessions, visit and support our PCLN's in residential and primary care, and have an annual study day to increase knowledge in palliative care.



Compassionate communities in palliative care continues to be a focus. We hosted a 'Dying to know day' event called 'Tea with Elisabeth' to raise death awareness and bring to life conversations and community action around death, dying and bereavement. We acknowledged one of the world-famous pioneers of the hospice movement Elisabeth Kübler-Ross (8 July 1926 - 24 August 2004).

There is a growing interest with health professionals wanting to extend their knowledge base and explore supportive therapies when caring for others. The Education Team held a study day on this topic to support the use of these therapies as part of our holistic care. We challenged ourselves to look at issues in palliative care that can be improved, such as the art of communicating with others.

Our family and patient courses continued throughout the year. These sessions aim to empower patients and their families with knowledge and resilience. The sessions help focus care on a palliative approach to support quality of life and when the time is near, provides meaning to dying. We also aim to support understanding of what is happening and encourage ways people can look after themselves in what is often a stressful time.

SUPPORTING WHĀNAU

Te Omanga's dedicated Family Support Team provides emotional, spiritual, cultural, social and psychological support to people with a terminal or life limiting illness, and their whānau. We do this through a diverse range of services including art, music, and occupational therapy, counselling, social work, spiritual care, whānau support, bereavement care and biographies.

Along with providing services to patients and families, this year our Family Support Team has provided cultural advice and support during the farewell to our temporary hospice in Petone and move back to the new hospice in Woburn Road. Blessings, karakia and waiata were a feature of these rituals.

Matariki was a special celebration as we gathered on the front lawn of the new hospice, weaving our way in and out of the candle koru. It provided a time for us to reflect, remember and celebrate.

With the move back to Woburn Road, therapy sessions are now being held in Cooper Cottage, which was relocated from one side of the property to the other. We have set up many other therapeutic spaces within the hospice, including Te Āio Sanctuary – a quiet spiritual space for people to relax and reflect.

After many years, our Remembrance Services are now being held back at Te Omanga. Thank you to St Marks United Church on Woburn Road for providing space for us to use while our hospice was deemed earthquake prone, and unable to cater for large groups of people. We have started a monthly Coffee & Chat Bereavement Group, which offers comfort and support to people after the death of a loved one.

COLLABORATION

IN A YEAR...

 **200**
PATIENTS
AND THEIR FAMILIES
RECEIVED ART
AND MUSIC THERAPY

 **71**
PATIENTS
RECEIVED SUPPORT
FROM OUR **SPIRITUAL**
CARE COORDINATOR

OUR SOCIAL WORKERS
SUPPORTED
 **260**
PATIENTS AND
THEIR FAMILIES

OUR FAMILY SUPPORT
TEAM MADE OVER
1,000 VISITS
TO PATIENTS IN
THEIR OWN HOME



Networking, educating and supporting others who work in palliative care is an important part of our role. This includes contributing to the national developments of psychosocial palliative care, along with holding psychosocial focused workshops with Primary Care Providers. We support Te Omanga's education programme, participate in community events, and are working closely with Mary Potter Hospice on a number of initiatives.

We continue to work hard on collaborating with other palliative care providers and community partners to ensure patients and families know the pathways to access psychosocial support, no matter who is providing their palliative medical care and wherever they are.



365 

PATIENTS RECEIVED
SUPPORT FROM OUR
OCCUPATIONAL
THERAPISTS

205 
PATIENTS
AND THEIR FAMILIES
RECEIVED COUNSELLING

 **65** **PATIENTS**
AND THEIR
FAMILIES RECEIVED
SUPPORT FROM OUR
MĀORI LIAISON

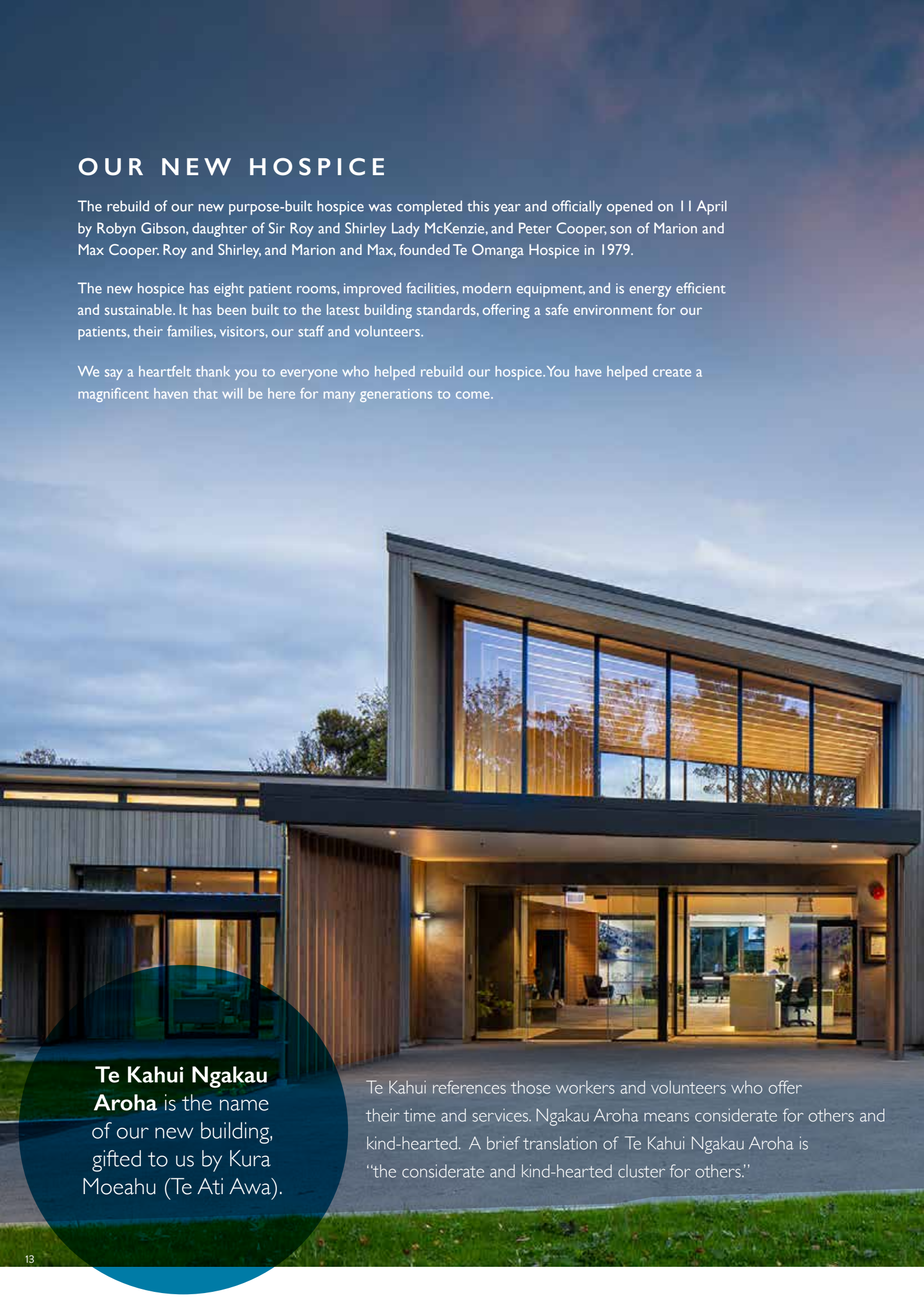
WE COMPLETED
33 **BIOGRAPHIES**
TAKING **791**
HOURS 

OUR NEW HOSPICE

The rebuild of our new purpose-built hospice was completed this year and officially opened on 11 April by Robyn Gibson, daughter of Sir Roy and Shirley Lady McKenzie, and Peter Cooper, son of Marion and Max Cooper. Roy and Shirley, and Marion and Max, founded Te Omanga Hospice in 1979.

The new hospice has eight patient rooms, improved facilities, modern equipment, and is energy efficient and sustainable. It has been built to the latest building standards, offering a safe environment for our patients, their families, visitors, our staff and volunteers.

We say a heartfelt thank you to everyone who helped rebuild our hospice. You have helped create a magnificent haven that will be here for many generations to come.



Te Kahui Ngakau Aroha is the name of our new building, gifted to us by Kura Moeahu (Te Ati Awa).

Te Kahui references those workers and volunteers who offer their time and services. Ngakau Aroha means considerate for others and kind-hearted. A brief translation of Te Kahui Ngakau Aroha is “the considerate and kind-hearted cluster for others.”

\$10 MILLION

2% EVENTS

8%
DONATIONS

10%
GRANTS

37%
MAJOR GIFTS

43%
BEQUESTS/
TE OMANGA
HOSPICE
FOUNDATION



TOGETHER, WE NAILED IT!

It was another major year of fundraising for Te Omanga. With the help of our wonderful community, we successfully raised the remaining funds required to rebuild our hospice.

We were overwhelmed and extremely thankful to everyone who responded to our call for help. Major donations, bequests, gifts in kind, significant grants, after-5 functions, the many fundraising events, school coin trails, support for the purchase of boxes of nails, planks of wood, furniture, and plants for our garden have all made a difference.

Fundraising initiatives and events such as our Annual Street Appeal, Farmers Trees of Remembrance, Ten Tables Christmas Tour, Vintners' Lunch and our inaugural Golf Tournament were well supported.

Our six-course degustation 'Vintners' Lunch' with matching fine wines continues to be a much-anticipated event on the fundraising calendar. This year's event at the Lower Hutt Event Centre was a celebration of psychedelic proportions. An incredible amount was raised for Te Omanga with an amazing show of support from guests, sponsors and local businesses.

We rely on the generosity of our community who provide over \$2 million every year to help fund our specialist service, ensuring hospice remains free to those who need it.

Thank you for your loyal and continued support of Te Omanga.

GENEROSITY



"The greatness of a community is most accurately measured by the compassionate actions of its members" - Coretta Scott King

\$47,067

WAS RAISED FROM
FARMERS TREES OF
REMEMBRANCE



\$45,900

WAS RAISED FROM
OUR INAUGURAL
CHARITY GOLF
TOURNAMENT



317 PEOPLE



ATTENDED OUR
PSYCHEDELIC
VINTNERS' LUNCH
EVENT WHICH RAISED

\$169,422



RECORD RESULT FOR RETAIL

Our Hospice Shops in Petone, Lower Hutt and Upper Hutt continue to be an important source of funding for Te Omanga. As the level of awareness and concern for our environmental impact grows, so does the number of people recycling and repurposing goods by donating to and buying from our Hospice Shops.

This year we relocated our Lower Hutt Hospice Shop to bigger premises at 217 High Street. The highly visible shop with a clean and modern layout is in a great location, making it easier to donate your pre-loved items and view the many treasures we receive. Our Upper Hutt and Petone Shops continue to go from strength to strength, and with the opening of our new Lower Hutt Shop, delivered a record result for Te Omanga.

We have new shop managers at Lower Hutt and Upper Hutt who bring with them innovative ideas, lifting the bar in the charity shop sector. Selected staff can now complete NZQA courses in Retail to ensure we are delivering a quality service to our community. We are thankful for the continued support of our volunteers, along with a record number of Duke of Edinburgh Award students volunteering at our shops.

One of our challenges this year has been keeping up with the demand for furniture items. We find quality furniture is not on the shop floor for long! Our truck and van drivers are happy to pick up larger items or estate lots – just call **0800 83 66 26**.

We are always grateful for your donations and genuinely thank you for helping us turn treasure into quality care for the hospice.



VOLUNTEERS – OUR GOLDEN THREAD

Te Omanga Hospice is immensely grateful to the many volunteers who kindly donate their time, effort and skills to help us provide a quality service to patients, and their families, in our community. This year we have appreciated the patience and adaptability of all our volunteers as we worked from our temporary hospice in Petone. In April we moved back to our new hospice, which required a huge effort from so many. We literally had an army of volunteers helping, including the very capable New Zealand Army!



“Kindness is the golden thread that holds society together”

- Johann Wolfgang von Goethe

The building work was not kind to our gardens, and they needed immediate attention on moving back to Woburn Road. It has been a major project to restructure and replant the gardens and our greatest thanks goes to those who have helped recreate a beautiful sanctuary for our patients and families. The dedication and hard work of our gardening volunteers has not gone unnoticed.

To all our volunteers, thank you for your enthusiasm and willingness to adapt as we settle into our wonderful new hospice. Thank you for your kindness and generosity of spirit – you are the golden thread woven through the heart of our hospice.



HOW OUR SERVICES
HAVE GROWN...

1979 VOLUNTEERS
37 🖐️🖐️🖐️🖐️

2019 VOLUNTEERS
500 🖐️🖐️🖐️🖐️🖐️🖐️
AT TE OMANGA HOSPICE

WITH OUR GREATEST THANKS

To everyone who generously supported us in the 2018 - 2019 Financial year

A B Matthews & J F A Te Huia
Action Tyres
Adele Yee
Advance Electrical Wholesalers (Lower Hutt)
Advance Gaming (NZ) Ltd
Alana Estate Vineyard
Alfred Memelink
Ally Bull
AMC Electrical Services
Andy Burt
Anthony Hughes
APEX Print & Design
Arbortech Services Ltd
Armstrong Downes Commercial Ltd
Arun Stephens
Ashish Dhar
Barbara J Hill
Barbara Millensted
Barbara Winchester
Bayleys Capital Commercial Ltd
Bert & May Wilson Charitable Trust
Beryl McCallum
Biddy & Richard Harford
BNI Hutt City
Bob & Elaine Moffat
Brady Dyer Photography
Brendan Foot Supersite
Brian Cooper
Bruce Hamilton
Bryan & Mari Atkins
Cambridge Asset Management
CCNZ Wellington/Wairarapa Branch
Centurions Rugby Club
Chalet Caterers
Charleston Trust
Chris & Gwen Bossley
Chris & Kathryn MacKay
Christine & Malcolm Small
Clare Stanley
Clegg Family Charitable Trust
CoCo at the Roxy
Commercial Signals
Community Organisation Grants Scheme
Concept Sign & Display
Craigs Investment Partners Wellington
D & A Curnow
Daniel Vincent
Darin Campbell
David & Christine Comerford
David Daily Charitable Trust
David Gillmore
David Miekjohn
Dean Jackson
Deidre & Darren Hampton-Eales
Dion Kirkwood & Michelle Hansen
Dixon & Dunlop
Dominator Garage Doors
Donna Wieben
Door City Wellington Limited
Doreen Shields

Dorothy L Newman Charitable Trust
Doug & Gwyn Rogers
Down to Earth Planning Limited
Dr Michael & Mrs Mary Taylor
Duncan McGregor Ltd
E J & M C O'Brien Trust
E M Pharazyn Trust
EECA
Eftpos & Retail Solutions
Elizabeth Stevens
Estate of Bruce Fraser
Estate of Catherine Cushla Bamford
Estate of Dawn Steele
Estate of Ellen Ngaire Cooper
Estate of James William Mouat
Estate of Joy Sylvia Sims
Estate of Lalla Myra Parsons
Estate of Lucy Maureen Jones
Estate of Margaret O'Sullivan
Estate of Pauline Margaret Weiss
Estate of Raymond Alan Collins
Estate of Richard Arthur Large Snr
Estate of Sonia Mary Cameron
Estate of Winifred Mary Gilbert
Esther Sweet
Executive Laundry
Farmers Trading Company Upper Hutt
& Lower Hutt
Felicity Wilson
Field & Green
Four Winds Foundation
Frances Henrietta Muter Charitable Trust
Fulton Hogan Ltd
G R Dobbs Charitable Trust
Gambitsis Crombie Limited
Gavin Service
Gaynor Charitable Nominees Ltd
Gee & Hickton Funeral Directors
George & Anne Scott
Geraldine Sims
Gerard Dewar
Gerard Letts
Gilmour Consulting Ltd
Gladys Derham
Graeme Mitchell
Graham & Jennifer Wigley
H S Cooke Family Trust
Hammond Transport
Harbour City Funeral Home
Harcourts Foundation
Hardieboys Beverages
Helen Miller & Family
Helen Regan
Helen Rushton
Hiremaster
Horokiwi Quarries Ltd
Hutt City Dental
Hutt Mana Charitable Trust
Hutt News & Upper Hutt Leader
Hutt Valley High School

Ideal Pens
Inferno Fires
Infinity Foundation
INphotography
Irene Baker Foy Trust
Isaacs Financial Planning
Ivan & Nancye Davis Charitable Trust
Ivan Fay
J A Russell Ltd
J D Dillon Contracting Ltd
Jack Naik
Jan Ashworth
Janine Wojcik
Jean & Lew Sutherland
Jegual Investments Ltd
Jim & Joan Malcolm
Jim Mouat
John Freeman
John & Jenni Ross
John & Lynne Cole
John & Wendy Noble
John Flux
Joy Baird
Jude Tungatt
Judith Devereux
Judy Bain
Julia Reeves
Keesing McLeod
Keith & Anne Quinn
Keith & Robyn Gibson
Kelleher Charitable Trust
Kensway Property Consultants
Kerryn Reedy
Kevin & Robyn Melville
Kevin Paterson
King Toyota
L&M Builders
Laser Electrical
Laurent Loudeac
Leonard Monk Charitable Trust
Les Mills Hutt City
Lil & Mal Opie
Lion Foundation
Lions Club of Eastbourne
Lions Club of Lower Hutt
Lions Club of Rimutaka
Lions Club of Silverstream
Liz Friend
Lorraine Girvan
Lottery Grants Board
Louise Sziranyi
Lyna Samosir
Macaulay Metals Ltd
Malcolm MacIntyre
Manish & Sonal Patel
Mario & Michelle Volk
Marion Callus
Margaret Williams
Mark & Leanne Hourigan
Mark Redman & Judith Livingstone

Mary Margaret Schuck
 Mary Rundle
 Mary Wilson
 Maryann Michael
 Matt Freeman
 Maudslay Trust
 Maurice Stephens
 Max & Dianne Quin
 McDonald's Hutt Valley - Chris & Liz Boon
 Merran Bakker
 Michael Green Memorial Fund
 Michael Williams Family Trust
 Mike Fitzgerald
 Mike Pope
 Mitre 10 MEGA Petone
 Mitre 10 MEGA Upper Hutt
 Mokoia Masonic Perpetual Trust
 Moonshine Rod & Custom Club
 Moores Valley Nursery
 New World Hutt City
 New World Metro Willis
 New World Stokes Valley
 New Zealand Community Trust
 Nick & Elaine Wallace
 NZ Vehicle Distribution
 OLI & MI Kitchen
 Ontrays Food Emporium
 O'Reilly's Garage
 O'Sullivan Family & Staff of Pak'nSave's
 Petone & Lower Hutt
 Owen Davie
 Pak'nSave Upper Hutt
 Pamela Gill
 Partridge Jewellers
 Patricia O'Brien Charitable Trust
 Peak Electrical
 Peg Sargent
 Pelorus Trust
 Peryer Construction
 Peter & Judy Anderson
 Peter & Lynette Smith
 Peter & Nicola Yarrall
 Peter & Sue Barlow
 Peter Carter & Family
 Peter Hin
 Peter Leslie
 Peter Rowney
 Petone Central Bowling Club
 PRE Trust
 Prime Property Group
 Pub Charity
 Railway Metro New World
 Rangatira Investments
 Ray White Kemeys Brothers
 Real Steel Ltd
 Red Pebble Event Design
 Reklaw Upholsterers
 Richard Hardie
 Richard Martin
 Rider Levett Bucknall

Robert Jones
 Robert McCabe
 Robin & Jo Heron
 Robt. Jones Holdings Ltd
 Rod & Liz Gillespie
 Roger Whitmarsh
 Ron & Fran Dixon
 Rosemarie Blair
 Rotary Club of Eastern Hutt
 Rotary Club of Heretaunga
 Rotary Club of Hutt City
 Rotary Club of Hutt River Valley
 Rotary Club of Petone
 Rotary Club of Upper Hutt
 Roy & Jan Mace Charitable Trust
 Royal Blue Jazz Band
 Russell Dean
 Russell & Betty Watt
 Ruth Mansell
 Rutherford & Bond Toyota
 Sacred Heart College
 Sarah Searancke Catering
 Saron Financial Services Limited
 Shaping Spaces
 Sharyn Codyre
 Sherrington Jewellers
 Shine Cafe
 Shirley & Norman Williams
 Shirley Jones
 Shona McFarlane Retirement Village
 Sid & Joan Pennell
 Silbery Roofing Ltd
 Society of Mary Trust Board
 Soprano's Petone
 Spencer Holmes
 Spencer Logan Valuations Ltd
 St Orans College
 Stan & Kath George
 Stephen Lucy
 Steve Galyer
 Steve Logan
 Stevens Motors
 Summerset
 Summerset at the Course -
 Residents Association
 Sybil Lane Charitable Trust
 Tania & Maraama Davis
 Te Rā o te Raukura
 The Christie Family
 The Fernleaf Club
 The Immigrants Son
 The Jack Jeffs Charitable Trust
 The Palm Grove Sports & Social Club
 The Petone Club
 The Silver Beatlez
 The Surveying Company
 Thelma Brabyn & Family
 Thomas George Macarthy Trust
 Thorner Financial Services Ltd

Tim & Lynne O'Connor
 Timberlab Solutions Limited
 Tommy's Hutt Valley
 Trish McCormack & Grant Burney
 Upper Hutt Club Inc.
 Upper Hutt Cosmopolitan Club
 Upper Hutt Yellow Bellies Rugby Team
 Valley Three Putt Club
 Vicki Park
 Viluz Gray
 Vodafone
 Wainuiomata Pharmacy & Lotto
 Warwick Angus
 Wayne & Annette Broughton
 Wellington Entertainment Group
 Wellington Hospitality Group
 Wellington Print Finishers
 Wendy Daysh
 Whiting Financial Services
 William Noel Pharazyn Charitable Trust
 Z Energy
 Zip Hutt Valley

We are very thankful to
 each and every person
 who has supported
 Te Omanga Hospice.

While we are unable to list
 everybody here, please know
 we really appreciate your
 support and generosity.

“It has been quite a journey
and one I am privileged to
have been part of.”



CHAIRMAN'S REPORT – TE OMANGA HOSPICE TRUST AND TE OMANGA HOSPICE FOUNDATION

The first modern day hospice was established in London in 1967. Its philosophy and techniques for the treatment of the terminally ill arose from the aim that people should have the right to die with dignity and without pain. The Hutt Valley community wholeheartedly supported that aim – achieving it was more than just a challenge.

Te Omanga Hospice's journey is well documented, but we need to be constantly reminded that it was through the vision and foresight of Marion and Max Cooper and Sir Roy and Shirley, Lady McKenzie that Te Omanga came into existence. On 6 September 1979 Te Omanga Hospice's seven bed inpatient facility was officially opened at 1 Bloomfield Terrace, Lower Hutt. For 40 years palliative care has been provided to the Hutt Valley community and further afield by and through Te Omanga Hospice.

The shift from Bloomfield Terrace to Woburn Road occurred in the early 90s. An Inpatient Unit was added to the existing buildings on site with the cost being met by donations and borrowings. The borrowings were repaid in the mid-90s following yet another successful fundraising campaign. The Hutt Valley community once again endorsed the outstanding work of the hospice and gave generously.

The Te Omanga Hospice Foundation was set up in 2005. A capital fund was established to support the provision of palliative care. The humbling generosity of the seed funders subsequently added to by widespread donations from many sources and judicious investment has seen the fund grow. Te Omanga Hospice can be confident that the resources it requires for the ongoing provision of palliative care is secure.

As we all know, the Canterbury earthquakes led to a review of the earthquake codes throughout the country. A report was commissioned for the buildings at 136 Woburn Road and parts of the facility were found to be well under what is acceptable. The Trustees immediately removed several identified hazards, including the old garages which were used as the art therapy centre. What is known now as Cooper Cottage was constructed to replace them.

The Trustees, after consultation with all interested parties and taking advice from many professional experts, determined that the buildings were no longer secure for the purposes for which they are required. A decision was made to demolish and rebuild. The Foundation purchased the Britannia Street property to enable palliative care services to continue largely uninterrupted during the rebuild. It was with great pride and satisfaction that the new purpose-built facility was opened in April 2019.

JOURNEY

The sum of \$10 million has been raised from the community in under two years to fund the rebuild. What an achievement! The Hutt Valley community can pat itself on the back for this. It doesn't just happen. The community must support the aims and that they have done.

But "A hospice is not just a building; it is a philosophy of care."

Te Omanga Hospice sits at the heart of the Hutt Valley community. The community continues to give its support through the volunteers, be they in the Hospice Shops, caring for the hospice grounds or financial support for the ongoing running costs. A new Hospice Shop in High Street, Lower Hutt was opened earlier this year. The shops in Upper Hutt and Petone continue to produce remarkable results. They face stiff competition from many similar outlets supporting equally worthy causes. The number of organisations which run events nominating Te Omanga as the beneficiary are extraordinary.

What remains so encouraging is that every time the community is asked for support, it is given.

The delight of the dedicated staff in the new Woburn Road facility is a joy to behold. It's a fabulous work environment.

The Boards of the two Trusts record their congratulations to Biddy Harford first for her achievement of 30 years of service to Te Omanga (that's 3/4 of the time of its existence!) and second for her award of Member of the New Zealand Order of Merit (MNZM) – so richly deserved.

As I step down from my role as Chair, I thank my fellow Trustees for their support and patience. It has been quite a journey and one I am privileged to have been part of.

Rod Gillespie
Chairman



Marion Cooper, Patron,
Te Omanga Hospice Trust



Keith Quinn, Patron,
Te Omanga Hospice Foundation

TE OMANGA HOSPICE TRUSTEES AND TE OMANGA HOSPICE FOUNDATION TRUSTEES



Rod Gillespie (Chairman), Michele McCreddie, Gerard Dewar, Paul Mettam, Richard Taggart, Brian Walshe, David Young, Gavin Murphy, Brendon Baker.

Absent: Marion Cooper (Patron), Keith Quinn (Patron), Sam Knowles, Judy Bain, Catherine Taylor.



“I am truly
humbled by your
response to our
call for help.”

CHIEF EXECUTIVE'S REPORT

It's been a historical year for Te Omanga Hospice. In April, we officially opened and moved into our beautiful, new, purpose-built home thanks to the incredible generosity of our community. What a journey we've been on to get here.

We have been living and breathing the rebuild project since the Christchurch earthquakes in 2012, when we found out our building was less than 13% of the new building standard. So many people have contributed to our project since then and I sincerely thank those who partnered with us to build a legacy for the people of the Hutt Valley.

It has been incredibly heart-warming to see the new hospice being used for the care and support of people, and their families, living with terminal or life limiting illnesses. Our 8-bed Inpatient Unit has been near full capacity since moving in. The bariatric rooms and family lounges have been well utilised, which confirms we got the design right way back at the planning stage.

The move to Britannia House while our building was being rebuilt ensured continuity of care for our community. We are very grateful to have had this facility and for the subsequent sale, which helped our fundraising efforts.

I am pleased to report we have finally raised the \$10 million required to fund our new building. What an incredible effort by so many people in our community. I am truly humbled by your response to our call for help.

While it's fabulous to have our new building, we still need to ensure our free service to the community continues – 24/7, 365 days of the year. We rely on the generosity of our community who provide over \$2 million every year to help fund our specialist service.

This year we celebrate our 40th anniversary. Since we opened our doors in 1979, the need for our service has grown. Today we support 598 patients a year compared with 220 patients back then. Our nurses make over 8,400 visits to patients in their own homes each year compared with 370 visits in 1979.

In response to the growing need for palliative care, a big part of our service is supporting GPs, the staff in Residential Care Facilities and in Hutt Hospital to care for their patients with palliative needs. It means we may not always be visible, because we're in the background, but we're using our knowledge and expertise to influence the care people receive in our community.

Our evolving model of care and newly formed Palliative Care Facilitator roles will help us deliver an integrated service with GPs. This will result in greater access to palliative care for everyone.

GRATEFUL

In November, we were thrilled to win two awards at the Wellington Region Business Excellence Awards in the 'Not for Profit' and 'Mayoral Award' categories. What great recognition of everyone who contributes to Te Omanga Hospice in many ways – we couldn't do it without you.

I was humbled and honoured to be made a Member of the New Zealand Order of Merit for services to Palliative Care in the New Year's Royal Honours.

Thank you for your support of Te Omanga Hospice this year. I am extremely grateful to be part of such a compassionate community that values and believes in what we do.



Biddy Harford MNZM
Chief Executive



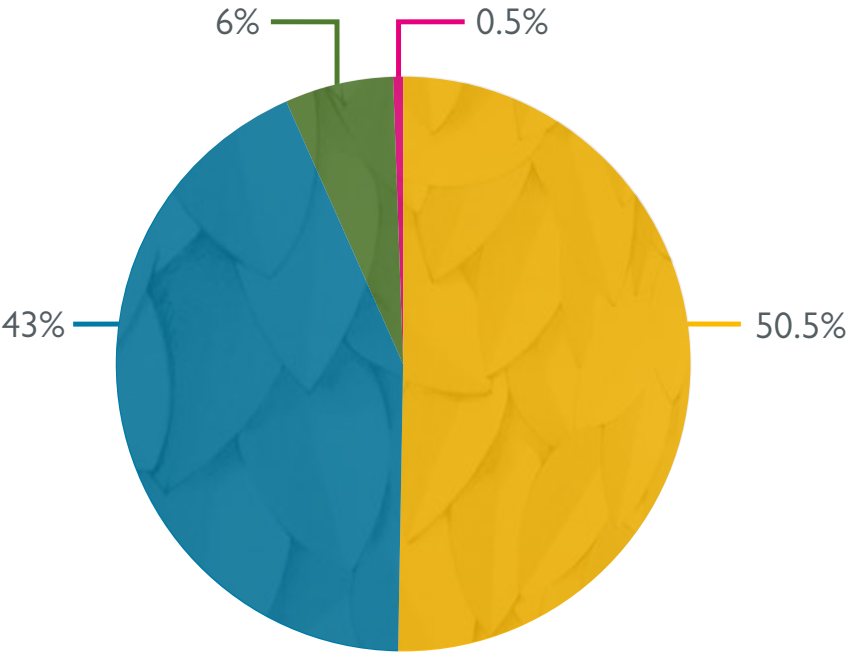
EXECUTIVE LEADERSHIP TEAM



Peter Godden-Steele - Nursing & Clinical Support Director, Bidy Harford - Chief Executive, Denise Kramer - Support Services Director, Dr Ian Gwynne-Robson - Medical Director.

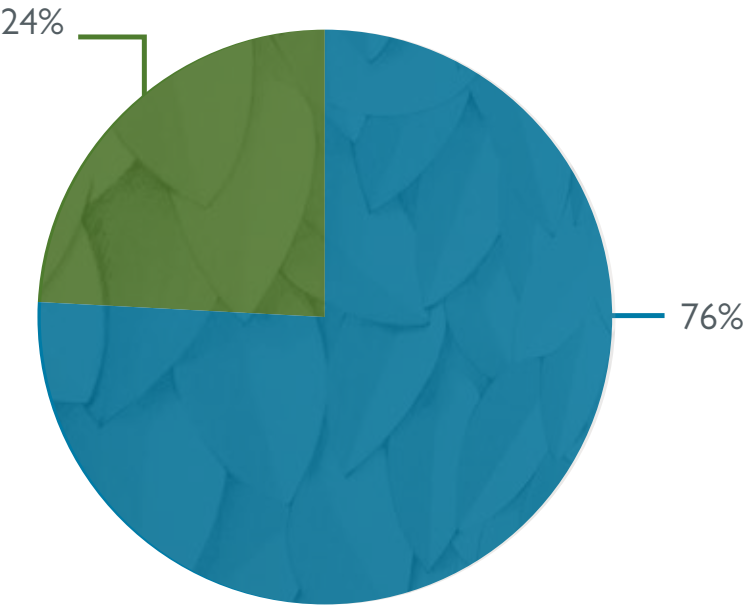
FUNDS RECEIVED FROM

- Fundraising – gross
- District Health Boards
- Investment Income
- Other



FUNDS SPENT ON

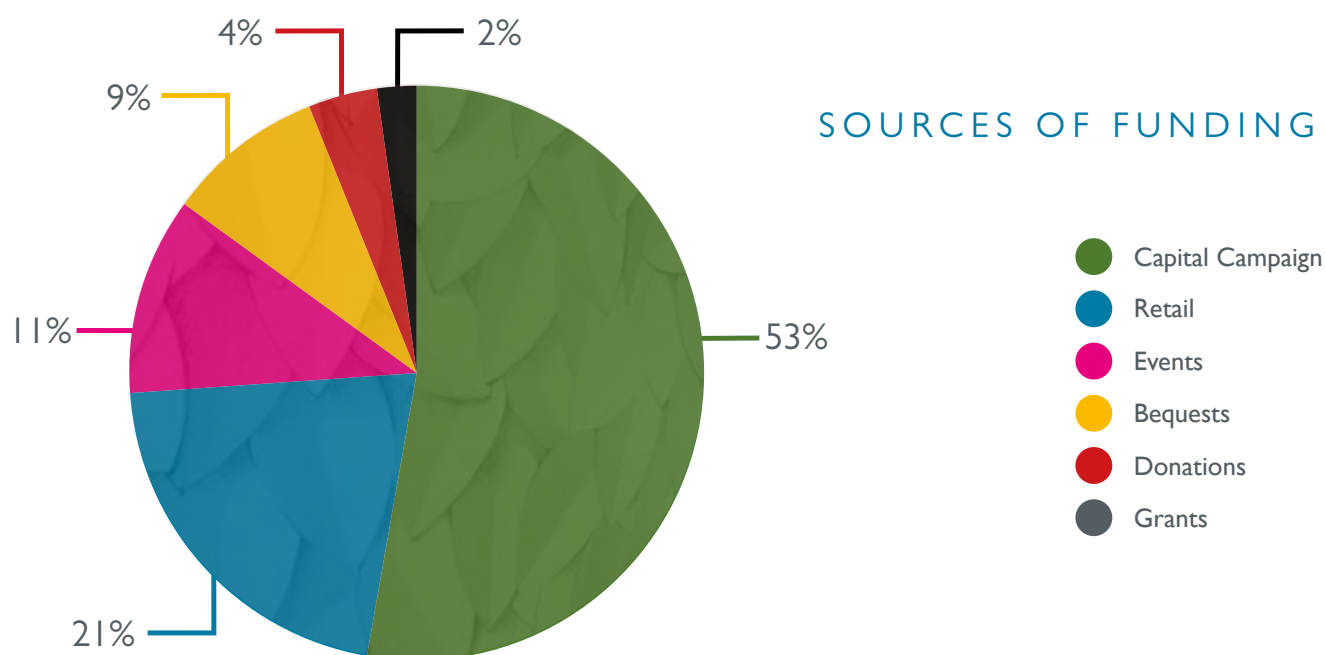
- Salaries & Wages
- Operating Expenses



1979 TOTAL OPERATING COST
\$117,000



2019 TOTAL OPERATING COST
\$7,411,485



FINANCIAL SUMMARY

FOR YEAR ENDED 30 JUNE 2019

All services provided to patients and families by the Hospice are free of charge but it costs \$7.4 million to provide our services.

TE OMANGA HOSPICE TRUST

Operating Income

Contract Income	\$4,660,000
Course Fees	\$11,150
Other Income	\$41,287
	<u>\$4,712,437</u>

Less Operating Expenses

Operating Deficit	<u>(\$2,699,048)</u>
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Net Fundraising Income

Operating Deficit	<u>(\$1,063,210)</u>
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Financial Income

Operating Grant	<u>\$1,000,000</u>
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Net Operating Surplus

	<u>\$46,068</u>
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TE OMANGA HOSPICE FOUNDATION

Investing Income

Bequests	\$479,058
Donations	\$2,898,434
Financial Income	<u>\$525,988</u>
	<u>\$3,903,480</u>

Less Expenses

Less Operating Grant	<u>\$1,000,000</u>
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Net Investment Surplus

	<u>\$2,594,043</u>
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A full set of financial statements is available on request.

OUR TEAM

Chief Executive

Biddy Harford

Chief Executive

Executive Leadership Team

Biddy Harford

Chief Executive

Peter Godden-Steele

Nursing & Clinical Support Director

Mary Death

Nursing & Clinical Support Director (part of the year)

Dr Ian Gwynne-Robson

Medical Director

Denise Kramer

Support Services Director

Graeme Sinclair

Support Services Director (part of the year)

Quality & Risk

Marie Jupp

Quality & Risk Manager



Nursing Team: Community

Denise Walsh

Community Palliative Care Manager

Shelley Bignell

Sue Campbell

Chris Cavanagh

Lidia Czudaj

Cathy Davel

Michelle Gibbs

Kathy Gill

Sandie Kedzlie-Wilson

Heather Lust

Erin Pomana

Winnie Graeme-Smith

Chris Solly

Raylene van Horik

Nursing Team: Inpatient Unit

Lenore Cunningham

Inpatient Unit Coordinator

Jossie Crous

Caroline Komene

Gemma Manning

Gabrielle Mercer

Sanae Masujima

Helen Murdie

Laura Page

Sherrilyn Rodgers

Debbie Salter

Rosemary Silby

Natalie Wilson

Lynda Wrightson



Aged Residential Care

Ros McIntosh	Clinical Nurse Specialist (Team Leader)
Kate Gellatly	Clinical Nurse Educator
Melanie Humphries-Connolly	Palliative Care Nurse

Primary Care

Heather Spence	Nurse Practitioner
Ida Yassein	Registered Nurse

Casual Nursing Team

Alison Anderson
Nicola Beazley-Smith
Pam Beirne
Louise Ferrari
David Gillmore
Maureen Ginnane-Dew
Alannah Hill
Marian Jongepier
Olivia Marchant
Damaris Thirkell
Janice Wilson

Palliative Care Assistants

Lana Charlesworth
Jill Gibson
Annie MacDougall
Beth Paddock
Sandhya Shankar
Caroline Yates

Medical Team

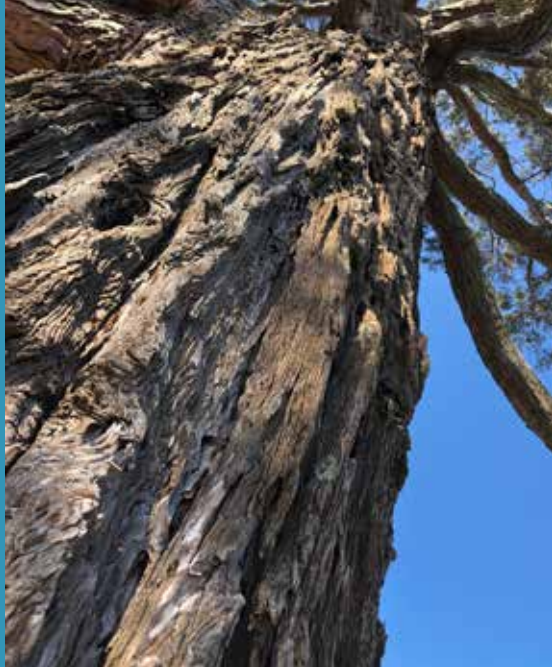
Dr Salina Iupati
Dr Kaye Basire
Dr Tom Middlemiss
Dr Siew Tan
Dr Barry Taylor (part of the year)
Dr Chi Rouse-Amadi (Registrar)

Hospital Palliative Care Team

Dr Tom Middlemiss	Palliative Medicine Consultant
Jude Pickthorne	Clinical Nurse Specialist, Nurse Leader
Sarah Shellard	Clinical Nurse Specialist

Pharmacist

Richard Bridge



Family Support Team

Diane Greenwood-Havea
Ellyn Rose Smith-Whatley
Serena Stace
Keryn Squires
Jeanette McLaughlin
Lynda Marino
Linda Olsen
Pip Nicholls

Family Support Manager & Counsellor
Art Therapist (part of the year)
Counsellor & Art Therapist
Music Therapist
Social Worker
Social Worker
Maori Liaison
Spiritual Care Coordinator

Occupational Therapy

Eleanor Barrett
Penny Broad
Mark Rybinski

Team Leader
Occupational Therapist
Equipment/Fleet Assistant

Education

Raelee Jensen
Clinical Nurse Educator and Education Coordinator

Clinical Administrators

Margret Gloag
Sally McGavin

Support Services

Mark Chan	Finance Manager
Wendy Smith	Finance & Payroll Administrator
Jodie Hague	Facilities Manager/Finance Support
Dianne Raynes	Support Services Manager/Executive Assistant
Lyndy Roberts	Support Service Coordinator
Sabrina Meo	Support Service Coordinator
Annie Bright	Medical Secretary
Rosa Mishkin	Kitchen Supervisor
Betty Watkins	Kitchen Supervisor
Helen Hill	Housekeeping Supervisor
Kaye Plunkett	Housekeeping Supervisor
Dorothy Wilson	Housekeeper
Margaret Lissette	Kitchen Assistant
Kirsty Rattray	Kitchen Assistant

Volunteer Services

Janice Henson	Manager of Volunteer Services
Rachel Brandt	Volunteer Service Support

Fundraising, Marketing & Communications

Leanna Bruce	Communications & Marketing Manager
Kirsty Stratford	Fundraising Relationship Manager
Penelope Esplin	Regular Giving Programme Manager
Debbie Ferrel	Fundraising & Database Coordinator
Sarah Hayward	Fundraising Coordinator (part of the year)
Lin Willis	Donations Administrator (part of the year)
Mary Death	Bequest Liaison



Retail Team

Alister Wood	Retail Development Manager
Kody Loretz	Retail Manager – Lower Hutt Hospice Shop
Hannah Rumens	Assistant Manager – Lower Hutt Hospice Shop
Ashley Chapman	Retail Assistant - Lower Hutt Hospice Shop
Eldora Matautia	Retail Assistant - Lower Hutt Hospice Shop
Antony Hughes	Retail Manager – Upper Hutt Hospice Shop
Pam Wrigley	Retail Manager (part of the year) – Upper Hutt Hospice Shop
Carmen Haskell	Assistant Manager – Upper Hutt Hospice Shop
Alexandra Bruintjese	Retail Assistant – Upper Hutt Hospice Shop
Margaret Williams	Retail Support Manager & Fundraising Ambassador – Petone Hospice Shop
Denise Bailey	Shop Duty Manager
Christine Dickens	Shop Duty Manager
Judy Gilmour	Shop Duty Manager
Catherine Congreve	Shop Duty Manager
Christine Grindrod	Shop Duty Manager
Kaye Jackson	Shop Duty Manager
Carol Joy	Shop Duty Manager
Annette Morton	Shop Duty Manager
Beverley Mansfield	Shop Duty Manager
Rhonda Rudman	Shop Duty Manager
Andrew Fisher	Shop Duty Manager
Penny Muir	Shop Duty Manager
Ann Topp	Shop Duty Manager
Deborah Tse	Shop Duty Manager
Vicki Williams	Shop Duty Manager
Diane Shuker	Shop Duty Manager
Christine Taylor	Shop Duty Manager
Rob Glen	Retail Driver
John Muir	Retail Driver
Michele Hughes	Retail Driver
Michael Bolton	Retail Driver



Board of Trustees Te Omanga Hospice Foundation

Keith Quinn MNZM (Patron)
Gavin Murphy (Chairman)
Judy Bain
Gerard Dewar
Sam Knowles

Bankers

Bank of New Zealand

Solicitors

Richard Martin Gault Mitchell Lawyers Ltd

Auditor

Kendons Chartered Accountants

Board of Trustees Te Omanga Hospice Trust

Marion Cooper MNZM QSM (Patron)
Rod Gillespie (Chairman)
Brendon Baker
Gerard Dewar
Michele McCreadie
Paul Mettam
Gavin Murphy
Richard Taggart
Catherine Taylor
David Young
Brian Walshe



Te Omanga Hospice
Te Whare Manaaki Tangata

ANNUAL REVIEW 2018 - 2019

www.teomanga.org.nz

Phone: 04 566 4535

PO Box 30 814, Lower Hutt 5040

Te Omanga Hospice Trust Charities Commission Number 22248

Te Omanga Hospice Foundation Charities Commission Number 22165