



HOSPICE SOUTHLAND

Annual Report

2025

 hospice southland
living every moment

Thanks to our Major Donors

Hospice Southland warmly thanks the following list of major supporters who have given \$1,000 or more in bequests, donations, grants and sponsorships during the financial year 1 July 2024 to 30 June 2025:

Estate B M Henderson	\$18,607	Southerly46 Trust	\$5,000
Estate Elizabeth McCann	\$33,795	Southland Hospital Volunteers	\$2,700
Estate M West	\$5,000	Steven Bevins	\$1,000
Suggate Family Trust	\$189,415	Sylvia Stronach	\$1,000
Estate Lindsay	\$390,429	Terry Boyle Memorial Trust	\$5,000
Estate Hector McDonald Gilmour	\$25,000	Wendy Knowler	\$1,000
Estate P R McCauley	\$29,481	Yvonne Phiskie	\$2,000
Estate J Crooks	\$50,000	Toi Tois Tokanui Lions Club	\$2,000
Estate W B Doherty	\$2,960	Lions Club of Tūātapere & Districts	\$10,000
Estate B Bullock	\$10,000	Meals on Wheels Association Invercargill Inc	\$1,000
Estate John Stewart	\$17,356	Rural Women NZ - Southland Interprovincial	\$1,000
Harcourts Foundation	\$3,000	Trout Fishing Competition Te Anau	\$3,370
ILT Foundation	\$35,000	Lions Club of Wyndham	\$3,000
Invercargill Licensing Trust	\$30,000	Cruise 4 Care	\$40,000
The Trusts Community Foundation	\$10,000	Southern Indoor Charity Dog Trial	\$30,000
Southland Medical Foundation	\$2,500	The Hugh Anderson Charitable Trust	\$4,000
Baillie and Lewis Pharmacy	\$2,000	First Presbyterian Church	\$2,500
BNI Queenstown	\$1,000	Waihopai City Lions Club - SIT Childcare	\$1,979
C S Roofing Ltd	\$12,300	NZ Dominican Sisters Trust Board	\$1,000
Farmers Support Centre	\$17,538	Lions Club of Riversdale	\$1,000
H W Richardson Group Limited	\$1,501	Wyndham Pioneer Lions Club	\$1,000
Lawston Farms Limited	\$2,172	Rural Women NZ - Southland Interprovincial	\$2,000
Millbrook Resort & Country Club	\$10,461	Southland Stationary Engine Club	\$4,483
Placemakers Foundation	\$95,000	Marijke Schofield	\$1,500
Sims Pacific Metals Ltd	\$2,989	Mercury NZ Ltd	\$1,000
Singleton Signs	\$1,500	Meister Engineering Ltd	\$1,000
Tokanui Tavern - Speed Shear	\$7,000	Southland Foundation	\$1,000
Tūātapere Golf Club	\$19,850	Airwallex Pty Ltd	\$1,400
A M Forde	\$1,000	Blue Dinah Trust	\$5,000
Alexandra Morrison-Bailey	\$3,000	Tania Thomson	\$1,050
Andrew Ure	\$1,000	Leah McDonald	\$3,750
Colin Johnson	\$5,000	Jay & John Benton	\$1,000
GJ & JM Boyle Family Trust	\$2,500	I R Booth	\$1,000
Anonymous	\$30,000	Margaret Hopkins	\$1,000
Graham & Margaret Jones	\$1,000	Ron Bakker	\$2,000
Ian and Jenny Willans	\$5,000	Phillippa Tait	\$1,000
Ian Hamilton	\$2,000	BW Rodgers	\$5,000
Invercargill Workingmen's Club Inc	\$4,000	Maree Gentle	\$1,500
Jeremy Tait	\$1,000	Florence Clutha	\$5,000
Joan Wilson	\$2,000	Louise Dalzell	\$1,000
John King	\$2,000	Ken Riley	\$1,000
Joy Nicol	\$5,000	Hayley Kersten	\$1,000
Karen Green	\$1,000	Anonymous	\$1,000
L G Tee	\$1,500	Merv Davis	\$2,500
Lions Club of Riverton	\$1,000	RA McConnell	\$1,000
Neville Stronach	\$12,000	Church@	\$19,010
Norma Wilkey	\$1,000	Street Machines Southland Inc	\$1,000
Pat Larmer	\$1,000	Southland Bird Club	\$3,022
Queens Park Association Football Club	\$2,010	Te Anau Tennis	\$1,000
Rodney Botting	\$1,000	Enwood Football Club	\$2,297
Shona Tippett	\$2,230	Kaan's Catering Supplies Ltd	\$20,904
Somerville Family	\$1,000	E-Type Engineering	\$1,200



Jack Faul, Hospice Southland Patron

Congratulations to our Patron Jack Faul, who celebrates his 100th birthday this year.

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From top: Board members Tony Irvine, Board Secretary, Peter Heenan, Board Treasurer, Dr Sally Dobbs, Dr Pat Hastilow, Dr Simon Davies (Queenstown), and Graham Lewis.

CEO and Board Chair Report

Thanks to the generosity of our wonderful supporters, we have been able to continue serving our communities with specialist palliative care – both in our Inpatient Unit and out in the community – at no cost to patients, their families and whānau.

Hospice Southland has one of the largest regions to cover; we are a large rural province with care going from Stewart Island – Rakiura through to Te Anau and Milford, on up to Queenstown and then through to Tapanui, Gore and Invercargill.

Highlights of the year come from continued strong support from our communities. This enables our seven shops to raise almost \$1.5 million net. We accept a wide range of donations and, through the help of our marvellous volunteers and shop employees, we sell these to help fund our specialist palliative care needs.

Government assistance is very good, and we are mighty grateful for it, but sadly it is insufficient, and we need your help. In total, the shops raised almost as much as government funding this past year, which is amazing.

We have also been the beneficiaries of some wonderful bequests and that has enabled us to keep our beautiful buildings up to spec as well as helping to fund the organisation's needs.

“Our seven shops raised almost as much as government funding this past year – an amazing testament to community generosity.”

Events put on by the community where we are the beneficiaries of their efforts have also helped. For example, Cruise for Care Greg Murphy evening, Tūātapere Hay Drive and Golf Tournament, the Inner Wheel Club of Queenstown, Invercargill Farmers Christmas Bauble, Mitre 10 and many others who have all helped us keep on providing the service.

We have had several farewells from long-standing staff this year – we said goodbye to Kathryn Bell who had been our Senior Administrator for over 15 years and welcomed Jennifer Rooney, our new Finance Manager. John Cochrane, our Nursing Director, retired after 18 years at Hospice Southland, and we were glad to have Rachel Linton-Mapp return as our new Nursing Director.

On the national scene, our Medical Director Dr Amanda Landers, who is only part-time as she has other roles – such as the National Palliative Care Committee, Te Whatu Ora, being Head of Department of Medicine at Otago University – Christchurch, as well as leading the Aotearoa Australia Pancreatic Enzyme Replacement Therapy research. As a region we are very fortunate to have her expertise. Amanda especially enjoys being a visiting specialist in both Gore and Queenstown.

Our wonderful Events Coordinator Suzanne Prentice received a King's Award – Companion of the New Zealand Order of Merit. True recognition of a great Southlander and a great supporter of Hospice.

This year also brings a change in leadership, with Flora retiring in September after five years as Chief Executive. "It has been a privilege to lead an organisation that both gives and receives so much from its community. Being deeply embedded in our communities is the reason Hospice Southland can continue to function and flourish."

The Board this year has provided strong governance leadership to the organisation. All members are also well embedded into their communities, which makes the governance–management relationship very positive as we are all working for the same results.

“Our patron Jack Faul turned 100 this year – we are so proud of the role he played in getting us started.”

In June we developed a new Strategic Plan with four principles: Live our values, Love our jobs, Listen to our communities and Look after ourselves and others. These four fit so well with our mission of Living Every Moment.

Our patron Jack Faul turned 100 this year – we are so proud of the role he played in getting us started.

Our thanks go to all our Board members: Tony Irvine, Board Secretary, Peter Heenan, Board Treasurer, Dr Sally Dobbs, Dr Pat Hastilow, Dr Simon Davies (Queenstown), and Graham Lewis.

They are also part of our wonderful group of volunteers – all 450 of them. We say thank you to all staff, volunteers and supporters. It makes for a great team.

“Events Coordinator Suzanne Prentice received a King's Award – Companion of the New Zealand Order of Merit. True recognition of a great Southlander and a great supporter of Hospice.”



Flora Gilkison

Chief Executive Officer



Helen McCurdy

Board of Trustees Chair

Hospice Strategic Plan



Medical

Hospice Southland has maintained high standards in specialist palliative care over the past year, with a strong focus on clinical excellence, education, and quality improvement.

Clinical Services

Our team has provided holistic, person-centred care across inpatient, community, and aged residential care settings in Southland and Wakatipu. Complex symptom management remains central to our work. A reviewed Essential Medicines List now guides consistent, evidence-based prescribing across all settings. Regular mortality and morbidity meetings have been reinstated to support reflective practice and clinical learning.

We have completed significant updates to clinical guidelines, procedures, and policies, aligning with best practice and Te Whatu Ora standards. A restructure of the medical team has enhanced service delivery, improved coverage, and strengthened leadership across inpatient and rural care.



Dr Neil Cremasco and Dr Rachel Trevathan — working together to deliver patient-centred, compassionate palliative care.

Workforce Training and Education

We were honoured to host Dr. Kathryn Mannix in Queenstown, whose insights deepened our understanding of compassionate end-of-life communication. Ongoing education sessions have addressed refractory symptoms, palliative sedation, and medicolegal topics. A journal club has been reintroduced, engaging both clinical and non-clinical staff. We continue to support medical and nursing student placements, contributing to workforce development.

Members of our team helped develop national advanced palliative care online modules, which have been widely accessed and highly rated.

Quality and Safety

The Celso App has been implemented for secure communication, enhancing team-based care coordination.

Research

Our research portfolio continues to grow, with active participation in national collaborative studies and a strong culture of inquiry.

Future Plans

We aim to expand services in 2026, including a breathlessness intervention clinic, new research projects, and strengthened partnerships with external health providers.

I thank our dedicated team and look forward to further progress in the year ahead.



From left: Dr Thomas Joseph, Palliative Medicine Specialist, and Dr Wendy Patimore, Consultant in Palliative Care.



Amanda Landers
Acting Medical Director

Nursing

In March 2025, we farewelled John Cochrane, who retired after 20 years of dedicated service to Hospice Southland. John worked across the Inpatient Unit (IPU) and served as Nursing Director, leaving behind a legacy of professionalism, mentorship, and compassion. His calm presence, deep clinical knowledge, and commitment to patient-centred care will be greatly missed.

I returned to Hospice Southland in early March 2025 as Nursing Director, following five years as the Professional Services Manager at AlayaCare (Residential), a company specialising in aged care software solutions. My career in palliative care began in the Hospice Southland IPU in 2013 as a Registered Nurse, before moving into the role of Clinical Coordinator. I also have extensive experience in the aged residential care (ARC) sector, giving me a strong foundation in both direct patient care and service leadership. This combination of hands-on nursing experience, sector knowledge, and technology expertise positions me to support our nursing services through the next phase of growth.

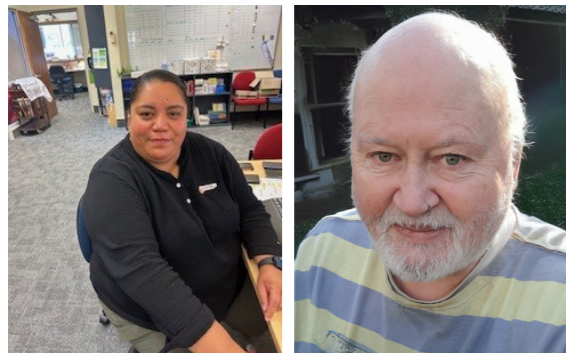
Over the past six months, I have focused on implementing a fixed rotating roster for our shift-working team, with the aim of achieving equity in rostering and ensuring a healthy work-life balance for staff. Efficiency and growth have been guiding principles, supported by the introduction of Celo, a secure messaging service that has improved communication across the team and with external providers.

We are also committed to strengthening the future nursing workforce. In partnership with the Southern Institute of Technology (SIT), we have expanded opportunities for student nurse placements, enabling us to share our values and palliative care expertise with the next generation.

These initiatives reflect Hospice Southland's commitment to building a well-supported, well-equipped nursing team ready to deliver the highest standard of palliative care to our community.



Helen Glynn, recipient of the Nursing Awards, recognised for excellence in palliative care.



From left: Margaret Morunga, Kaimahi Nurse, and John Cochrane, retiring Nursing Director after 20 years of service.



Our Hospice Southland nursing team — the compassionate faces walking beside patients and whānau every day.



Rachel Linton-Mapp
Director of Nursing

A Year in Review

AVERAGE PATIENT STAY 8.72 nights	AVERAGE BED OCCUPANCY 61.19%	COMMUNITY PATIENT VISITS 3441	NURSING COMMUNITY TELEPHONE CONSULTATIONS 5870	RETAIL SHOPS <i>Sustainable Shopping for Sustainable Care</i> Invercargill > Yarrow Street > South City > North Road Winton > Wemyss Street > Great North Road Queenstown > Gorge Road Te Anau > Town Centre Gore > Ordsall Street
DEATHS Hospice IPU 99 Hospital 39 At home 91 Rest homes 104 Total 333	PATIENT ADMISSIONS TO THE SERVICE 394 Cancer 247 Non-cancer 147	PATIENT AND FAMILY SUPPORT CONTACTS Psychosocial 365 Spiritual 743 Day programme attendance 445 Remembrance services 4 Grief and loss 729	TOTAL STAFF 71	
DOCTORS AND NURSE PRACTITIONER VISITS 719	HEALTH NZ / TE WHATU ORA FUNDING \$3,214,882	HOSPICE SHOP INCOME \$3,161,979	VOLUNTEER HOURS 46,578	
EVENTS INCOME \$112,349	VOLUNTEER CONTRIBUTION IS CALCULATED BY HOURS PAID AT THE LIVING WAGE \$1,294,868	VOLUNTEER HOURS PER DAY 194	TOTAL TRUST EXPENSES \$7,812,880	
TOTAL NUMBER OF DONORS 1,319	DONATIONS \$572,147	BEQUESTS \$754,686	GRANTS \$173,159	TOTAL REVENUE FOR THE TRUST \$8,040,363

Patient & Family Support

It has been a busy year for the Patient and Family Support team as we supported the emotional, spiritual, and social needs of patients and whānau across Southland, and assisted our colleagues in the Wakatipu basin as needed.

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A key change this year was welcoming our new Nurse Manager, Rachel Linton-Mapp, and my transition from counsellor to Team Leader, giving our service stronger direction and representation across the organisation. As counsellor, I continue to provide patient and family support in the community and bereavement follow-up. Highlights included co-facilitating a Carers' Course with Community Nurse Reta Legge, running the Gore Cuppa and Chat group, contributing to palliative care education, and assisting with remembrance services and the Foundations of Spiritual Care.



Sharon Buick leading the 2025 Remembrance Service

This year we supported over 300 bereaved whānau, sending letters, making follow-up calls, and providing ongoing support through coffee groups, Journey with Grief, and quarterly remembrance services.

Being the Team Leader for Patient and Family Support Team has been challenging and rewarding, as we work together to provide the best care possible with sustainability and integrity. I want to thank Jess Brown, Sharon Buick and Anne Potter for being such amazing team members and such excellent practitioners of their individual disciplines. It is great to see how each of our points of view come together to achieve the best outcome for our patient and whānau. Rachel Linton-Mapp has been invaluable to me in her guidance and management of the team. What a privilege.



Viv and Sarah-Jean taking part in the 2025 Race for Life — supporting patients, whānau, and the wider community with heart and humour.

Jess Brown, Social Worker, has addressed complex social needs including WINZ referrals, wills, EPOAs, in-home care, and transitions to aged residential care. She has also provided essential practical support

such as food parcels, firewood, and transport, while advocating for equity of access regardless of geography or circumstances.

Sharon Buick, Spiritual Care, continues to provide pastoral care in the IPU and community, and supports bereaved whānau through calls, visits, and monthly coffee groups. She co-facilitated Journey with Grief with Raewyn Knight and delivered the first Foundations of Spiritual Care since COVID-19.

Anne Potter, Team Support Assistant, coordinates Day Programme with volunteers and IPU nurse Brenda Scully, providing meals, entertainment, and activities. She also manages the Living Legacies biography service, and supports events, invitations, and remembrance services.



Quality & Practice Development

We continue working and obtaining our requirements under the Ngā Paerewa Health and Disability Services Standard (NZS 8134:2021) to provide optimum care and service delivery for all our patients.

Quality initiatives and improvements

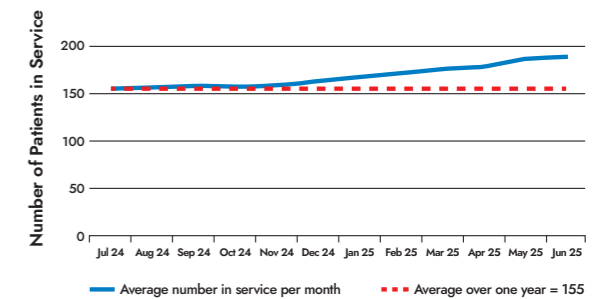
Over the past year these have included:

- Policy & Procedure project looking at a new IT platform for control and viewing of documents. This will enable better access for staff to ensure service delivery is consistent and adherence to safe practice but also an up-to-date document control system for reviewing these supporting documents.
- Health Safety & Wellbeing — Auditing tool review completed, with a new facility form developed. Meeting reports initiated for our Reps and 3 attended H & S reps' stage 1 training.
- Inpatient unit checklists / daily tasks and Community car stock updated.
- New Isolation trolley and Infection Prevention & Control measures initiated.
- COVID documents implemented to ensure safe admission of patients either +ve or with +ve supporting family or whānau.
- Presentation at national conference our 2024 project work on data effectiveness, waste reduction, audit preparation, financial sustainability and kaimahi development

Service

We see a rise in our service with patient numbers growing to 450 over the past year. Hospice cares for all people who have life limiting illness. They may have a malignant disease process, many have non-malignant conditions for example respiratory failure, end stage cardiac and renal conditions. Our service provides not only end of life cares but respite care, and most importantly symptom and pain management to allow our patients to live every moment.

Hospice Southland Service Numbers: Average per Month and Year (Jul 2024 – Jun 2025)



Due to this we have seen an increase in usage of our inpatient unit over the past year with patient stays averaging 7 to 8 days with many going back home or onto further care in the community.

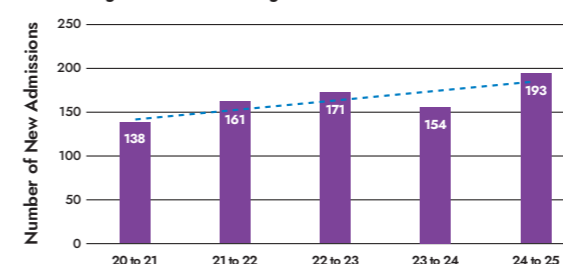
Education

Hospice offers a wide range of education opportunities to both staff and community healthcare providers. Included over the year has been:

- Monthly clinical education and Mandatory study days for staff
- Palliative care study day — Over 45 attended last November from as far as Queenstown and Te Anau
- Wellness and Medication education series
- Spirituality Course — We welcomed back this course having been absent from our programme for a number of years and attracted 12 community participants.
- Volunteer "Get to know your Hospice" get togethers

It is a pleasure continuing to be part of the dedicated Hospice Southland team.

Total 'New' Admissions to the Inpatient Unit July to June from 1st June 2020 to 30 June 2025



Jane Miedema

Quality and Practice Development Manager

Queenstown Community Hospice

This past year has been one of change and strengthening for Queenstown Community Hospice. Together with our staff, volunteers, and community partners, we have continued to grow services that meet people where they are, ensuring that everyone facing serious illness, dying, or grief is treated with dignity, compassion, and respect.

Queenstown is a place of contrasts — a hub of adventure and tourism, yet also a community where people look out for one another. As our population expands, so too does the demand for care that is personal, inclusive, and reflective of the diversity of those who live here. At the heart of our work is the belief that each life is a unique story shaped by culture, family, and experience. We are committed to honouring those stories and walking alongside people and their whānau in ways that acknowledge what matters most to them.

Over the past twelve months we have strengthened our local networks, listening carefully to our community and building on existing partnerships. Our aspiration is clear: that no one in Queenstown should face illness, dying, or grief alone. The Compassionate Communities approach is guiding this work, connecting neighbours, friends, and services to weave a network of care that belongs to the whole community.

We also placed a strong emphasis on supporting families and carers, recognising their vital role and the pressures that come with it. Our wider Southland Family Support team has provided counselling and practical resources, alongside opportunities to connect and share. We were privileged to hold our second remembrance service this year — a heart-warming occasion where families gathered to reflect and honour the lives of those no longer with us.

This year we said farewell to valued staff members Julia Kluts and Mary Millen, who both retired after giving their dedicated service. Their contribution has left a lasting impact, and they remain part of our hospice whānau. At the same time, we have welcomed Susie Redmayne to the team as a community palliative care nurse, further strengthening our ability to respond to local needs.

Our staff remain deeply committed to delivering high-quality care, and our ability to do so is reinforced by strong collaboration with GPs, hospital services, iwi partners, and community agencies. These relationships are essential to ensuring equity of access across Queenstown Lakes, and to building sustainable services for the future.



Rebecca Davies and Susie Redmayne, Queenstown Community Hospice staff

Looking ahead, our direction is guided by our strategic pillars: supporting holistic wellbeing for patients and families; nurturing compassionate, thriving communities; ensuring fairness and equity in access to care; and maintaining a sustainable, resilient organisation. In the year to come, we will continue to expand carer support, grow compassionate community initiatives, and deepen the connections that sustain us. We are committed to creating pathways into our services through many different avenues and warmly invite people to visit our Community Hub in Frankton to learn more, ask questions, or simply connect.

This year has reminded us that care is not something delivered by one organisation alone — it is something we create together. Whether by volunteering, donating, fundraising, or simply extending kindness, every contribution helps weave hospice into the life of this community. We are especially grateful to our donors, whose generosity ensures that our services remain free and accessible to all who need them. Together, we are shaping a compassionate Queenstown — a place where care, dignity, and hope remain at the heart of all we do.



Marie Wales

General Manager

Hospice Shops

This year has been another strong one for our Hospice Shops, with donations, customer visits, and sales all reflecting the incredible generosity of our Southland communities. Every purchase, every donation, and every hour volunteered makes a real difference, helping to fund the free, specialist palliative and end-of-life care we provide.



Our volunteers remain at the heart of this success. Some contribute a few hours a week, others several days, but together they are the lifeblood of our shops. Many bring with them a personal connection to Hospice, and for them, volunteering is a way to give back and ensure that others can continue to access our services at no cost. Alongside their contribution to fundraising, our shops provide a place of friendship, purpose, and belonging—something that is just as valuable to our communities as the funds raised.

This year we were delighted to welcome new managers into our team—Kirsty Pickett in Te Anau and Bronwyn Cowles in Gore. With new people come fresh ideas and energy, and together with our experienced managers - Debbie Finnerty (Yarrow Street), John McDowell (Queenstown), Heather Moore and Jill Irvine (North Road), and Maree Boulter (Winton)—we have a strong, well-rounded team. Across all of our shops there is genuine passion and a shared spirit for the work we do, and this shines through in the success of our retail group.

Like all retailers, we face the challenge of rising costs. These pressures impact our returns, but thanks to the generosity of our landlords and the dedication of our teams, our shops continue to thrive. Looking to the year ahead, we know it will remain a tough environment, but by staying innovative and remaining committed to being a responsible organisation—particularly through promoting sustainable fashion—we are confident of ongoing support from across the Southland community.

Our shops are truly the “shop front” of Hospice in the community—almost everyone has donated, bought something, or volunteered with us at some point. Looking ahead, our priorities are clear: to continue supporting our volunteer teams, to welcome new people into our retail family, and to carefully manage costs so that the maximum possible benefit flows back into patient care.

To every volunteer, staff member, donor, and customer: thank you. Together, you make our shops a success story. With over \$60,000 sales each month, our retail group is not just raising vital funds—it is building connections, strengthening communities, and ensuring Hospice Southland can continue to be here, free of charge, for anyone who needs us.

Our Shops, Our Stories

Our Hospice shops are the heart of their communities — each with its own style, stories, and treasures. Powered by our amazing staff, volunteers, and loyal customers, they're more than just shops: they're places of connection, conversation, and giving back.



Queenstown volunteers Boggy and Jill

Queenstown

Treasure hunting in the heart of adventure

Led by Boggy McDowell, Queenstown is a favourite for locals and visitors alike — from mountain gear to flattering essentials and unique finds.

Gore

The shop that keeps on giving

The shop that keeps on giving! Bronwyn Cowles and her team love their store as much as their customers love uncovering its treasures.



Gore volunteers Helen and Diane

Te Anau

Fresh, bright and full of life

Freshly revamped and sparkling with energy, Te Anau is thriving under new leader Kirsty Pickett. While we farewelled much-loved Cheryl Chittock, she remains one of the shop's biggest fans.



Te Anau volunteers Kirsty and Wendy



Volunteers at Winton Hospice Shop

Winton

Nooks, crannies and endless treasures

Maree Boulter and her dedicated team make this shop shine. Packed with nooks and crannies, it's a go-to for hidden gems and special finds.

INVERCARGILL

North Road

A hidden gem worth exploring

A true hidden gem. Heather Moore, Jill Irvine, and their crew keep this shop buzzing with character and charm.



Volunteers Bruce, Gaye, Barbara, and Kaye



Treasures for sale at North Road Hospice

South City

Small shop, big community heart

The little shop that could! With Mary Williams and her volunteer team, South City serves its community with warmth and pride.



Flora Gilkison presenting Mary Williams with a Certificate of Appreciation

Yarrow Street

Your first stop for hidden treasures

Need it? Yarrow Street has it! With Debbie Finnerty leading the way, the team goes above and beyond to deliver a top-notch shopping experience every day.



Yarrow Street volunteers Darelle and David



Together, our shops not only raise vital funds for Hospice but also bring people, stories, and communities together — one treasure at a time.

Volunteers for Hospice

Volunteering at Hospice Southland: Embodying purpose and connection

At Hospice Southland, our volunteers are more than just helpful hands—they are the heartbeat of our organisation, bringing purpose, human connection, and a culture of compassion to everything they do. Over the past financial year, our volunteers have gifted more than 46,500 hours of service. This extraordinary contribution reflects not only their commitment, but their deep belief in the work of Hospice Southland and the communities we serve.

We were proud to host 'volunteer roadshows' throughout this year, where volunteers were invited onsite to hear from staff about their roles, ask questions, and take part in guided tours of our facility. As community advocates for our services, it's important that our volunteers feel informed and connected. This initiative was one way to give back to them—by offering the opportunity to deepen their knowledge, strengthen their ties to our organisation, and truly feel part of the Hospice Southland team. It further reinforced our shared purpose and culture of mutual respect.



Margaret Ferris retired after 14 years volunteering at our Gore Hospice shop

During National Volunteer Week, we held six volunteer celebrations across the region, attended by both staff and Board of Trustee members— who are volunteers themselves. These gatherings highlighted the depth of appreciation we have for our team and created opportunities to honour those who so generously give their time.

We're also thrilled to see the next generation of volunteers coming through, bringing fresh energy to roles such as in our retail shops, day programme, and biography service. Two of these incredible young people have now joined our paid staff in part-time roles — a reflection of how proud we are to nurture and grow our volunteers, and to create opportunities that give back to those who give so much to us.

From behind-the-scenes support to face-to-face care, our volunteers are integral to the culture of Hospice Southland. They inspire us every day with their compassion, dedication, and deep belief in our mission. We are proud to walk alongside them as one team.



Toni Eade
Volunteer Co-ordinator



Finance

I started at Hospice Southland at the end of November 2024 in the capacity of Finance Manager after Kathryn Bell, who was the Senior Administrator left after 15 years of dedicated service to Hospice.

Kathryn was a well respected member of staff and kept the finances on track alongside Flora. Kathryn was also an integral player in the implementation of a new CRM system, switching from Fundraiser to Infoodle in July 2024.

Infoodle has continued to be a work in progress throughout the year with all of us in the administration team learning what it is capable of and how to utilise these capabilities. Infoodle is starting to play a very important role in how we communicate with our donors, volunteers and supporters by enabling us to engage digitally through email. With the rising cost of postage, we are moving to an electronic version of our newsletter which has been a big change and challenge for all involved to ensure we reach all our dedicated supporters by having correct contact details. We look forward to continuing to expand our utilisation of Infoodle through this next year.

During the nine months I have been part of Hospice, I have focused on streamlining the accounting and

administration processes and I have recently completed my first set of year-end financial accounts for the Group. As well as being a Chartered Accountant, I have a background in health having worked as a registered nurse in Neonatal Intensive Care which has proved very useful in terms of understanding the requirements of Hospice Southland as a provider of palliative care through our inpatient facility and out in the community.

I am looking forward to continuing to improve and refine processes so that we can work as effectively and efficiently as possible.



Jennifer Rooney
Financial Manager

Events

It has been a busy year for events during a very financially uncertain time for our community. The generosity and support we have received has been outstanding, and it is a privilege to bring events that people can enjoy.

Highlights included The Big Night Out with Greg Murphy, the tireless efforts of the wonderful Cruise 4 Care team, and the always-amazing Charity Indoor Dog Trials in Gore. We were also delighted by the North Inner Wheel's ever-popular Last of the Proms show, our beautiful Annah Stretton event, and Linda Howard's lighthearted drag queen competition. Other highlights included the Cruise 4 Care poker run, Calves for Hospice, and our Annual Street Appeal. Our local Morrifield Greenhouse dealer generously donated a tunnel house, while Mitre 10 contributed a substantial voucher for plants and soil, together making for a very popular raffle.

A huge thank you goes to our community, and especially to all the groups and individuals who helped support us through challenging times. Your efforts make a real difference.



Suzanne Prentice CNZM OBE
Events Coordinator

Total raised through events
(1 July 2024 – 30 June 2025)

\$112,349

From the Treasurer

Hospice Southland Charitable Trust (the Trust) has continued to be able to provide palliative care to our patients and their families at no cost throughout the year.

The Group (which comprises Hospice Southland Charitable Trust and Hospice Southland Foundation) has reported a surplus of \$1.441m for the year ended 30 June 2025.

Total revenue for the Group increased on last year by \$1.246m to \$9.327m as follows,

• Health NZ funding	\$3.215m
• Community	
• Revenue from seven retail stores	\$3.162m
• Donations	\$0.572m
• Bequests	\$0.755m
• Grants	\$0.173m
• Volunteer contribution	\$1.295m

Queenstown Community Trust received a generous grant toward their operational costs for the next two years.

Thank you to our 450 volunteers who donated over 46,500 hours of their valuable time which helps enable us to provide our services at no cost to our patients and their families.

Net Finance Surplus for the year was \$1.222m, mostly contributed by the Foundation. The Foundation reported a fair value gain on financial assets of \$0.788m.

Total expenditure for the Group was \$9.108m, an increase of \$0.429m on last year.

Of this, expenditure relating to the Trust comprises:

• Employee related costs	\$6.065m
<small>(\$0.259m increase from last year)</small>	
• Operating costs	\$1.474m
<small>(\$0.009m increase on last year)</small>	

Total expenses also include depreciation costs (\$0.274m) and the recognition of the expense of the volunteer contribution (\$1.295m).

The funding received from Health NZ (Government) covers just 42% of our operational expenditure (excluding depreciation and services in kind). The revenue generated from our seven hospice shops matches the government funding, also covering 42% of the operational costs of Hospice. The shortfall of 16% is covered by donations, grants, bequests and income generated from events.

We have received some very generous bequests this year, totalling \$0.755m, and donations from our community have contributed over \$0.570m (an increase of \$0.241m on last year).

Hospice Southland Foundation has investment portfolios that are sufficiently diversified to weather the fluctuations of the share market and have performed well during the year.

We would like to thank our benefactors, donors, and volunteers. Without your continued support we would not be able to provide palliative care for our patients and their families with life limiting illnesses in our inpatient unit and out in the community for the people of Southland and Wakatipu Basin.



Peter Heenan
Treasurer - Board of Trustees



Hospice Southland Charitable Trust

CONSOLIDATED STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE	2025	2024
Revenue From Non-Exchange Transactions:		
Donations, Fundraising and Other Similar	1,612,341	725,736
Services In-Kind (Volunteer Contribution)	1,294,868	1,132,385
	2,907,209	1,858,121
Revenue From Exchange Transactions:		
Health NZ Contract	3,214,882	3,208,315
Hospice Shop Sales	3,161,979	2,938,692
Sundry Income	43,001	75,728
	6,419,862	6,222,735
Total Revenue	9,327,071	8,080,856
Expenses:		
Employee Costs	6,065,464	5,806,490
Operating Costs	1,473,763	1,464,312
Depreciation and Amortisation	273,653	275,692
Services In-Kind (Volunteer Contribution)	1,294,868	1,132,385
	9,107,748	8,678,879
Surplus/(Deficit) before Net Financing Costs	219,323	(598,023)
Other Comprehensive Revenue & Expense		
Interest, Dividends and Other Investment Revenue	455,501	455,426
Gain/(Loss) on Fair Value of Financial Assets	787,598	146,431
Financing Costs	(21,491)	(17,986)
Net Finance Costs Surplus/(Deficit) for the Year	1,221,608	583,872
Total Comprehensive Revenue and Expense for the Year	1,440,931	(14,151)

NET CONTRIBUTION FROM GROUP ENTITIES	2025	2024
Hospice Southland Charitable Trust	237,858	(623,678)
Hospice Southland Foundation	1,203,073	609,527
Total Net Surplus	1,440,931	(14,151)

CONSOLIDATED STATEMENT OF CHANGES IN NET ASSETS / EQUITY	2025	2024
Opening Equity	16,734,653	16,748,804
Total Comprehensive Revenue and Expense for the Year	1,440,931	(14,151)
Closing Equity	18,175,584	16,734,653



CONSOLIDATED STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2025	2025	2024
Cash and Cash Equivalents	1,885,605	1,688,197
Receivables	287,907	368,466
Prepayments	49,609	–
Total Current Assets	2,223,121	2,056,663
Property, Plant and Equipment	3,856,718	4,049,074
Non-Current Investments	13,049,986	11,414,330
Total Non-Current Assets	16,906,704	15,463,404
Total Assets	19,129,825	17,520,067
Total Current Liabilities	954,241	785,415
Net Assets	18,175,584	16,734,653

NOTES TO THE SUMMARY FINANCIAL STATEMENTS

The disclosures included in the summary financial report have been extracted from the full Group audited financial statements for which an unmodified opinion was issued on 23rd September 2025. These Group financial statements were authorised by the Board of Trustees on 23rd September 2025.

The summary of the audited financial statements was prepared in accordance with FRS-43: Summary Financial Statements

The summary financial report cannot be expected to provide as complete an understanding as provided by the full financial statements. A copy of the full Group audited statements is available from Hospice Southland Charitable Trust, Gate 1, Elles Rd, Southland Hospital Grounds, PO Box 7020, Invercargill or Telephone 03-211-3081.

The Hospice Southland Charitable Trust (Group), is made up of Hospice Southland Charitable Trust (Parent) and Hospice Southland Foundation. The Group financial statements have been prepared in

accordance with Tier 2 Not for Profit Public Benefit Entity (PBE) Financial Reporting Standards as issued by the New Zealand External Reporting Board (XRB). The Group financial statements comply with New Zealand equivalents to International Public Sector Accounting Standards Reduced Disclosure Regime (NZIPSAS with RDR) and other applicable Financial Reporting Standards as appropriate in Public Benefit Entities.

The entity is deemed a public benefit entity for financial reporting purposes, as its primary objective is to provide services to the community for social benefit and has been established with a view to supporting that primary objective rather than a financial return.

The summary financial statements are presented in New Zealand dollars, which is the Group's functional currency.

A copy of the full set of BDO Audited accounts are available on request to the Finance Manager Jennifer.rooney@hospicesouthland.org.nz

Our People

The following staff were employed at Hospice Southland between 1 July 2024 and 30 June 2025.

Board Members

Helen McCurdy, *Chair*
Peter Heenan, *Treasurer*
Tony Irvine, *Secretary*
Graham Lewis
Sally Dobbs
Pat Hastilow
Simon Davies

Chief Executive

Flora Gilkison

Senior Clinical Team

Amanda Landers
Wendy Pattemore
Fabienne Styles
Thomas Joseph
Rachel Trevathan
Neil Cremasco
Lisa Henderson
Anne Hishon

Nursing Team

Rachel Linton-Mapp
Mary Massey
Annette Eunson
Beth Hishon
Josephine Butler
Brenda Scully
Margaret Hewett
Patricia Clarke
Helen Glynn

Haidee Oliver-Thompson
Rohan Blackler
Vivienne Wesney
Raewyn Knight
Jessica Brammer
Amelia Jones
Rebecca Todd
Alice Jamieson
Lynn Dawson
Jane Miedema
Carol Rodgers
Retha Legge
Regina Forstner
Michelle Mortimore
Nichola Winter
Sarah Jennings
Kristy Eade

Support Services Team

Jennifer Rooney
Suzanne Prentice
Susan Cocker
Nikki Steyn
Grant Hayes
Toni Eade
Jo Bremer

Housekeeping

Hidemi Ueno
Denise Knight
Evelyn Loan
Tina Goodman

Queenstown Community Hospice

Marie Wales
Rebecca Davey
Susie Redmayne

Patient and Family Support

Sarah-Jean Burnett
Jessica Brown
Sharon Buick
Anne Potter

Retail

Bronwyn Cowles
Deborah Finnerty
John McDowell
Ann Drummond
Maree Boulter
Cheryl Chittock
Elizabeth Gregory
Tony Rain
Bridget Winter
Heather Moore
Janet Robinson
Dee Heenan
Wendy Dunkley
Deborah O'Donnell
Dot McKay
Jill Irvine
Catherine Borthwick
Kimsharee Burke



Farewell from Flora Gilkison

After Five Fascinating Years

With this Annual Report comes a personal milestone as I step down as CEO of Hospice Southland, it's been a challenging, stimulating and deeply satisfying role.

Specialist palliative care has changed from the earlier days when it was mostly cancer, and the medical world did not have the powerful range of drugs they have now to be able to treat and extend palliative patients' lives. A diagnosis of cancer nowadays is not necessarily an early death prognosis. Alongside this ability to extend life through managing a condition better is an aging population which has many more life-limiting conditions, COPD – a respiratory and chest condition, diabetes and dementia.

At Hospice Southland we have many patients with several conditions and managing them is more complex than in earlier times. We follow the model of care which treats all parts of the patient. Their physical, mental, spiritual elements and their relationship with family and whānau are all part of the interdependent care we give.

Putting the patient at the centre of our care means we are all on the same page and care is reasonably consistent across the range of patients. Our patients range from toddlers to centenarians. One third come into the Inpatient Unit and the other two thirds are treated in their home, whether that is their actual home or aged residential care.

I have many many stories of our patients from all walks of life. One of my regular tales is of a patient – an old chap down from Western Southland, a bachelor who lived on his own. He needed some care and symptom control. He didn't have much money and seemed to live off goats' milk and eggs that his hens laid.

I happened to be on kitchen duty that morning – I love to cook but not often allowed into our commercial kitchen. Anyway, one of the nurses said to him – “what do you want for breakfast, the boss is cooking so have whatever you want”. Now most of our patients have small appetites and a little meat and veg, or yogurt and fruit is all they want. Not this chap, he said “well I'll have porridge with brown sugar and cream, two fried eggs with bacon on toast, then two slices of toast with jam and honey and a cup of milo with sugar” The nurse and I rolled our eyes a little and smiled. I said “well I'll do all that but no way can he eat it all”. To prove me wrong he ate every mouthful and said it was all delicious. It was a great feeling to have given someone such satisfaction.

Of course we couldn't provide the care we do without our great clinical teams, doctors, nurses, patients and family supporters, cooks and cleaners but for me it's been the community engagement teams, the over 450 volunteers who willingly give of their time either in the shops, gardens, kitchen, cleaning, writing our patients Living Legacies, being on our Board of Trustees or selling raffles. Thank you all so much it's amazing that each and every year you have helped us here at Hospice raise over \$4.5 million. This means we can continue to provide our services to all who need it in Southland and the Wakatipu Basin at no cost to the patients or their family.

It's been a fantastic five years. Thank you so much.

Dr Flora Gilkison



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