

Living Every Moment



hospice

southland



ANNUAL REPORT

2022





Hospice events coordinator Suzanne Prentice and NZ Aluminium Smelters castings and logistics manager Matthew Black at the 30th anniversary luncheon.



Hospice Southland reached a 30-year milestone in 2022. The anniversary was marked by a sponsor's luncheon held at hospice on July 29.

Seven pioneers set in train a series of events that culminated in the opening of a small four-room In-Patient Unit in a ward of the former Southland Hospital building on the 6th of July 1992.

The Community service where nurses visit patients in their homes was added a few years later, but such became the demand for palliative care services a much larger facility with a six-room IPU able to take up to eight patients was opened just south of the knocked-down hospital in March 2003.

This building was extended in 2011 with extra kitchen and office space to house its growing patient and staff needs, the latter now numbering 81 – more than twice as many as when the hospice opened.

The government funds us less than half our operating costs so we need to fundraise in the community for the other half. In this current financial year, that gap is nearly \$3 million – a deficit partially alleviated by our network of seven hospice shops selling donated goods and the generosity of patients remembering us in their wills.

The need to survive and thrive was spelled out by chief executive Flora Gilkison to attendees at the luncheon. With more patients requiring palliative care and more presenting with higher acuity (sickness level), the situation is challenging, she said.

“We thank all those people and businesses who have supported us over 30 years and we look forward to your continued support to ensure we can provide a specialist palliative care service 24/7 in Southland and the Wakatipu Basin.”

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COVER PHOTO OF TAKITIMU RANGE:
JÉREMY PIERCE.

Enrolled nurse Kirsty Robertson was farewelled from hospice on October 12 after 29 years' service. Praised for her happy and smiling demeanor first thing in the morning, Kirsty filled many roles ranging from IPU nurse to quality and practice development coordinator, education officer and administration support to the nursing director..





Board Chair and CEO report

The 2021-22 financial year has been a busy year with a lot of change and challenge but, when all was said and done, we came through the year strongly because of our awesome staff, fantastic volunteers, loyal supporters, and those who supported us through bequests.

Covid lockdowns and then the traffic light settings meant the shops – our main non-governmental support – had limited opening times and had to manage masks, vaccine passes, and a worried group of older volunteers. In the second half of the year when covid arrived in the south we had to manage with limited staff and volunteers. Yet despite all this, our shops managed to increase turnover and generated a higher surplus for us. Well done to the retail team.

We had a change over with staffing too, revamping the senior management team. Nursing Director John Cochrane has been a steady supporter and a great nursing leader. Patient and Family Support Team manager Ross Harrington joined senior management and has been helping integrate this team more fully into the clinical work of hospice.

Medical Director Dr Amanda Sommerfeldt left us in May after six years to go back home to the United States. It was time for her and her family to go back but we certainly gained from her expertise; she extensively built-up education and quality pathways while she was here. We have recruited a new medical director who will start in November 2022 and another medical officer steeped in primary palliative care. We feel as though we are a more rounded service now and have become a lot busier in both our Inpatient Unit and Community divisions.

We have purchased a property in Queenstown for a community hospice to serve the Wakatipu Basin and are presently working with Queenstown Lakes District Council to get a change of resource use. We are looking forward to this lovely facility being up and running later in 2022.

We celebrated 30 years in July so it's been a long haul with many changes and some wonderful people contributing to make the hospice what it is today.

I want to thank all the staff for their steadfast service. If you look on the back inside cover you will see them all named and you may recognise many from the service they do in our community.

The Board of Trustees are our busiest volunteers and have been stalwart supporters of the hospice, giving sound advice across the spectrum. We are so fortunate to have accountant Peter Heenan as treasurer for his financial advice, and lawyer Tony Irvine as secretary for his legal advice.

Dr Sally Dobbs provides nursing and health and safety advice, while Dr Pat Hastilow provides primary practice advice. Pharmacist Graeme Lewis provides pharmacological advice, John Faul engineering and building advice, while Mhari Baty provides tikanga advice and support from Waihopai Runaki.

The Board works as a very effective team and gives of themselves very generously. As Chair, I am very thankful and grateful for their support.

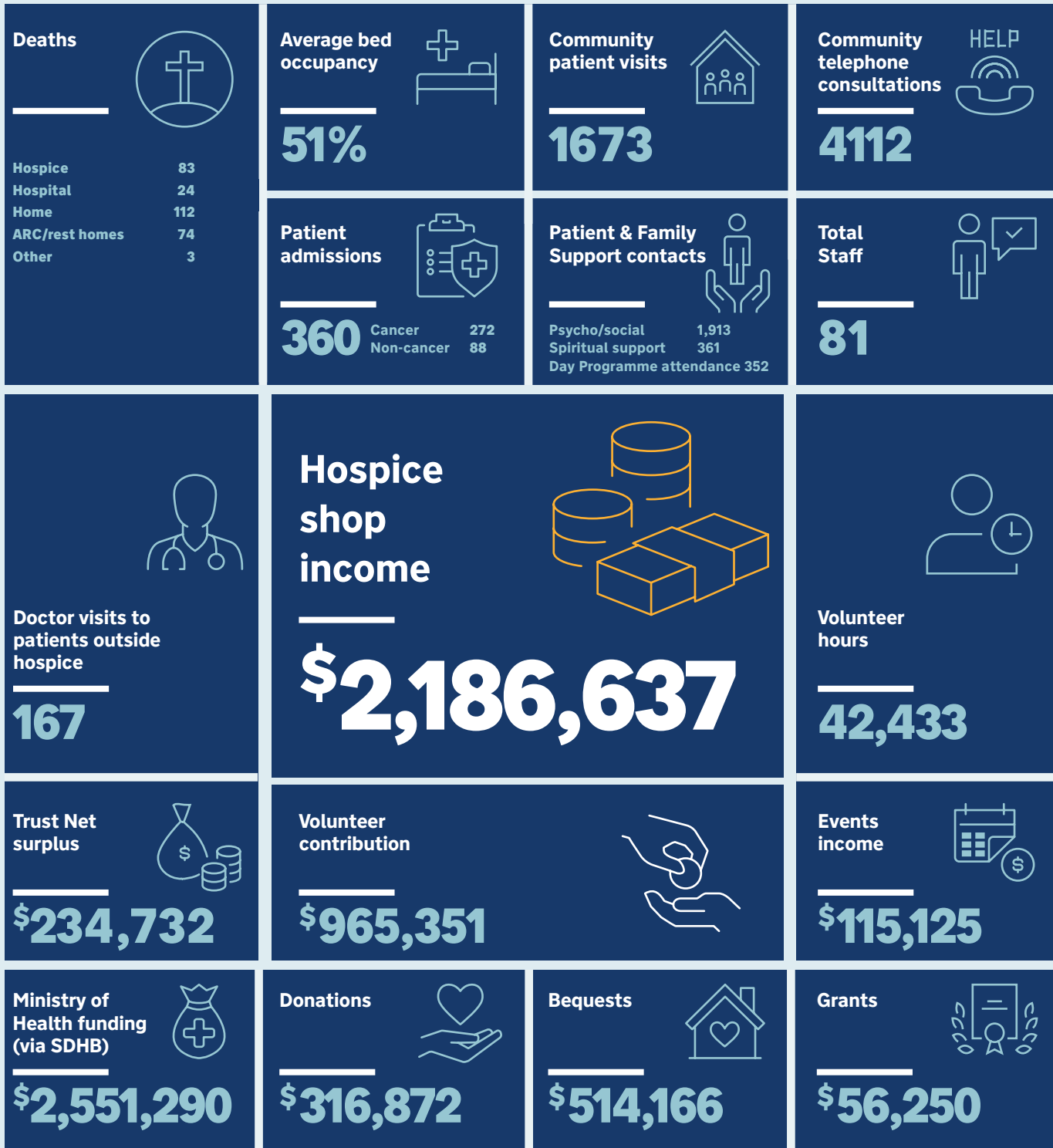


Helen McCurdy
Board Chair



Flora Gillkison
Chief Executive

Hospice in a year ... a snapshot





Medical report



Amanda Sommerfeldt
*Medical Director
and Palliative Specialist*

Dr Amanda Sommerfeldt returned to Wisconsin in the USA in April after serving six years as medical director and palliative specialist at Hospice Southland.

A fellow of both the Royal Australasian College of Physicians' Chapter of Palliative Medicine and American Academy of Hospice and Palliative Medicine, Amanda was instrumental in introducing COAST.

The Clinical Order Articulating Scope of Treatment is a simplified one-page document used by medical professionals in Southland and Wakatipu to record treatment wishes for patients with advanced illness or frailty.

She served as a mentor to long-time staff member and registered nurse Lisa Henderson who succeeded last year in becoming a Nurse Practitioner, a high-level clinical position that enables her to prescribe drugs and admit and discharge patients.

As a clinical senior lecturer with the Otago Medical School, Amanda was responsible for the palliative care training of many second-year house officers (junior doctors), medical students, and pharmacy students while on rotation at hospice.

Ever mindful of hospice's 'Living every moment' motto, Amanda was a fierce opponent of the government's End of Life Choice Act, which came into force last November.

Prior to her departure, Amanda said she experienced many highlights while at hospice. "It has been a privilege to partner with hospital, aged residential care, and primary care providers. I consider it a win that so many people phone us for advice and support or are quick to offer us their assistance."

Hospice Southland chief executive officer Flora Gilkison said hospice was privileged to have had Amanda as its medical director.

"Amanda brought in some excellent clinical practices, including COAST. She has really added to the training of many house surgeons who have had a placement here."



Dr Merrill Drew from the UK and Dr Ian tat yen Koh from Malaysia joined hospice as Medical Officers in September 2021 and quickly settled into their roles.

Nursing report

John Cochrane

Nursing Director

I write this in the third year of the Covid pandemic with little let-up for health services in sight. If I was asked to describe the last 12 months for our staff in a single word, you might anticipate it would be Covid but my answer would be change.

Lynn Dawson took on the challenge of clinical administrator after several years as our receptionist. Former receptionist Melanie Brierley returned to hospice after completing her Bachelor of Nursing degree at SIT (alongside her daughter). Jane Miedema, formerly a stalwart of the Southland Hospital Infection Control team, took on the role of quality and practice development Coordinator and brought great enthusiasm and vast experience to her new role. Jane's infection control expertise has also proven invaluable.

Often forgotten is the pivotal role of food management in the hospice; we welcomed Deborah Smith as cook/house manager. Deborah's culinary skills have won her many fans among our inpatients and day patients. We sadly farewellled our energetic and very friendly House Manager June Tapp in December and thank Anne Maree Robinson for ably stepping in to support us in the interim.

In response to increased workloads, short-staffing and over-reliance on casuals, we have recruited five registered nurses (inpatient and community), three new casual RNs, and a health care assistant (HCA), in the most difficult recruiting environment seen in 30+ years. Managing staff absences due to sickness has been challenging and our great nursing team has been very supportive, filling gaps and (very) occasionally working 12-hour shifts to ensure we deliver the care we all pride ourselves on providing to Southland. We have three staff undertaking postgraduate studies at present and a fourth intends to begin once her New Zealand residency is secured.

Given the prolonged pandemic we adopted a pragmatic stance, operating since January very much business as usual. We'd ensured adequate personal protective equipment stocks were in hand and provided staff with appropriate training. We maintain safe service using masks and screening (not testing) all contacts and visitors; we've aimed to be as open and welcoming as possible to



Steph Ash

Clinical Manager who returned to family in Palmerston North Nov 2021

our community. With good preparation and training we are safely managing Covid positive patients in the community and on occasion in the In-Patient Unit too.

Admission rates to the IPU have risen with 100% occupancy occurring frequently now for the first time in several years. The total number of patients on our books at one time has reached 126 on occasion, the highest in several years. Our community nurses are visiting all their patients in their homes and aged residential care facilities; we are making minimal use of digital technologies at present. We are working closely with our hospital colleagues and have forged closer working relationships with district nurses and oncology staff and offer more clinical placements to nursing students.

My special thanks to our committed team of nurses who've worked so hard to provide specialist palliative care for the people of Southland and Wakatipu Basin.



Nurses (from left) Beth Hishon, Margaret Hewett, Trish Clarke, Rowan Trotter and Melanie Brierley – caring for our in-patients.



Patient and Family Support



Ros Harrington
PFST manager

The Patient and Family Support Team has continued to provide support to many patients and their families during this last year amidst lots of challenges. We are passionate and caring practitioners who provide a specialist psychosocial and bereavement service to those under hospice care.

This year we welcomed Craig and Nadine Allan to our team. Craig joined as spiritual care support worker having been a Presbyterian minister previously and a trained counsellor. He has a wonderful way of getting alongside people and making them feel comfortable. Nadine joined us as a social worker/counsellor having previously worked with the Southland Loss and Grief Centre. Unfortunately, they had to move to Australia and so we sadly farewelled them after three months. This has left a gap in the team for which we are currently recruiting. Meanwhile Judith Stewart, our previous spiritual care support worker, returned to assist us temporarily, of which we are very appreciative.

During the year we trialed a six-week bereavement course called The Journey with Grief for the families of patients who have died. Cranford Hospice in Hastings kindly shared this programme with us. We found that after six months many family members struggled with their grief and loss and needed a safe place to meet with others who were in the same shoes to share their experience and could start to focus on the future. It has been a privilege as a facilitator to hear people's stories, their raw grief, and witness some relief as they journey with like-minded people. Our counsellors, Sarah-Jean Burnett and Kate Owen, continue to provide one-on-one counselling for patients, their families and children.

The Day Programme at hospice has been fortunate to have continued through the Covid pandemic this year. While many other hospices decided to close this programme during this time Kate Anderson, our day programme coordinator, has been able to continue to run the programme with our great volunteers. The place just buzzes, and people love coming. It has a real family feel and patients feel very cared for.

Kate also coordinates our Living Legacy programme where volunteers produce patient biographies. Not only is sharing one's life story therapeutic, but it is also a valuable gift left for family members after the patient has died. Again, this could only happen with our gifted volunteers. Our Complimentary Therapies programme has contracted

experts to provide canine therapy, reiki, podiatry, massage therapy, music therapy, hair dressing and beauty services.

Earlier this year, we farewelled social worker/counsellor Heather Clay in Queenstown who was a part of the team for several years. Júlia Klutz then joined the Queenstown team and works alongside the two community nurses covering the Wakatipu Basin. Júlia has a lot of experience in community work and a passion to support patients and their families on the journey of palliative care. Júlia has graciously been travelling to Invercargill weekly to support the team while we recruit more staff.

The Social Work Service at hospice has seen a significant increase in need. Families and patients present with more complex needs and the In-Patient Unit has required support with complex discharge planning needs. It has been a struggle to access supports required at home for many patients and we have had to work closely with our Needs Assessment Service to get care positions in place or access residential facilities. Social worker Jess Brown continues to provide services to patients and families in rural communities.

On a personal note, it has been a privilege to lead such a great team and work as part of an organisation which supports people in some of their most vulnerable times of life.



Patient and Family Support Team members (from left) Júlia Klutz, Jess Brown, Sarah-Jean Burnett, Ros Harrington, Kate Anderson and Kate Owen.

Quality and Practice Development



Jane Miedema
QPD Coordinator

Certification

The annual Ministry of Health certification audit was completed in July 2021 and will be completed again in September 2022. The July audit was extremely positive outlining the wonderful service available and given to patients. This has been supported by the extremely positive compliments, notes of thanks and patient satisfaction survey responses received over the past 12 months.

This year we work towards our certification requirements incorporating the newly revised Ngā Paerewa Health and Disability Services Standard (NZS 8134:2021)

Quality initiatives and improvements over the past year have included:

- Enhanced reporting to management to assist with decision making.
- Document control and review of systems including review of policies and procedures.
- Medicine management initiatives as a result of incident reporting and investigation.
- Service delivery satisfaction surveys.
- Review of pandemic management plans and provision of supporting clinical documents.

Service

Hospice Southland has continued to provide a full range palliative care service to the Southland and Wakatipu Basin communities throughout the current Covid pandemic crisis which is a credit to the hospice's board, management and staff. The pragmatic approach by the team with on-going risk assessment has ensured the safety of the delivered service.

We care for all patients with life-limiting illness who need expert assistance including respite care, symptom support and end-of-life care. This does not just include patients with a malignant (or cancer) diagnosis but over the past year 17% of admissions to our In-Patient Unit have been patients with

non-malignant conditions such as respiratory failure, chronic obstructive pulmonary disease (COPD) and end stage cardiac conditions that require specialist support.

The six-room IPU at Invercargill has seen a rise in patient admissions and since March has been consistently averaging well above 60% occupancy. Last year it averaged 38%.

Hospice teams have provided much needed support to other healthcare providers within the community who have been facing several issues due to Covid. To support our staff, new policies and procedures have been developed to provide guidance, education given on personal protective equipment and mask fit testing undertaken.

Education

To enable the best care and support to patients with life-limiting illness and their families and to support other health care professionals in the community, Hospice Southland offers a wide range of educational opportunities to enhance palliative care knowledge.

As government-guided pandemic restrictions lessened, more in-house interactive sessions were held.

Requests from outside providers for education is down on previous years with staffing shortages and Covid restrictions having a major effect.

Within hospice there has been a concentration to complete the mandatory elements staff require for their roles and professions.

It is a pleasure to be part of the dedicated Hospice Southland team having started in this role in February 2022. I look forward to continuing to provide support to our team as we strive to provide an exceptional palliative care service to those who need it.



Volunteers

The word resilience is one that comes to mind this year. Our volunteers have been the superstars of our organisation. Their huge dedication and hard work this year has truly been outstanding with many disturbances to working conditions during the year with Covid in the wings of everyday life.



Jody Forbes
Volunteer Coordinator

With more than 400 volunteers including our Board of Trustees, I can't thank them enough for all they do for Hospice Southland. Our Living Legacies biographers, Day Programme helpers, cleaners, kitchen hands, gardeners, Remembrance Service helpers and all our shop volunteers have had a huge year with many challenges faced. That they continue to do their roles with a smile brightens everyone's day.

Our team of gardeners have worked away all year keeping the hospice grounds in Invercargill looking great for all our patient families and staff to enjoy. We often get comments how beautiful our gardens are, particularly the heritage roses. The restoration work to our outdoor furniture looks fantastic. I'd also like to thank the local Lions Club members who wash our windows regularly.

The new kitchen volunteers we recruited this year are doing a fantastic job preparing the evening meals for our patients. Having empathy and kindness towards our patients and their families is a real quality of our volunteers.

Our Christmas and Winter Warmer raffles were well supported by our willing volunteers including others from local real estate firms, businesses and service groups. National Volunteer Week on June 19-25 was celebrated with a morning or afternoon tea for volunteers at each of our hospice shops and here at our Invercargill base to say thank you for all their hard work over this last year.

The Hospice Street Appeal was another fundraiser that was well supported by our wonderful volunteers collecting at 27 sites from Bluff to Te Anau, Gore, Winton and Queenstown.

This last year I drew inspiration from the many positive comments from people in the community about what our amazing volunteers do. I would like to thank events coordinator Suzanne Prentice and administration assistant Cindy Hyde for their help with events in the past year; you are both invaluable.

Writing a legacy

Recording the lives of hospice patients is a role a group of volunteer ladies take very seriously.

The Living Legacies team of biographers are special people who record and document our patients' life stories.

Hospice Southland warmly thanks all members of this team for the compassionate and sensitive service you give to our patients.



Biographers/Living Legacies

From top left: Kate Anderson (team coordinator), Beryl Wilcox, Donna Marie Coats, Edna Weedon (editor), Jody Forbes (volunteer coordinator).

Seated from left: Gillian Poplur, Deidre Stirling, Mary Marshall.

Absent: Barbara O'Shannessy, Pru Field (bookbinder), Pam Winsor-Holmes, Kay Ingram, Helen Rook, Liz Grimwood.



Events



Suzanne Prentice
Events Coordinator

It's been a topsy turvy time again for events this past year with covid restrictions and people being more cautious when going back out into the community.

However, we have been able to enjoy our annual events and some new ones to raise our profile, give back to our generous community and at the same time raise funds for hospice. As always, we have tried to coordinate quality events which have been enjoyed and well supported by our community.

Here is a snapshot of the events we have hosted or been involved in:

-  **Of Course You Can Do It!**. An event showcasing four of our very talented local people and loved by the many who attended.
-  **The Christmas Bauble and Tree of Remembrance event** supported by Farmers Department Store and their wonderful staff and our community, raising \$14,800.
-  **The annual Rotary Cycle Challenge** was sadly postponed this year, however a group of four very hardy and loyal supporters called The Amigos still rode from Te Anau to Invercargill raising \$4,925. An amazing effort.
-  **The Southern Indoor Charity Dog Trials**, one of my highlights to attend every year, raised \$20,000. Both volunteer coordinator Jody Forbes and I attend this three-day event providing morning and afternoon tea to everyone attending. We have thoroughly enjoyed making firm friends with the wonderful committee, competitors, and their amazing dogs. Two townies meet the cockies! A fun and much appreciated event.
-  **The Calves for Hospice annual calf scheme.** Always a wonderful farmer-led fundraising event that raises more than \$30,000 each year.
-  **Our Christmas Raffle.** With the continued support of our wonderful volunteers and Invercargill Mitre 10 Mega this raised nearly \$25,000.
-  **Hospice Street Appeal** this year raised nearly \$17,000.
-  **The Pink Ribbon Breakfast event** which was generously supported by our wonderful staff.
-  **Hospice Awareness Week on May 19-22** certainly created a presence raising our public profile at ILT Stadium Southland.
-  **Hospice Southland's 30th anniversary.** It was wonderful to be able to celebrate an important milestone that occurred on July 6, 1992. Many of our donor supporters and volunteers celebrated with us at a luncheon.

I have also enjoyed working with volunteer coordinator Jody Forbes and administration assistant Cindy Hyde on our Winter Warmer Raffle which raised nearly \$25,000, and the Variety Show by Linda Howard which raised \$9,500.

I would like to take this opportunity to give huge thanks to all our volunteers, staff, local businesses and our very generous community for all they do in support of Hospice Southland.

Hospice Shops

OUR SEVEN SHOPS ARE MARVELLOUS!
WE COULDN'T DO WHAT WE DO WITHOUT THEM.



GORE HOSPICE SHOP – 11 ORDSAL STREET

Gore Hospice Shop is always busy, it hums with customers and volunteers. The donated goods are always beautifully displayed and it's hard to enter without coming away with your arms loaded. Sue, Betty, Jean and all the volunteers really work hard to make the shop a welcoming sanctuary from all the hustle and bustle of life. You can find whatever you need there and manager Sue has delightful artistic displays on Facebook for customers to get an idea of what awaits them when they enter the shop. Gore is a buzzing town and the Gore Hospice Shop really reflects this.



Wig wearing volunteers (from left) Anne Mitchell, Alma Norman, Mary Rattray, Margaret Ferris and Jann Robertson – just another fun day last September at the Gore Hospice Shop.



TE ANAU HOSPICE SHOP – 66 TOWN CENTRE

A cornucopia of fashion. You can get a great jacket, suit, overcoat, evening dress, day wear, shoes or jewelry. And that's just the start of the shop; dig further in and some lovely china, electrical goods, crockery, curtains and linen are on show. Books and furniture are also available.

Cheryl, Leonie and Wendy and the volunteers work together as a great team to give Te Anau a real shopping experience. There are always customers in the shop and the atmosphere is warm and inviting. Thank you to all those who volunteer and donate goods to us. We do appreciate it.



INVERCARGILL CENTRAL SHOP – 117 YARROW ST

Yarrow St is a large emporium of goods. It's well set out and customers, many of them repeat, like the way they can move around the shop and see the items. The turnover of goods is very fast and so a customer knows if they are interested in buying something they need to be quick or the next person to spy the item will buy it.

People are willing to donate some lovely items and we do appreciate the donations we receive. Sometimes people think they will just drop off very worn and torn goods which of course can't be sold. This just adds to our increasing waste costs and it's a shame as most people donate goods to hospice to sell and help swell our coffers. Over \$3 million a year needs to be raised and Yarrow St works hard to help this happen. Thanks to the team of Debbie, Bridget and Tony plus all the volunteers – you are all stars.



Yarrow volunteers and staff celebrating National Volunteer Week (from left) Maureen Kelly, Allan Waghorn, Debbie Finnerty, Bridget Winter, Helen Spain, Tony Rain, Russell Matthews, Margaret Robson and Charlie Daly.



WINDSOR HOSPICE SHOP – 55 KING ST, INVERCARGILL

Windsor Hospice Shop has an interesting array of goods. We are so pleased that people donate their goods to the shop and we do our best to make sure they are easy to see and to buy. Many thanks to the team of volunteers and Kaye for doing a great job. Our new manager Heather is there to welcome you and help you decide what wonders you may like to purchase. We also thank Jo Atley for her service as shop manager during the year.



THANK YOU

Thank you to all those who support hospice through our shops.



QUEENSTOWN HOSPICE SHOP – 106 GORGE ROAD, QUEENSTOWN

Queenstown has been a town on the verge of recovery all year. The August 2021 shutdown was a major blow as shoppers were just starting to venture out again. The shop is a winter wonderland at times with great ski gear, tramping and other outdoor equipment. The clothing department has had some layout changes and is now very easy to shop in and to see the many beautiful items for sale.

Thanks so much to Queenstown Carpet Court for the generous donation and installation of new carpet, the shop looks amazing. So, if you haven't been do come and give yourself a treat. Shopping at Gorge Road is magical. Boggy, Adrian, Ute, Sandi, Barry and all the other volunteers make this place hum. We thank you very much.



Queenstown Hospice Shop manager John "Boggy" McDowell (right) took the keys to the new shop van from Ken McKenzie Central Otago Motors. We thank Chard Farm for their continued support to enable this new van.



WINTON HOSPICE SHOP – 8 WEMYSS STREET

Although slightly off the beaten track, this shop attracts many customers, including regular shoppers. One of the most appealing things about the Winton Hospice Shop are the marvelous window displays, all beautifully themed. If there is a big rugby match in Winton then the window is a sea of red and black supporting Midlands, Anzac Day its beautiful poppies and poppy wreaths, while Daffodil Day sees a froth of yellows and lemons artistically displayed.

Maree and Anne have a great team of volunteers who love to innovate; often you see a range of interesting items displayed on their Facebook page. Winton is also the centre of the Calves for Hospice event with Maree and her farming supporters organizing calf donations and sales. Over \$35,000 was raised last year.

So, thank you to all those who support hospice through our shops.



Winton volunteers during Volunteer Awareness Week in June.



SOUTH CITY HOSPICE SHOP – 57 ELLES RD, INVERCARGILL

This is our smallest shop but ably run by volunteer Mary. It's charming and you can get some lovely clothes, fill a bag for \$5.00 on sale day and get some really good books, knitting patterns or lovely china. The shop is well laid out and an easy way for customers new and old to come in and seek out a treasure.

South City shop volunteer Mary Williams is a familiar face to customers at the shop in south Invercargill.





Remembering **Tony Laker**



Invercargill identity Tony Laker was both a benefactor and patient of hospice. An inspirational and generous man, over 15 years Tony raised more than \$28,000 for hospice and more by way of in-kind donations. This is his story as told by his wife, Tracey.

Writing about our hospice journey is difficult. It is an organisation that we have supported for many years, never thinking that we would be requiring their services ourselves. A sad irony.

When Tony and I started House of Travel Lakers in 1999 we both felt it was important to give back to our local community where we could. We supported many clubs and organisations during our 22 years in the company.

Hospice Southland however was different; there was a personal connection. Tony's dad Alf passed away in the In-Patient Unit of the hospice in 2004. The specialist care and the loving environment provided by the fabulous team in Alf's last days of life really touched Tony and I, and we wanted to personally give back in gratitude.

Firstly, it was a well-stocked drinks trolley that we donated to the In-Patient Unit to be wheeled around the rooms for a happy hour, offering a drink to the patient and their family and friends visiting, maybe to help celebrate the person's life or perhaps to celebrate getting through the day.

In 2005 Tony and I, along with the other House of Travel owner operators, voted to form a partnership between House of Travel and Hospice New Zealand. Over the years our staff helped at different times; they cleaned hospice offices and vehicles, were on monthly baking rosters, assisted with fundraising and with the annual hospice street appeal.

Tony's personal contribution was, however, next level. He was an incredible speaker, he was positive, passionate, humorous and highly motivational. He initially spoke at schools encouraging students to believe in themselves, helped business owners in workplaces motivating their staff and spoke at many different clubs and organisations about his life and the business we had built.

When Tony was picked up by Celebrity Speakers and was asked to speak at conferences, he decided that whenever he was engaged to speak in Southland the proceeds would be donated to the hospice. The awareness that Tony continued to bring to Hospice Southland we felt was important and being awarded the Hospice Embrace Award was a highlight for us.

Tony would be so proud to have been recognised as one of the biggest individual benefactors to Hospice Southland, however that wouldn't be the legacy that he would want to be remembered by. He would want to be remembered for his positivity, his eternal optimism and for treating others how he would want to be treated.

Tony was an incredible husband and father, he always put his family first. It's a really tough time in our house at the moment.

Our daughter Meg, who at 21, is in her third year studying Psychology at Otago University. She moved home when Tony left Dunedin Hospital and has continued to study online. Tony would be so proud that Meg is pushing through her grief to graduate at the end of this year.

Our son Flynn is 18, has Down Syndrome and is missing his best friend - his dad. Flynn is part of Ruru School in the satellite class based at SIT. The teachers and support workers are really looking out for Flynn, providing a lot of support to help him through the difficult days.

And I am simply heartbroken. When Tony got the terminal diagnosis two years ago, the fight began for as much time



as possible. Tony was always positive that he would beat the odds but for me the grief process started then, just silently in the background as I didn't want Tony to think I had doubts. I thought grieving for two years would make me more prepared for when that final day came. That doesn't seem to be the case, and on reflection, potentially the grief process just lasts longer as now my grief is different, not having Tony beside me.

Meg, Flynn and I are all heartbroken together, however that only happens if you have been blessed with a treasure, like we were. Many people reading this will be going through their own journey and my heart goes out to you all.

Thank you to Hospice Southland for providing such wonderful support to the people of Southland.

Tracey Laker



Tony Laker helping prepare food for a quiz fundraiser at hospice in 2010. With him were (from left) Annette Chalmers and Craig Kura of AMP Insurance and then house manager Helen Hawker.



Administration team

Kathryn Bell
Senior
Administration
Officer



The role of the administration team in Invercargill is to welcome people coming into hospice and to run the office smoothly and efficiently.

We look to greet the public who enter with a smile and aim to help them to feel at ease. Coming into hospice is often stressful for families of patients and we provide a friendly face and helpful guidance as they initially navigate how to support their loved ones in hospice.

People may also be coming in to one of our support programmes or perhaps drop off donations. With Covid still present in the deep south in 2022, when people arrive we have been asking them to complete a health questionnaire too.

We're glad to also be able to provide administration support to our colleagues. It may be sending scripts, typing doctors' letters, booking travel, tracking event tickets or receipting donations – no two days are the same!

We've got a great administration team including Nikki and Susan who job-share at reception, Karen and Brenda who volunteer in the office on a weekly basis, and myself.

In my role I provide financial support to the chief executive officer, the senior leadership team and the hospice shop managers. This includes compiling financial reports on the operation of the trust and the foundation for consideration by the Board of Trustees.

“Our team is caring and organised and we love playing our part in what Hospice Southland does for our community.”

Te Whatu Ora Health New Zealand

Te Whatu Ora – our new major funder

District Health Boards (DHBs) served New Zealand well for many years, but over time the system became too complex and fragmented.

Te Whatu Ora / Health New Zealand was established this year to run the health system across New Zealand, with functions delivered at local, regional, and national levels.

An interim Health New Zealand organization was set up in September 2021 to help drive the development of the permanent entity and its role within a newly transformed system. This was transitioned to Te Whatu Ora on 1 July 2022 when the Pae Ora – Healthy Futures Act was enacted into legislation.

From this date Hospice Southland will receive its government funding from Te Whatu Ora / Health New Zealand.

Hospice New Zealand is working on a nationwide Equity and Sustainability Pathway Model as an overview for all hospices. The aim is to standardise hospice treatment across the nation.





Treasurer's report

Peter Heenan

Treasurer

*Hospice Southland
Board of Trustees*



Total expenditure for the 12-month period from 1 July 2021 to 30 June 2022 was \$6,548,796, up \$445,106 on the previous year. As would be expected, our largest expense in running the hospice are staff wages and salaries.

There was a 12.2% increase in wage costs this year due to some restructuring and expansion to ensure we continued to provide palliative care service in our inpatient unit and in the community for the people of Southland and Southern Lakes District.

Ministry of Health income which represents 39% of our expenditure was \$2,551,290. This leaves a shortfall in funds of \$3,997,506 for the year, this is made up from community funding via donations, shop turnover, events, grants, bequests, and volunteer hours.

Total revenue was up \$743,548 which was helped by the COVID-19 wage subsidy of \$55,898. The net contribution from the Hospice shops to the funds was \$1,611,389, a decrease of \$59,923 from the previous year.

The shops, after Ministry funding, are by far the largest contributor to overall hospice funds and we are extremely grateful to the team in our stores in Invercargill, Gore, Winton, Queenstown and Te Anau.

The contribution in volunteer hours in the last 12 months is estimated at \$965,351 which represents 42,433 hours. The value derived from the generous input from more than 450 unpaid volunteers ensures the hospice has the income to do the valuable work it does.

The surplus of Hospice Southland Charitable Trust this year was \$236,732 thanks to the very generous donations during the year. This is a tremendous result considering the impact of COVID-19 on both the hospice and the community. As a Charitable Trust set up for the benefit of Southlanders in need of palliative and associated services, your continued generosity directly funds the care of individuals in our community.

Hospice Southland Foundation reported a deficit of \$401,383 for the year against a surplus last year of \$2,242,903. This is not a cash deficit but rather a result of the market volatility over the year due in part to the impact of Covid and international markets retreating. We are pleased our portfolio of investments is sufficiently diversified to weather the down turns, noting the substantial lift in the portfolio during the 2021 year.

Thank you again to our benefactors, donors, and volunteers. With your continued support we can ensure that palliative care and associated services are available to all people in Southland and Southern Lakes.



Another sofa is loaded into Gore Hospice Shop's truck by volunteer John O'Shea for delivery to a customer.

Sales from our seven hospice shops made up 29% of our total revenue during the year – second only to government funding.

HOSPICE SOUTHLAND CHARITABLE TRUST (GROUP) STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE

	2022	2021
Revenue From Non-Exchange Transactions:		
Donations, Fundraising and Other Similar	1,525,277	649,783
Wage Subsidy and Relief	55,898	97,048
Volunteer Contribution	965,351	1,109,641
	2,546,526	1,856,472
Revenue From Exchange Transactions:		
Southern District Health Board	2,551,290	2,496,003
Hospice Shop Sales of Goods	2,186,637	2,161,518
Sundry Income	19,820	46,732
	4,757,747	4,704,253
Total Revenue	7,304,273	6,560,725
Expenses:		
Contribution to Defined Contributions Funds	92,750	79,012
Employee Related Costs	4,158,524	3,708,374
Service Costs	285,730	288,477
Hospice Shop Costs	575,248	490,206
Fundraising Costs	37,963	30,024
Other Costs	228,330	191,547
Depreciation and Amortisation	220,900	206,409
Services In-Kind	965,351	1,109,641
Total Expenses	6,564,796	6,103,690
Net Surplus Before Other Income		
Other Income	739,477	457,035
Investment Income	336,170	280,284
Gain (Loss) on Financial Instruments at Fair Value	(1,240,298)	1,981,081
Total Other Income	(904,128)	2,261,365
Total Net Surplus	(164,651)	2,718,400
Contribution from Group Entities		
Hospice Southland Charitable Trust	236,732	475,497
Hospice Southland Foundation	(401,383)	2,242,903
Total Net Surplus	(164,651)	2,718,400

STATEMENT OF CHANGES IN EQUITY

	2022	2021
Opening Equity	16,836,614	14,118,214
Total Comprehensive Revenue and Expense	(164,651)	2,718,400
Closing Equity	16,687,963	16,836,614

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2022

	2022	2021
Cash and Cash Equivalents	957,094	2,886,838
Receivables from Exchange Transactions	260,583	266,078
Short Term Investments	212,421	210,267
Total Current Assets	1,430,098	3,363,183
Property, Plant and Equipment	4,138,368	2,749,174
Non-Current Investments	11,720,310	11,306,743
Total Non-Current Assets	15,858,678	14,055,917
Total Assets	17,288,776	17,419,100
Total Current Liabilities	616,813	582,486
Net Assets	16,671,963	16,836,614

CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2022

	2022	2021
Net Cash flows from Operating Activities	1,336,372	790,827
Net Cash flows from Investing Activities	(3,265,540)	948,722
Net Decrease in Cash and Cash Equivalents	(1,929,168)	1,739,549
Effect of Exchange Differences on Foreign Cash	(576)	(5,315)
Cash and Cash Equivalents at 1 July	2,886,838	1,152,604
Cash and Cash Equivalents at 30 June	957,094	2,886,838

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 9th September 2022. These Group financial statements were authorised by the Board of Trustees on 9th September 2022.

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

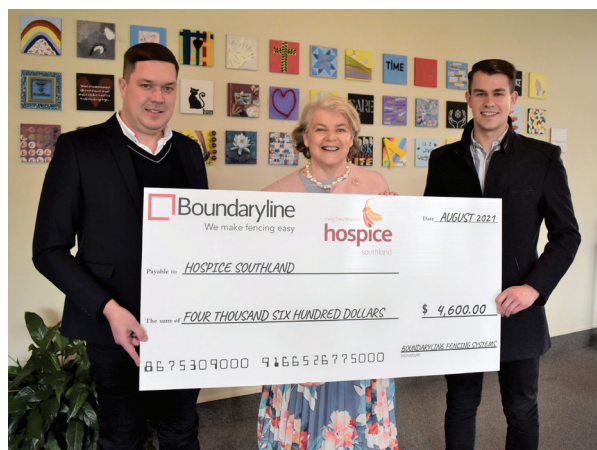
Hospice Southland Charitable Trust
Gate 1, Elles Rd
Southland Hospital Grounds
PO Box 7020
Invercargill

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.



Corporate donations are another important revenue stream for Hospice Southland.

Family-owned Invercargill-based fencing and gate manufacturer Boundaryline donated \$4,600 to hospice in August 2021.

Pictured flanking our chief executive Flora Gilkison is Boundaryline director Joe McGaveston (left) and business development manager Lachlan McGaveston.

Thank you Boundaryline and all the other local companies who donated money or gifts to us during the year.



BDO Wellington Audit Limited

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF HOSPICE SOUTHLAND CHARITABLE TRUST ON THE SUMMARY FINANCIAL STATEMENTS

The accompanying summary financial statements, which comprise the summary statement of financial position as at 30 June 2022, the summary statement of comprehensive revenue and expense, summary statement of changes in net assets/equity and summary cash flow statement for the year then ended, and related notes, are derived from the audited consolidated financial statements of Hospice Southland Charitable Trust for the year ended 30 June 2022. We expressed an unmodified audit opinion on those financial statements in our report dated 9 September 2022.

Those financial statements, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on those financial statements.

The summary financial statements do not contain all the disclosures required for full financial statements under generally accepted accounting practice in New Zealand. Reading the summary financial statements, therefore, is not a substitute for reading the audited consolidated financial statements of Hospice Southland Charitable Trust.

Trustees' Responsibility for the Summary Financial Statements

The trustees are responsible for the preparation of a summary of the audited consolidated financial statements in accordance with FRS-43: Summary Financial Statements.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810, "Engagements to Report on Summary Financial Statements." Other than in our capacity as auditor we have no relationship with, or interests in, Hospice Southland Charitable Trust.

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of Hospice Southland Charitable Trust for the year ended 30 June 2022 are consistent, in all material respects, with (or a fair summary of) those financial statements, in accordance with FRS-43.

BDO Invercargill

BDO Invercargill

Invercargill

New Zealand

15 October 2021



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 2021 to 30 June 2022:

<i>Air Milford</i>	\$1,500	<i>Lynette Lee</i>	\$1,500
<i>Alan Baxter</i>	\$1,000	<i>M L Harris</i>	\$1,000
<i>Allan Baxter</i>	\$2,000	<i>Mary Bergman</i>	\$1,000
<i>Anonymous</i>	\$18,089	<i>Millbrook Resort</i>	\$8,031
<i>ASB Bank Invercargill</i>	\$1,000	<i>Mr C Williams</i>	\$1,000
<i>Baillie & Lewis Pharmacy</i>	\$5,000	<i>Mr E Maloney</i>	\$10,000
<i>C S Roofing</i>	\$6,700	<i>Mrs L Winsloe</i>	\$2,500
<i>Clinton Lions Club</i>	\$1,600	<i>Neville Stronach</i>	\$3,000
<i>Copeland Ashcroft</i>	\$1,000	<i>Ngairie McGowan</i>	\$1,000
<i>Daniel Phillips</i>	\$1,000	<i>NZ Dominican Sisters Trust Board</i>	\$1,000
<i>Dave Fletcher</i>	\$1,414	<i>Owen & Cathy Copinga</i>	\$5,000
<i>David Griffin</i>	\$1,000	<i>Paul Barbour</i>	\$1,500
<i>E Maloney</i>	\$5,000	<i>PGG Wrightson (Calves for Hospice)</i>	\$2,165
<i>Estate Anne Lonsdale</i>	\$1,000	<i>Philippa Blackler</i>	\$1,000
<i>Estate C H Moar</i>	\$421,949	<i>Riverton Lions Club</i>	\$1,000
<i>Estate D A Hector</i>	\$55,197	<i>Rodney Botting</i>	\$1,000
<i>Estate D T A Brown</i>	\$29,896	<i>Rural Women of NZ - Makarewa</i>	\$1,000
<i>Estate E A Soper</i>	\$1,000	<i>SFCA Reunion</i>	\$1,346
<i>Estate G C Lee</i>	\$2,000	<i>Shona Tippett (Christmas Magic Shop)</i>	\$1,208
<i>Estate G N Warnecke</i>	\$10,000	<i>Southern Indoor Charity Dog Trial</i>	\$12,000
<i>Estate I C Ward</i>	\$46,718	<i>Southland Holden Enthusiasts Club</i>	\$2,500
<i>Estate Lorena Turnbull</i>	\$5,000	<i>Southland Hospital Volunteers</i>	\$1,200
<i>Estate M L Murphy</i>	\$368,136	<i>Southland Trailer Yacht Squadron</i>	\$2,000
<i>Estate M McLean</i>	\$25,000	<i>Stabicraft Marine</i>	\$1,235
<i>Estate R G Winwood</i>	\$10,000	<i>Steven Bevins</i>	\$1,000
<i>Estate W K Stevens</i>	\$2,000	<i>Te Anau Trout Fishing Competition</i>	\$1,085
<i>Estate W T Oliver</i>	\$10,000	<i>Ted Jacques</i>	\$1,500
<i>Estate W T Wilson</i>	\$50,000	<i>Terranota Ltd</i>	\$4,600
<i>Farmers (Trees of Remembrance)</i>	\$14,826	<i>The Hugh Anderson Charitable Trust</i>	\$6,000
<i>G M & J M Boyle Family Trust</i>	\$2,500	<i>Token Trust - Toyworld</i>	\$10,025
<i>Hazlett Ltd (Calves for Hospice)</i>	\$31,556	<i>Tuatapere Golf Club</i>	\$7,640
<i>Heather Walsh</i>	\$1,000		
<i>Ian Hamilton</i>	\$1,000		
<i>ILT Foundation</i>	\$26,250		
<i>Invercargill Licensing Trust</i>	\$30,000		
<i>Invercargill Spinners & Weavers Group</i>	\$1,661		
<i>J B W McKenzie Trust</i>	\$10,000		
<i>Kathryn Allen</i>	\$1,000		
<i>Lindsay & Lynn Brown</i>	\$1,500		
<i>Lindy Dobson</i>	\$45,000		
<i>Lions Club of Tuatapere & Districts</i>	\$10,000		
<i>Lora Glen Trust</i>	\$1,000		

Staff and their roles

The following staff were employed at Hospice Southland between 1 July 2021 and 30 June 2022.

Chief Executive

Flora Gilkison

Community

Gavin Bell – Communications Officer

Jody Forbes – Volunteer Co-ordinator

Cindy Hyde – Volunteer/Events Admin Support

Jane Miedema – Quality and Practice Development Co-ordinator

Suzanne Prentice – Events Co-ordinator

Susanne Walker – HR and H&S Administrator

Administration & Facilities

Kathryn Bell – Senior Administration Officer

Susan Cocker – Receptionist

Lynn Dawson – Clinical Administrator

Grant Hayes – Facility Caretaker

Denise Knight – Assistant House Manager

Deborah Smith – Cook / House Manager

Nikki Steyn – Receptionist

Patient & Family Support

Ros Harrington – Patient & Family Support Manager

Craig Allan – Spiritual Care Co-ordinator

Nadine Allan – Social Worker/Counsellor

Kate Anderson – Day Programme Co-ordinator

Jess Brown – Social Worker

Sarah-Jean Burnett – Counsellor

Julia Kluts – Social Worker/Counsellor

Kate Owen – Counsellor

Medical

Dr Amanda Sommerfeldt – Medical Director (left May 2022)

Dr Merril Drew – Specialist Palliative Medical Officer

Dr Ian Koh – Medical Officer

Nursing

Stephanie Ash Clinical Manager (left Nov 2021)

John Cochrane – Nursing Director

Lisa Henderson – Nurse Practitioner

Rohan Blackler – Community Nurse

Jill Brown – Community Nurse

Rebecca Davey – Community Nurse

Helen Glynn – Community Nurse

Sheryl Hobday – Community Nurse

Amelia Jones – Community Nurse

Retha Legge – Community Nurse

Mary Massey – Community Nurse

Haidee Oliver-Thompson – Community Nurse

Rebecca Todd – ARC Community Nurse

Jess Brammer – IPU Nurse

Melanie Brierley – IPU Nurse

Jane Brown – IPU Nurse (Casual)

Jo Butler – IPU Nurse (Casual)

Corina Calvert – IPU Nurse

Hema Chandra – IPU Nurse

Trish Clarke – IPU Nurse

Annette Eunson – IPU Nurse

Margaret Hewett – IPU Nurse

Beth Hishon – IPU Nurse

Alice Jamieson – IPU Nurse (Casual)

Raewyn Knight – IPU Nurse

Jan Nally – IPU Nurse (Casual)

Leona Roberts – IPU Nurse (Casual)

Carol Rodgers – IPU Nurse

Brenda Scully – IPU Nurse

Sue Taylor – IPU Nurse

Rowan Trotter – IPU Nurse

Mark Turner – IPU Nurse (Casual)

Viv Wesley – IPU Nurse (Casual)

Olivia Farrelly – Healthcare Assistant (Casual)

Brooklyn Forbes – Healthcare Assistant (Casual)

Linda Wikeepa – Healthcare Assistant (Casual)

Rosey Holmes – Covid Screening Visitors (Casual)

Nicole Lowen – Covid Screening Visitors (Casual)

Retail shops

Debbie Finnerty – Yarrow Street Retail Manager

Tony Rain – Yarrow Street Retail Supervisor

Bridget Winter – Yarrow Street Retail Assistant

Jo Atley – Windsor & South City Retail Manager (left June 2022)

Kaye Moynihan – Windsor Retail Assistant

Sue Neiman – Gore Retail Manager

Betty Gregory – Gore Retail Assistant

Jean Pawsey – Gore Retail Assistant

John McDowell – Queenstown Retail Manager

Adrian Young – Queenstown Retail Manager (Casual)

Ute Lycke – Queenstown Retail Assistant (Casual)

Cheryl Chittock – Te Anau Retail Manager

Leonie Seyb – Te Anau Weekend Retail Supervisor

Wendy Jenks – Te Anau Retail Assistant

Maree Boulter – Winton Retail Manager

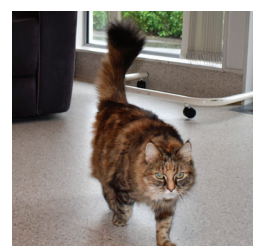
Ann Drummond – Winton Retail Assistant

Tess the cat

Tess the hospice cat patrols a room at the In-Patient Unit.

Thankfully she hasn't been called upon to catch any mice, but the meandering moggy is always up for a pat from a patient.

In fact, Tess receives more attention than a celebrity on the red carpet!





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