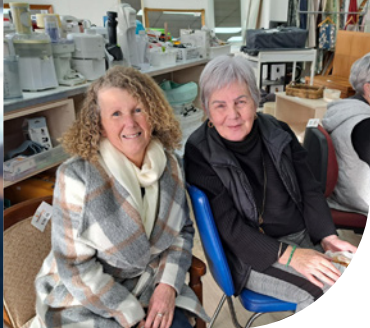




HOSPICE SOUTHLAND

# Annual Report

2024





**Jack Faul**  
Hospice Southland Patron

## 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 2023 to 30 June 2024:

C S Roofing	\$1,200.00	Duncan & Joan McKenzie	\$5,000.00
Chrickshank Pryde	\$5,000.00	Anonymous	\$1,000.00
Anonymous	\$1,022.50	GJ & JM Boyle Family Trust	\$2,500.00
Lions Club of Toi Tois	\$2,000.00	JBW McKenzie Trust	\$5,000.00
Neville Stronach	\$1,000.00	Lynette Tee	\$1,500.00
P H Vickery Charitable Trust	\$15,000.00	Anonymous	\$1,000.00
Lions Club of Tuatapere & Districts	\$10,600.00	Southerly46 Trust	\$5,000.00
Tuatapere Golf Club	\$12,400.00	ILT Foundation	\$35,000.00
Shona Tippett	\$1,102.40	Invercargill Licensing Trust	\$30,000.00
Trout Fishing Competition Te Anau	\$2,430.50	Sheddan Pritchard Law Ltd	\$50,000.00
C S Roofing Ltd	\$1,700.00	Lynette Tee	\$1,500.00
Southland Express Community Newspaper	\$1,166.10	Southland Hospital Volunteers	\$1,200.00
Mee & Henry Law Ltd	\$20,000.00	Waihopai City Lions Club	\$1,147.93
Karen Sinclair	\$5,000.00	Anonymous	\$3,333.34
Neville Stronach	\$1,000.00	Anonymous	\$1,666.66
E Hayes & Sons Ltd	\$1,300.00	Peter Levett	\$1,000.00
H & J Smith Ltd	\$1,300.00	IL & DS Hamilton	\$2,000.00
Private Donor	\$1,712.00	Caduceus Club of Southland	\$1,000.00
Neville Stronach	\$1,000.00	Cruise 4 Care	\$12,070.45
Pat Stronach	\$1,000.00	Squash City Juniors	\$6,000.00
Anonymous	\$1,000.00	Terry Boyle Memorial Trust	\$7,000.00
Lynn Mouat	\$2,000.00	Southland Ford Falcon Club	\$1,000.00
Anonymous	\$1,000.00	Neville Stronach	\$1,000.00
Southern Indoor Charity Dog Trial	\$30,000.00	Hugo Charitable Trust	\$21,000.00
GWD Russells Ltd	\$1,500.00	Blake Holden	-
Joe Benson	\$1,000.00	Baillie & Lewis	\$3,000.00
Rodney Botting	\$1,000.00	Kaans Catering Supplies Ltd	\$3,155.70
Neville Stronach	\$1,000.00	ILT Foundation	\$35,000.00
Anonymous	\$5,000.00	Invercargill Licensing Trust	\$30,000.00
Give a Little	\$1,709.00	N McGowan	\$1,000.00
S M Hughes	\$1,000.00	G Buckingham	\$2,000.00
Southland Ford Falcon Club	\$1,000.00	Baillie & Lewis Pharmacy	\$1,138.00
Neville Stronach	\$1,000.00	Hokonui Bowling Club (Inc)	\$1,485.00
Allan Baxter	\$1,000.00	C S Roofing	\$1,000
Inner Wheel Club of Invercargill North	\$9,000.00	Joan Gregory	\$1,000
French Burt & Partners	\$36,661.83	Lions Club of Ohai Nightcaps	\$1,000
Mike Pero Foundation	\$1,798.61	Sheddan Pritchard Law	\$40,037
Grant & Jude Butler	\$1,942.09	Lisa Gilvary	\$10,000
Neville Stronach	\$1,000.00	Lions Club of Balfour	\$1,500
Hazlett Limited	\$24,809.22	Anonymous	\$1,750
Hugh Anderson Charitable Trust	\$4,000.00	Neville Stronach	\$1,000
Hokonui Bowling Club	\$1,000.00	Elinor Collins	\$1,000
PGG Wrightson	\$2,368.37	Lions Club of Riverton	\$1,000
Leanne Grant	\$1,000.00	Cruickshank Pryde Barristers and Solicitors	\$3,000
Pat Bergmans	\$1,000.00	Lions Club of Gore Pakeke	\$5,000
Anonymous	\$5,000.00	Southern Grills & Gasoline	\$5,000
Rotary Club of Invercargill North	\$5,000.00	Walker Murdoch Law Ltd	\$10,000
Neville Stronach	\$1,000.00	Combined Service Clubs of Te Anau	\$10,315
Shona Tippet	\$1,367.10	Neville Stronach	\$1,000
Edginton Family	\$1,500.00	Karen Green	\$1,000
RSA Gore	\$1,000.00	J B W McKenzie Trust	\$5,000
Queenstown Wedding Association	\$1,130.00	P R Law	\$1,000
Neville Stronach	\$1,000.00	Placemakers Foundation	\$1,646

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# Chairperson Report



**HELEN MCCURDY**  
Board of Trustees Chair

The 2023 to 2024 year was bittersweet for the Board. We sadly lost Mhari Baty, a long-serving trustee, who passed away. We celebrated the life of Mhari and all she brought to Hospice Southland as our long-term Murihiku Board Trustee. Mhari served as our local Māori trustee since

2008 and brought key Māori leadership attributes to the Board. She certainly made Hospice better.

Mhari had a strong belief in the values of whanaungatanga, manaakitanga, and kohitanga. These values were deeply rooted in her cultural grounding and her knowledge of te ao Māori. Mhari had strong relational skills and deep connections within the community. One of the many contributions she made to Hospice was her involvement with Invercargill Men's Prison, where she brought a group together to learn carving. This group created pou for the Hospice, which stand as a tribute to the energy and Māori focus Mhari brought to our organisation.



Mhari Baty, Hospice Southland Trustee

In meetings, Mhari's constant refrain was, "Are our people being cared for in a culturally right manner?" We deeply appreciated her presence

at the Hospice, and when she passed away here, we were privileged to be with her and her whānau during those last hours.

Okioki i runga i te Rangimarie Mhari me te mihi mo o mahi katoa-mo matou.

*(Rest in peace Mhari and thank you for all you did for us.)*



This korowai cloak, for those who choose, can be draped over their body as they pass through the hospice doors after death.

Part of Mhari's legacy is the development of the kaimahi project, which has introduced waiata and karakia to meetings and the use of a beautiful korowai cloak. For those who choose, this cloak can be draped over their body as they pass through the Hospice doors after death.

Financially, it has been a tough year for Hospice Southland. We are not alone in this as the economy tightens, and we continue to need increased funding. We are grateful for government support but even more grateful for the extensive support from our community. We could not provide our services to our community at no charge without your support.

I would like to thank my fellow trustees for their continued support. We are fortunate to have the services of Peter Heenan as our Treasurer and Chair of Finance and Audit, Tony Irvine as our Secretary, Dr Sally Dobbs, Dr Simon Davies, Dr Pat Hastilow, and Graham Lewis for their clinical expertise on the Board. We are currently looking to replace Mhari Baty and John Faul, who resigned earlier this year. John brought sound facility management advice, and we were pleased to have his service.

Thank you to Flora, our Chief Executive, her management team, and all our staff. A special thank you also to our volunteers, who help us in so many ways.

# Chief Executive Report



**FLORA GILKISON**  
Chief Executive Officer

It has been an eventful year, full of challenges and surprises. With increased nursing costs, higher patient co-morbidities, and the need for more of everything—power, food, cleaning, linen supplies, staffing, and fundraising—all in an environment of rising costs and flat

government funding, our staff have had to pull together to achieve the wonderful standard of care we provide, all at no cost to our patients and their whānau.

We could not do this without our volunteers, who give so much of their time. Thank you so much to all of you who volunteer; we would be completely stuck without your help. When you add up the hours—over 180 volunteer hours per day—and if we were to pay this at the living wage rate, it would total over \$1.3 million. A huge contribution.



CEO thanking staff

Our staff are very special to us. We have a very dedicated team of clinicians, and we regularly receive letters of thanks from families expressing their appreciation for the care their loved one received, as well as the follow-up support provided to the family. The Remembrance services are particularly meaningful for our families.

Hospice Southland is working with the other South Island CEOs as we grapple with the changes made to health and the creation of Health NZ. Future funding will be through commissioning, and we are working together to ensure that the information Health NZ has about the hospice sector is accurate. We are hoping for

an increase in funding, but as the economy is tight and the demands on the health budget are huge, we may not see much of an uplift and will require continued support from our loyal community.

This year, we focused on seven areas for review. One was our customer relationship management tool, and we upgraded to Infoodle. This gave us an opportunity to review all our data, delete any duplicates, and ensure that the addresses were correct for our volunteers, Friends of Hospice, and other donors. Another area of focus was kaimahi development, and we are proud to have a new taonga—a korowai cloak—for our patients once they have passed.

We can see the demand for palliative care growing as our aging population starts to peak. The next 25 years will see the biggest growth in those over 70 in our area, and this will translate into increased need for palliative care.

We serve a population of 140,000—with 104,000 from Southland and 36,000 from Queenstown and the Wakatipu Basin. The Southland region covers over 3.1 million hectares with 3,613 km of coastline. Interestingly, Southland is the eleventh-most-populous New Zealand region, and the second-most sparsely populated. About half of Southland's population lives in Invercargill. Queenstown and the Wakatipu, on the other hand, are the most rapidly growing area in New Zealand, with a younger population, 39% of whom come from overseas, compared with 21% nationally. This is a completely different area from Southland. We are fortunate to have a visiting specialist palliative care doctor, a full-time nurse practitioner, and two nurses serving the area. This will only continue to grow.



High tea to thank North Invercargill Inner Wheel March 2024

# Medical Report



**KATIE WEATHERSTONE**  
Medical Director

The medical team is part of our wonderful wider Hospice Southland team, working closely alongside our three experienced Nurse Practitioners. We support local GPs and hospital specialists by providing palliative care input when needed. In addition, we support the

community and hospice inpatient unit nurses with clinical advice and help mentor them in developing their clinical and communication skills. We also have Dr. Amanda Landers, who works mainly in Gore and Queenstown, where it is highly beneficial for patients to have a specialist palliative care doctor attending them.

Over the last year, we have continued to provide care for patients and whānau at home, in the hospice inpatient unit, and through hospital consults. One of the benefits of the hospice team working across all these sites is that our care follows our patients wherever they may be. We can provide support and advocacy for our patients and whānau as they manage these transitions, which can be challenging. Many of our patients tell us they find it reassuring to see a friendly face when something unexpected happens.



Dr Amanda Landers

As we cover all of Southland and the Wakatipu Basin, many of our patients live rurally, and we are accustomed to travelling considerable distances to visit people in their homes. Last year, one of the community nurses and one of our doctors visited a patient on Rakiura (Stewart Island). We continue

to provide informal peer support for the district nurses there, along with advice and management at a distance for patients on the island who have palliative illnesses.



Katie, Neil and Rachel, our doctors

Education and research are important parts of what we do. We recently identified our first patient to be involved in a study on the use of pancreatic enzyme replacement therapy for patients with pancreatic cancer. This study is being led by one of our Palliative Care consultants, Dr. Amanda Landers. The medical team also helps provide formal education sessions for hospital and community doctors and nurses. We sometimes run into those who have attended these sessions while out and about with work and receive first-hand feedback on the usefulness of the education provided. We regularly have junior doctors choose to join our team to expand their knowledge and skills in palliative care. Most recently, our junior doctor colleagues have gone on to specialist training in psychiatry, general practice, emergency medicine, and obstetrics and gynaecology. This experience benefits both them and the community they serve.

We train future health professionals by providing hands-on palliative care teaching to 4th and 6th-year medical students, pharmacy students, and paramedicine students, both on-site at the hospice and also at the University of Otago in Dunedin. We are accredited to provide teaching for the Postgraduate Diploma in Palliative Care and were excited to learn recently that we have been approved to train a doctor specialising in palliative care.

# Nursing Report

**JOHN COCHRANE**  
Nursing Director

We continue to serve and support our community, reaching far and wide across Southland and the Wakatipu basin, with forays to the edges of Fiordland, the Blue Mountains, down to the coast, and across Foveaux Strait. This past year has once again been characterised by change, bringing many challenges and highlights. I will only mention a few, but all of our achievements stem from the commitment and dedication of our staff.

They say good things come in small packages, and our Patient and Family Service (PFS) team proves this to be true every single day. Alongside facilitating the Journey With Grief group, the Family Carers course, and Cuppa and a Chat groups in Invercargill and Gore, they coordinate our Remembrance Services, Biography service, and of course, our flourishing Day Programme. They also work closely with individual patients and their families, both in our inpatient unit (IPU) and within the community. The PFS team works hand in glove with our Spiritual Care Coordinator and nursing team.



Nurse Practitioner Ange Barnes  
Queenstown Community Hospice

Nurse Practitioners (NP) are increasingly important in the New Zealand health landscape. Our first homegrown NP, Lisa Henderson, has been joined by NP Ange Barnes (from Wellington's Mary Potter hospice), who is based at the Queenstown Community Hospice at 7 Yewlett Crescent, Frankton. NP Anne Hishon (originally from Winton) has a special interest in rural palliative care service provision and has joined our Invercargill-based team from Waipuna Hospice in Tauranga.

For the first time a Hospice Southland staff member attended the national Hospice Kaimahi Māori Hui (the inaugural hui was in 2014), held at Onuku Marae, Akaroa. Margaret Morunga, one of our community palliative care nurses, spent three days at the end of November 2023 meeting and connecting with others who work in palliative care around Aotearoa.

Much of the korero at the hui revolved around the progress in implementing Mauri Mate, the Māori palliative care framework and guide for Aotearoa

hospices, developed in response to issues that Māori had raised with service providers and researchers. Hospice Southland embraces the Māori health concept of 'te whare tapa whā' - the four cornerstones of Māori health: Taha tinana (physical), Taha wairua (spiritual), Taha whānau (family), and Taha hinengaro (mental health).



Nurse Practitioners Lisa Henderson and Anne Hishon



Kaimahi Hui Hospice NZ 2023

Hospice Southland is committed to nurse education, offering clinical placements to second and third-year Bachelor of Nursing and Enrolled Nurse Diploma students. We began sharing third-year placements with Southland Hospital's Oncology unit and started offering clinical placements to Internationally Qualified Nurses through the Competence Assessment Programme facilitated by Otago Polytechnic.



Vidharta and Carol

# Patient & Family Support



**MANDY RETI,  
SARAH-JEAN BURNETT,  
ANNE POTTER,  
AND JESS BROWN**  
Patient and Support Team

We have had a steady flow of referrals, with six new ones received last week alone. The recent trend has been the need for immediate involvement and response within 24 hours, which is related to the increasing frailty and complexity of patients being referred later in their illness.

Social isolation and financial hardship during the winter months have been recurring issues, with the weather hindering patients' connections with the community, and the early dark nights contributing to feelings of isolation, loneliness, and often anticipatory grief. Financial hardship remains a complex issue, with various funding and criteria needing to be negotiated and advocated for within government organisations. We are very thankful to have a Work and Income Liaison who goes above and beyond for our patients.

We welcomed Anne Potter into the team. Ann brings a wealth of community networks and knowledge and has been a valuable addition to the Patient and Family Support Team. Anne has taken over the coordination and management of the Day Program, and the patients have loved the interactions that Anne has created - particularly the visit from Alini Saili, a double gold medallist, who brought her medals fresh from Paris. Anne is proving to be a great support to social work and counselling by taking on tasks that can be delegated, freeing up time for specialised interventions.

## Counselling Update

Counselling has been busy addressing the complex needs of patients and families, with a full clinical day now being offered in Gore every fortnight. The coffee groups in Invercargill and Gore have been a hit, and the Family Carers course continues to see high participation, with

family members expressing great value in the skills and support offered. The "Journey with Grief" programme has been held twice this year with good participation, allowing families to reflect more deeply and process their individual grief - recognising that grief is unique and can be all-encompassing at times.

## Spiritual Support Update

Sharon led the Remembrance Service last night, which had 51 attendees. Patients in the IPU have benefited from daily interactions and the opportunity to explore, confide, and discuss matters weighing on their hearts during their stay, whether for end-of-life care, respite, or symptom control. Sharon takes pride in blessing the IPU rooms after a patient has passed away, performing symbolic rituals to cleanse the space. This practice reflects the holistic philosophy of Hospice and acknowledges the spiritual aspects of death and dying.



Sharon Buick, Spiritual Coordinator

## Cultural Integration Update

Mandy Reti provided a comprehensive education session on our new Korowai, covering the tikanga and kawa of this new taonga and the processes for its use in the IPU. Mandy also completed a beautifully illustrated waiata and karakia book, now located in offices, the IPU, and meeting rooms. Patients, families, and staff are encouraged to utilise this resource and become familiar with incorporating Te Reo Māori. Staff are enjoying the karakia that Mandy gifted to us and are actively seeking her out for cultural advice, marking a positive step towards greater inclusivity in the workplace. Mandy loves sharing her knowledge, and staff are eager to learn.

# Queenstown Community Hospice



**MARIE WALES**  
General Manager

Reflecting on the progress since last year's AGM, we're pleased how far we've come in building our goals and achievements. Over the past 12 months, Queenstown Community Hospice has continued to make significant strides in the Wakatipu community.

This year, we built on our early successes by launching the Caring for the Carers workshop. This initiative has been a vital resource for those who dedicate themselves to caring for their loved ones. We also established a monthly grief and loss group, creating a compassionate space where individuals can share their stories and find solace in each other's company. Additionally, our day programme for patients admitted to our service has fostered meaningful connections, activities, and social interactions.

One of the year's most poignant moments was our Remembrance service. This heartfelt gathering allowed families to come together in memory of those we've cared for, reinforcing our dedication to ongoing support and reflection. We plan to hold this service twice a year to honour and remember those who have lived in the Wakatipu Basin.

Our efforts to strengthen community ties have been fruitful. Our renewed community Multidisciplinary Team (MDT) has enhanced collaboration with local health and support services, allowing us to provide more personalised care. In partnership with the Southland Team, we've expanded our online counselling services.

We also want to take a moment to express our gratitude for the contribution made by Julia Kluts and Mary Millen, who have recently retired. We are excited to welcome Ange Barnes, a Nurse Practitioner to our team. She will be working alongside Rebecca Davey, who has returned from parental leave.

Our growing network of volunteers remains the heart of our work. From gardening and hosting groups to supporting our Living Legacy project, community members continue to offer invaluable support and engagement.



7 Yewlett Crescent, Frankton

Looking ahead, we are excited to deepen our connections with local community groups and healthcare professionals. We plan to offer educational workshops to further highlight the palliative care services we provide and the ongoing support available for patients and their families. The positive feedback from our sessions with the Aged Residential Care facility underscores our commitment to education and collaboration.

Every step we take brings us closer to our vision of a caring and connected community. As Dame Cicely Saunders, the founder of modern hospice care, wisely said, "How people die remains in the memory of those who live on." This truth guides us deeply as we strive to support both patients and their families through every stage of palliative care and end-of-life journeys. We look forward to continuing our work and making a lasting, positive impact on those who welcome us into their homes.

# Donations & Events



**SUZANNE PRENTICE**  
Events Coordinator

We have had an exciting year with promotions and events since the start of 2024. Our annual street appeal has once again seen our community generously giving their time to collect throughout the province for us. Without the commitment of our

volunteers, many of our events would not be possible.

I have enjoyed immensely working closely with many groups and businesses throughout the city and further afield on events to support Hospice. The amount of work and time needed to bring events to fruition is enormous, and being able to work alongside these amazing people is truly inspiring.

**Perhaps you have attended one of these events we have enjoyed this year:**

- Southern Grilles & Gasoline Car Show
- Invercargill Inner Wheel Last Night at the Proms
- An evening with Suzanne Prentice in Te Anau
- Cruize 4 Care Poker Run and Auction
- Tuatapere Hay Drive
- Tuatapere Waitangi Day Golf Tournament
- Brides from the Past
- Hoedown For Hospice
- Indoor Charity Dog Trials & Dog Sale

**And coming up:**

- The Placemakers Scooter Challenge Invercargill / Queenstown
- Raise a Calf - real or virtual. Register online at [www.calvesforhospice.org.nz](http://www.calvesforhospice.org.nz)

Don't miss our Spring Raffle, out now. Tickets are \$5 each or \$20 for a book of 5.

- **1st prize** A Morriefield Tunnelhouse + \$300 Mitre10 voucher + \$300 accessories
- **2nd prize** \$500 fuel voucher

A huge thank you to our wonderful community, our local businesses, our sponsors, and our dedicated volunteers. We can't thank you enough.



Raewyn, Toni, Brenda and Haidee helping out at the Indoor Dog Trials.



Brides from the Past



The marvellous Suzanne Prentice entertaining the Te Anau folk

# A year in review

**AVERAGE PATIENT STAY**

**6.5 nights**

**DEATHS**

Hospice IPU	71
Hospital	34
At home	115
Rest homes	103
Other	6
<b>Total</b>	<b>329</b>



**AVERAGE BED OCCUPANCY**

**51%**



**PATIENT ADMISSIONS TO THE SERVICE**

**367**

Cancer	241
Non-cancer	126



**COMMUNITY PATIENT VISITS**

**3190**



**PATIENT AND FAMILY SUPPORT CONTACTS**

Psychosocial	633
Spiritual	258
Day programme attendance	232
Remembrance services	5

**NURSING COMMUNITY TELEPHONE CONSULTATIONS**

**5367**



**TOTAL STAFF**

**76**



**RETAIL SHOPS**

Sustainable Shopping for Sustainable Care

**Invercargill**  
> Yarrow Street  
> South City  
> North Road

**Winton**  
> Wemyss Street

**Queenstown**  
> Gorge Road

**Te Anau**  
> Town Centre

**Gore**  
> Ordsall Road



**DOCTORS AND NURSE PRACTITIONER VISITS**

**575**



**HEALTH NZ / TE WHATU ORA FUNDING**

**\$3,152,424**



**HOSPICE SHOP INCOME**

**\$2,984,438**

**VOLUNTEER HOURS**

**43,553**



**EVENTS INCOME**

**\$177,741**



**VOLUNTEER CONTRIBUTION IS CALCULATED BY HOURS PAID AT THE LIVING WAGE**

**\$1,132,384**



**VOLUNTEER HOURS PER DAY**

**180**

**HOSPICE SOUTHLAND GROUP DEFICIT**

**-\$40,137.50**



**TOTAL NUMBER OF DONORS**

**1500**



**DONATIONS**

**\$331,046**



**BEQUESTS**

**\$127,800**



**GRANTS**

**\$87,556**



**TOTAL REVENUE**

**\$6,166,844**



# Our Volunteers

## The Heartbeat of Hospice Southland



**TONI EADE**  
Volunteer Coordinator

At Hospice Southland, the heartbeat of our organisation is not only found in the care and services provided by our staff but in the unwavering dedication of our volunteers. Year after year, our volunteers prove to be the lifeblood that keeps our Hospice thriving, offering

essential support and a compassionate touch that enhances every aspect of our care.

**“You can do what I cannot do. I can do what you cannot do. Together we can do great things.”**

- Mother Teresa

Our volunteers come from all walks of life, each bringing their own experiences, strengths, and talents. It is when they come together, united by a shared purpose to serve our patients and their families, that they truly shine.

Whether it's a warm smile at a shop counter, the comforting presence of a hand held during a difficult moment, engagement with our community when collecting at our annual Street Appeal, or the careful preparation of meals that nourish both body and soul, each act of service embodies the essence of what it means to care deeply and to give selflessly, ensuring that the needs of our patients and their families are met with warmth and understanding.

This year has been one of growth and development for our Volunteer Programme. We've welcomed new members, community groups, and schools, all of whom have brought fresh perspectives and skills. We have also been

working behind the scenes to strengthen the connection between our 400+ volunteers spread across the region.

Volunteer Awareness Week 2024 was a highlight in fostering these connections. Seven Volunteer Celebrations saw high attendance from both volunteers and staff, creating invaluable opportunities for open dialogue and mutual understanding.

Building on the momentum from Volunteer Week, we launched our inaugural monthly newsletter, Heartbeat of Hospice. This newsletter celebrates the unwavering service of our volunteers, sharing stories, updates, and insights on all things Hospice Southland. We actively encourage feedback and suggestions from volunteers, ensuring the newsletter remains a platform that reflects their voices.

As Volunteer Co-ordinator, it is an honour to engage daily with our Hospice Southland volunteers, and I look forward to further fostering that connection. Their commitment continues to inspire, and the entire Hospice Southland team is deeply grateful for their ongoing service and support.



Volunteer Christmas party



Gore Volunteer Awareness Week

# Retail Shops

We are immensely proud of our retail teams managing the Hospice Shops across the Southland region. Over the past year, our eight shops collectively achieved a net profit of \$1,444,601. This vital funding has been instrumental in sustaining our free services for individuals and their families on a palliative or end-of-life journey throughout the Southland and Wakatipu communities.

Our shops are essential to our mission, even as they face the same challenges as other retail businesses in today's tight economic climate. We have seen positive results from initiatives like upcycling workshops, which focus on recycling, repurposing, and reusing. These workshops have been a fantastic way to engage our community, and we plan to build on these efforts and explore new approaches in the coming year.

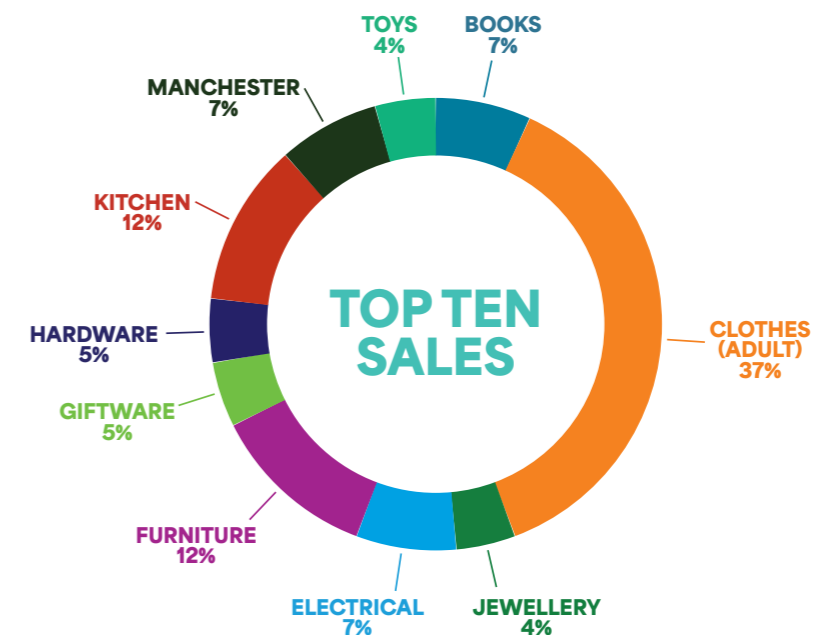
Looking ahead, we are focused on enhancing our reach and increasing foot traffic to our shops. We are always on the lookout for new ideas and initiatives to attract a broader audience and engage more customers. Expanding our online presence by marketing items for sale online is a key area of development. The shift towards e-commerce presents both opportunities and

challenges, and we are committed to developing a sustainable strategy to grow our revenue and broaden our impact.

In Gore, we bid farewell to Sue Neiman, our Retail Manager of 11 years, as she retires to spend more time with her grandchildren and explore New Zealand with her husband in their trusty caravan. While we will miss Sue, we are excited to welcome Bronwyn Cowles, a local Gore resident, to the team. We look forward to Bronwyn bringing her own flair to the shop.

We also extend our heartfelt thanks to our dedicated volunteers, who are essential to our daily operations. They handle donations, sort items, manage the till, and merchandise the store. We are incredibly fortunate to have such a committed and energetic team supporting our work.

Shopping at our op shops supports both environmental sustainability and community well-being. Every purchase contributes to our vital work and makes a meaningful difference in the lives of our clients and the broader community. We thank you for your donations and ongoing patronage.



# Sustainable Shopping for Sustainable Care

## YARROW STREET, INVERCARGILL



Home to two large shops selling virtually everything. Debbie Finnerty and her great team of Tony, Dee, Bridget, Wendy, Deborah, Diane, Denise and Fred. This is the biggest shop and we really appreciate the over 60 volunteers who help us.

Yarrow Street volunteers.

## NORTH ROAD, INVERCARGILL



A great range of goods and clothing at reasonable prices

If you are looking for something different for a gift or just yourself this is the place to shop. The children's wear and toys are a sight for sore eyes. Well-managed by Heather, Gill and Jan plus the great volunteers who are very creative in sorting out all the donations.

## SOUTH CITY, INVERCARGILL

A small shop, primarily selling clothing to the people of south city. Mary and her volunteers keep this shop open all year, providing a great service to south Invercargill.



South City Shop Manager Mary Williams

## TE ANAU

Well-managed by Cheryl, Dot and Wendy plus the workaholic volunteer group. This is a great shop selling virtually everything. When busloads of visitors come by, they find Te Anau can be a bit breezy - no problem just pop into the Te Anau Hospice Shop for a great jacket, which they often return for resale before they leave Te Anau.



Te Anau volunteers



Cheryl Chittock and Klaske Murrell

## WINTON



Winton Shop Manager Maree Boulter



One of the fashion items you can get in the Winton shop - if you have a 20 inch waist

Well-managed by Maree and Anne. This is a beautiful shop with many items to choose from. There is also an Art Space on the main street which is attracting an interesting customer base.

## GORE

We were sad to say goodbye to Sue Neiman who managed the shop for over 11 years. Bringing in new sales ideas, taking over the next-door barber shop to develop a new furniture area and holding 4 Fashion Shows. Gore is such a great town and supports the Hospice shop very very well. Thankyou to the staff and volunteers who enable this.



Recently retired Shop Manager Sue Neiman



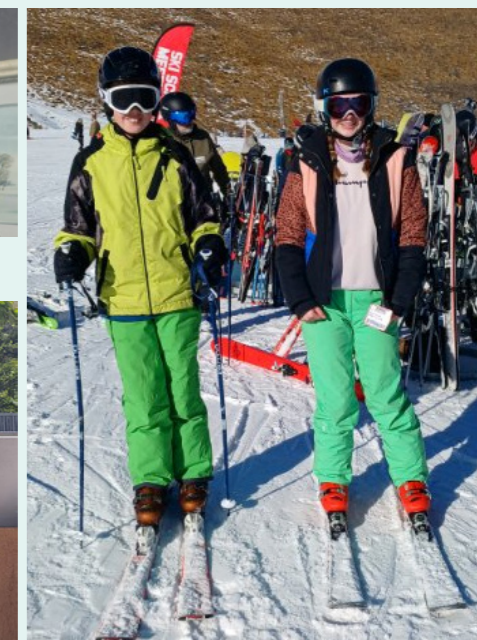
Volunteers and staff celebrating a great sales day

## QUEENSTOWN

Well-managed by Boggy (John McDowell), Adrian, Louise, and their team of volunteers. You'll find it on Gorge Road, Queenstown, offering a great range of clothing, books, Manchester, giftware, and ski wear. The ski wear and equipment are particularly popular, with many visitors to Queenstown popping into the Hospice Shop to get gear at very reasonable prices.



Queenstown Shop Manager John "Boggy" McDowell.



Ski gear always sells well.



Queenstown volunteers celebrating long-service

# Treasurer's Report



**PETER HEENAN**  
Treasurer  
Board of Trustees

The Trust continued to provide palliative care services at no cost in our inpatient unit and in the community for the people of Southland and Wakatipu Basin Districts. Total cash revenue generated by the Group was \$6,802,039 of which \$3,208,315 came from Crown Funding. Expenditure

before depreciation and excluding volunteers contribution for the 12-month period was \$7,288,786. The additional expenses arose from a mixture of inflationary costs, Collective Agreement increase, and additional staff required.

Ministry income represents 39% of total expenditure costs. This leaves a shortfall in funds of \$4,163,361 for the year. We are very grateful for the support of our community to help raise these required funds. Community funding is via donations, shop turnover, events, grants, bequests and the support of our volunteers.

The net contribution from the Hospice shops to the funds was up by 12.26%, an increase of \$155,382 from the previous year. The shops, after Ministry funding, are 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 \$1,132,384 which represents 43,553 hours or 180 hours per day. The value derived from the generous input from more than 350 unpaid volunteers ensures the Hospice has the income to do the valuable work it does and to keep offering the service at no charge to our patients and their families and whānau.

The Group had a cash surplus this year of \$115,110. After adjusting for non-cash items our final result was a small deficit of \$14,151.

As a Charitable Trust set up for the benefit of Southlanders and the Wakatipu Basin, in need of palliative care service the continued generosity of our communities directly funds the care of individuals in our community. The opening of the Queenstown Community Hospice enables a more direct service to Wakatipu Basin area, as described in the Trusts objectives.

Hospice Southland Foundation reported a surplus of \$609,527 for the year against a surplus last year of \$443,848. The increase was due to the increase in investment income interest rates and positive movement in portfolio market value of \$146,431 versus \$19,483 last year. We are pleased our portfolio of investments is sufficiently diversified to weather the fluctuation movement in investments.

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.

## Hospice Southland Charitable Trust (Group)

### STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE

	2024	2023
<b>Revenue From Non-Exchange Transactions:</b>		
Donations, Fundraising and Other Similar	725,736	823,258
Wage Subsidy and Relief	-	7,559
Volunteer Contribution	1,132,384	981,735
	<b>1,858,120</b>	<b>1,812,552</b>
<b>Revenue From Exchange Transactions:</b>		
Health NZ – Te Whatu Ora	3,208,315	2,765,487
Hospice Shop Sales of Goods	2,938,692	2,618,265
Sundry Income	75,728	21,517
	<b>6,222,735</b>	<b>5,405,269</b>
<b>Total Revenue</b>	<b>8,080,855</b>	<b>7,217,821</b>
<b>Expenses:</b>		
Contribution to Defined Contributions Funds	154,154	121,641
Employee Related Costs	5,617,623	4,913,421
Service Costs	388,043	397,570
Hospice Shop Costs	786,838	635,296
Fundraising Costs	92,489	50,526
Other Costs	249,639	222,627
Depreciation and Amortisation	275,692	272,680
Services In-Kind	1,132,385	981,735
<b>Total Expenses</b>	<b>8,696,863</b>	<b>7,595,496</b>
<b>Net Surplus Before Interest Revenue and Other Finance Income</b>	<b>(616,008)</b>	<b>(377,675)</b>
Investment Income	455,426	435,033
Gain (Loss) on Financial Instruments at Fair Value	146,431	19,483
<b>Total Other Income</b>	<b>601,857</b>	<b>454,516</b>
<b>Total Net Surplus (Deficit)</b>	<b>(14,151)</b>	<b>76,841</b>
<b>Contribution from Group Entities</b>		
Hospice Southland Charitable Trust	(623,678)	(367,007)
Hospice Southland Foundation	609,527	443,848
<b>Total Net Surplus (Deficit)</b>	<b>(14,151)</b>	<b>76,841</b>

### STATEMENT OF CHANGES IN EQUITY

	2024	2023
Opening Equity	16,748,804	16,671,963
Total Comprehensive Revenue and Expense	(14,151)	76,841
<b>Closing Equity</b>	<b>16,734,653</b>	<b>16,748,804</b>



# Staff and their roles

The following staff were employed at hospice southland between 1 July 2023 and 30 June 2024.

## BOARD MEMBERS

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

## CHIEF EXECUTIVE

Flora Gilkison

## MEDICAL TEAM

Katie Weatherstone  
Amanda Landers  
Thomas Joseph  
Rachel Trevathan  
Neil Cremasco

## NURSING TEAM

John Cochrane  
Mary Massey  
Annette Eunson  
Beth Hishon  
Josephine Butler  
Brenda Scully  
Susan Taylor  
Margaret Hewett  
Patricia Clarke  
Lisa Henderson  
Helen Glynn  
Haidee Oliver-Thompson  
Rohan Blackler

Vivienne Wesley  
Raewyn Knight  
Jessica Brammer  
Amelia Jones  
Rebecca Todd  
Alice Jamieson  
Lynn Dawson  
Jane Miedema  
Carol Rodgers  
Retha Legge  
Regina Forstner  
Margaret Morunga  
Leetisha van't Wout  
Hannah Beardsley  
Sarah Jennings  
Anne Hishon  
Kristy Eade

## SUPPORT SERVICES TEAM

Kathryn Bell  
Suzanne Prentice  
Cindy Hyde  
Susan Cocker  
Nikki Steyn  
Grant Hayes  
Toni Eade  
Jo Bremer

## HOUSEKEEPING TEAM

Hidemi Ueno  
Denise Knight  
Evelyn Loan  
Tina Goodman

## PATIENT AND FAMILY SUPPORT TEAM

Sarah-Jean Burnett  
Jessica Brown  
Sharon Buick  
Mandy Reti  
Anne Potter

## RETAIL

Sue Neiman  
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

## QUEENSTOWN COMMUNITY HOSPICE

Marie Wales  
Rebecca Davey  
Ange Barnes

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2024

	2024	2023
Cash and Cash Equivalents	1,688,197	1,383,934
Receivables from Exchange Transactions	366,466	268,124
Short Term Investments	—	—
<b>Total Current Assets</b>	<b>2,056,663</b>	<b>1,652,058</b>
Property, Plant and Equipment	4,049,074	4,197,017
Non-Current Investments	11,414,330	11,582,709
<b>Total Non-Current Assets</b>	<b>15,463,404</b>	<b>15,779,726</b>
<b>Total Assets</b>	<b>17,520,067</b>	<b>17,431,784</b>
Total Current Liabilities	785,414	682,980
<b>Net Assets</b>	<b>16,734,653</b>	<b>16,748,804</b>

## 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 16th September 2024. These Group financial statements were authorised by the Board of Trustees on 17th September 2024.

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.



Living Every Moment 

**hospice**  
southland

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