

Living Every Moment



hospice

southland



ANNUAL REPORT

2021



NATIVE TUI BIRD
IN A KOWHAI TREE

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Long service award recipients (from left) Kirsty Robertson, Brenda Scully, Beth Hishon, Sue Neiman, Sue Taylor, Jill Brown, Kathryn Bell and Josephine Butler present at the board dinner in 2020.





Board of Trustees



Board of Trustees (L-R) Mhari Baty, Graham Lewis, Tony Irvine - secretary, Pat Hastilow, John Faul, Helen McCurdy - chair, Sally Dobbs, Peter Heenan – treasurer.



Laurice Collins with daughter Lisa Te Ngahue at a Day Programme event.



Cyclists on the Rotary Cycle Challenge fundraising event.



Windsor shop volunteer Samantha Barnett enjoys serving customers.



Altrusa Invercargill members present hospice with a \$1,000 donation.



Hospice chief executive Flora Gilkison with Barbara Kubala.



Hospice events coordinator Suzanne Prentice with presenters at the 'Of Course You Can Do It' event at the Ascot Hotel.

A short history of Hospice Southland

Hospice Southland opened in 1992 in an old wing of Southland Hospital and moved to the present site in 2003.

The founding Deed of Trust for the Hospice Southland Charitable Trust signed in 1994 illustrates the vision held by those early pioneers of the hospice movement in Southland.

The first four objectives of the Trust are:

- To provide care and support and to promote generally the physical, emotional, social and spiritual needs of terminally ill patients and their families.
- To bring to the notice of families, nursing and medical staff, lay helpers, administrators and the public in general the special needs of terminally ill patients and to encourage those practices which have a beneficial effect in maintaining the comfort and morale of terminally ill patients.
- To promote the independence of terminally-ill patients and to assist them in making their own decisions.
- To provide support to existing services to maintain terminally ill patients in their own homes where this is their wish.

The Deed of Trust was signed by Kevin Wall, Peter Muller, Dr Hardy Hunt, Richard Henshall, Helen Young, Jack Faul and John Prendergast.

This Deed and these far thinking people have meant that almost 30 years later we are going strong with a Charitable Foundation to assist with financial security into the future and excellent well qualified, dedicated staff. Seven shops raised more than \$2 million from donated goods in 2021. We have a very supportive district health board and a community that is very engaged, generous, and hardworking.

The vision that Hospice Southland will add value to the lives of thousands of patients, families and whanau in the Southland and Wakatipu area has come to fruition. The need for a palliative care service free from any costs to its recipients goes on. We needed community support in the early days, and we still need it today. In the words of Nicki Kitson, one of the first chief executive officers, “Your determination to support us and see us succeed has been our strength ... it has been legendary”. Long may it continue. Our motto of ‘Living Every Moment’ is paramount for us.

*Our motto:
‘Living Every Moment’
is paramount for us.*



Hospice Southland occupied an old ward in Southland Hospital from 1992 to 2003.



Board Chair and Chief Executive Officer report

Helen McCurdy and Flora Gilkison

Hospice Southland cares for hundreds of people with life limiting illnesses and diseases in Southland and Queenstown every year. Our motto of ‘Living Every Moment’ is embodied through our approach of “together we care and can”.

All our care is without charge and is provided either in your home, through rest homes or in our Inpatient Unit, and some patients use all three locations.

Hospice Southland is a registered charity which provides free palliative care and support for patients and their families. Palliative care is the care of people who are dying from active, progressive diseases or other conditions that are not responsive to curative treatment. Palliative care embraces the physical, social, emotional and spiritual elements of wellbeing – tinana, whanau, hinengaro and wairua – and enhances a person’s quality of life while they are dying. Palliative care also supports the bereaved families/whanau. Hospice Southland has a fantastic team which exemplifies our values of being grateful, working collaboratively, giving encouragement to all and being passionate about our care.

One of the first roles in writing this report is to thank Peter Ward for the sterling job he did as the interim chief executive officer. Peter had this role until Flora Gilkison took over in September 2020 with the handover and transition process made easy because of his great planning.

Financially the year has been a success. The SDHB provides funding which accounts for about 45% of all the funds required. This means we can continue providing a free palliative service to all Southlanders and Wakatipu residents who require specialised palliative care. The other 55% is raised through hospice’s shops (40%) with grants, events and bequests accounting for the other 15%.

To achieve the extra 55% we require a committed board, staff and hundreds of generous volunteers who so willingly give of their time, skills and experience. We also require you the public to come to our shops and spend. For donations, we have a Givealittle page and a website.

Events either run by us or others in the community help fill the coffers as well. Some events are not run by us but other organisations who generously donate their surplus to us. For all of this we are extremely grateful.

The other way we receive funds is through bequests. It is always heartwarming to receive an email from a law firm letting us know that a generous person has left money to us in their will.

Being new to Southland as the CEO I have found it very generous, very welcoming and despite a few grey days in winter a very pleasant climate and beautiful scenery. It’s a secret paradise and I’m delighted to have discovered it.

The Maori proverb He Tangata epitomizes what makes Southland, it’s the people. He aha te mea nui o te ao? What is the most important thing in the world? He tangata, he tangata, he tangata. It is the people, it is the people, it is the people.

To the Board as Chair of Hospice Southland I must say a very grateful thank you. Your leadership through the governance role helps guide and develop Hospice Southland to achieve the results that it does. It’s the people who make Hospice Southland, from our committed Board, our expert caring clinical staff, our committed non-clinical staff and our dedicated volunteers. Our thanks go out to you for helping make 2020/2021 a very successful year despite the constraints of the Covid pandemic affecting our day to day lives.



Helen McCurdy – BOT chair



Flora Gilkison – CEO

Hospice in a year ... a snapshot

Hospice shop
revenue



\$2,161,518

Average bed
occupancy



38%

Community
patient visits



1953

Community
telephone
consultations



3737

Deaths



Hospice	81
Hospital	30
Home	95
ARC/rest homes	94

Patient
admissions



340 Cancer 249
Non-cancer 91

Patient & Family
Support visits



Psycho/social 613
Spiritual support 297

Day
Programme
attendance



119

Bereavement
support
sessions



1114

Total
operational
expenditure



\$6,103,690

Doctor visits to
patients outside
hospice



124

Staff education
& training



Sessions 40
Attendees 623

Volunteer
hours



50,347

Net surplus



\$475,497

Volunteer
contribution



\$1,064,828

Events
income



\$103,756

Ministry of
Health funding
(via SDHB)



\$2,496,003

Donations



\$128,702

Bequests



\$191,496

Grants



\$17,380



Medical Director's report



Dr Amanda Sommerfeldt

Medical Director and Palliative Specialist

The Hospice Southland medical team has had a busy year full of opportunities and transitions. Hannah Gunning, who joined the team as a Medical Officer in 2019, left December 2020 to pursue psychiatry training.

The team was fortunate to then welcome Dr Júhaina Al Ruheili that same month; Júhaina took six months away from GP training to expand her palliative care knowledge and skills, and she returned to Wellington in May 2021.

Dr Kylie Butcherine has provided on-call medical team support since February 2021. Kylie is a specialist in General Medicine and Geriatrics at Southland Hospital and she brings to the team a wealth of experience and a fresh perspective. Lisa Henderson, our longtime Palliative Care Nurse Specialist, completed Nurse Practitioner training early this year and is now an established and valued clinician within the team.

I celebrated five years with Hospice Southland this year. The Covid-19 pandemic made recruitment challenging, but if all goes to plan, UK doctors Merrill Drew and Ian Tat Yuen Koh will begin work in September 2021.

The medical team continues to enjoy the privilege of caring for patients in the hospice inpatient unit (IPU), in the community, in aged residential care facilities and in a consultative capacity in hospitals. The service is also busy with rotating house officers, medical students, and pharmacy students.

The team also tries to cultivate a culture of continuous learning and improvement, and recent projects include audits of heart failure practice and recognition and management of anxiety, as well as an initiative to standardise communication letters sent to GPs. Two journal articles have been published thus far in 2021, with a third in process.

In the year ahead, the team looks forward to continued opportunities for service and growth.

Te Whare Tapa Whā

Te Whare Tapa Whā is a Māori model of wellbeing developed by Sir Mason Durie in 1984 to provide a Māori perspective on health.

It compares good health to the four walls of a house, all four being necessary to ensure strength and symmetry through each representing a different dimension.

Hospice Southland embraces this model of care, which is a seamless fit with our holistic approach to patient and family care.

- **Hinengaro** – intellectual and emotional wellbeing
- **Tinana** – physical wellbeing
- **Whānau** – family wellbeing
- **Wairua** – spiritual wellbeing



These hanging tapestries in the hospice entrance depict the Te Whare Tapa Whā Maori model of wellbeing.

Clinical Manager's report

Stephanie Ash

Our compassionate nursing teams focus on the person and their significant others. We aim to ensure patients receive the right care at the right time and by the right team working closely with General Practice teams, Aged Residential Care facilities, specialist teams at Southland Hospital as well as other health professionals in the community that may be involved with a patient's care.

Our Inpatient Unit in Invercargill is a short-stay six-bed unit with an experienced Palliative Care team who provide a safe, caring environment for patients. Patients can be admitted to the IPU for treatment of distressing symptoms, such as pain, last days of life care for those who choose not to die in the place they call home. We also admit for respite care to allow a patient's carers to have a break.

It has been a positive transition back to our team and in February 2021 we welcomed Jill Brown to the role of Community Nurse in the Queenstown/Wakatipu area. Jill has settled in quickly and is building relationships through being visible and available for patient management and education opportunities with the general practices and Lakes Hospital teams.



Queenstown nurse
Jill Brown

Queenstown and Wakatipu

We were notified by Otago Community Hospice late in 2020 that they intended to stop providing the contracted nursing service to this area for us due to high demand on nursing in the wider Otago area. Therefore, our Queenstown patients reverted to the care of the Invercargill-based Community Nursing team.

Aged Residential Care (ARC)

Hospice Southland continues to collaborate with Aged Residential Care facilities by providing specialist palliative care nurse support.

Lisa Henderson, who has worked for some years with ARC teams, completed her Nurse Practitioner training at the end of 2020. Lisa's role of Nurse Practitioner means she can manage the whole episode of care for ARC residents including assessment, care planning, medication prescribing and compiling COAST (Clinical Order Articulating Scope of Treatment) forms.

Rebecca Todd also joined the ARC Support team in May this year. Both registered nurses and general practitioners in ARC facilities have been appreciative of this collaborative approach.



Staff including nurses farewell medical officer Juhaina Al Ruheili in April 2021.



Patient and Family Support

Our encouraging and respectful Patient and Family Support team has had some changes in recent months. Firstly, in March we welcomed a new Team Leader, Ros Harrington, who has many years' experience working as a Social Worker and Counsellor. She spends part of her time leading the team, sharing the vision of Hospice Southland and providing support to patients and families who have received a life-limiting diagnosis and providing bereavement support.

Kate Anderson joined the team in April as the new Day Programme and Living Legacies Coordinator. Kate is passionate about creating varied opportunities for hospice patients to have experiences in the Day Programme that enrich their lives and give their carers a break. The Living Legacies program has received an influx of referrals. This program has great volunteers who will go out to patients' homes to record their life stories or record memories to be passed onto loved ones around them.

Earlier this year we said goodbye to Judith Stewart, our Spiritual Care Coordinator for many years and known to many in the wider community.

Raewyn Knight replaced Judith and has taken up the mantle of spiritual care for our patients and families in the IPU and community. This care is tailored to the individual needs of the person and focuses on making meaning of one's life and beliefs. It is about dealing with matters of the soul which is part of a holistic approach to end-of-life care.

We continue to provide counselling to patients who are facing the end of their lives and their families. Grief is an individual journey, and we endeavor to create a safe place where people can freely express their feeling and thoughts without judgement. Bereavement coffee groups and our carers courses are well received by those caring and supporting their loved ones at this time.

We now have a Social Work team of three covering the region including Queenstown/ Wakatipu to provide support to hospice patients and their families. This includes connecting families with Work and Income (WINZ) services, negotiating complex family dynamics and linking in with appropriate services in the community. Our Complimentary Therapies service is also available.

The Patient and Family Support team is an integral part of the wider hospice team and work closely with the Multi-Disciplinary Team. It is a privilege to be involved in the lives of people at such a vulnerable time to provide care and compassion in order that people can live every moment until the end.

Education

Our Education Team is passionate to grow our knowledge and to share with others by providing education on best practice palliative care to support health professionals across the region. This includes regular workshops and ongoing support sessions to ensure that those that we look after in our community receive excellent quality of care in every setting.



Social Worker Jess Brown accepts a Christmas hamper of donated food for patients from SBS bank staff.

Professional Development

Hospice Southland actively encourages its staff to undertake professional development to further their skills sets in healthcare when and where appropriate. For clinical staff, much of this is done via the HealthLearn internet portal set up by the Ministry of Health. Hospice also invests in its non-clinical staff by supporting them in relevant external course studies.



*Nurse practitioner
Lisa Henderson*

This year we congratulated registered nurse Lisa Henderson who succeeded in becoming a Nurse Practitioner. Her story, which appeared in our Autumn 2021 newsletter, is repeated below.

Nurse gains practitioner qualification

Hospice warmly congratulated a long-time staff member who gained Nurse Practitioner status during the year.

Lisa Henderson gained her Nurse Practitioner qualification from the NZ Nursing Council through extra-curricular study as part of hospice's continuing professional development initiative.

Lisa, a registered nurse since 1995, spent four years undertaking postgraduate study to become a nurse practitioner (matanga tapuhi). Her course of study included gaining a clinical master's degree from Massey University.

Nurse practitioners combine advanced nursing knowledge and skills with diagnostic reasoning and therapeutic knowledge to provide patient-centered healthcare services including the diagnosis and management of patients with common and complex health conditions.

They can order and interpret diagnostic and laboratory tests, prescribe medicines within their area of competence, and admit and discharge patients from health care facilities, including hospices.

There are about 500 nurse practitioners in NZ. Most are in primary health care such as GPs or doctors' practices with about 30 working in palliative care in hospices.

At Hospice Southland Lisa works closely with medical director Amanda Sommerfeldt. "She is my clinical mentor and has been very supportive of my study – it's been a lot of work," says Lisa.

For her first nine years at Hospice Southland Lisa worked in the in-patient unit and in recent years developed a special responsibility as an aged care community nurse, assisting residents in 21 rest homes who require specialist palliative care. The aged residential care sector is the biggest provider of palliative care in New Zealand.

"There is a huge need for palliative services in aged residential care," says Lisa. "GPs are great but they're so busy; some of these people in rest homes need quicker access to palliative care."

Lisa says while she loves contact with elderly patients she gains a lot of satisfaction in helping educate healthcare workers in rest homes about palliative care. "They have a tough job; they're really busy dealing with more people who are living longer and with incredibly complex needs."

She is thankful for receiving monetary assistance from the Southland Medical Foundation during her study.

"There is a huge need for palliative services in aged residential care."

Hospice Shops

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

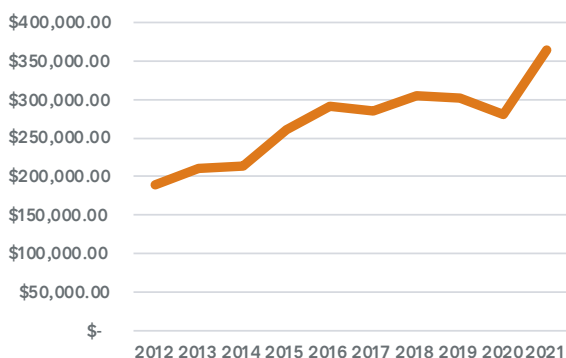


GORE HOSPICE SHOP - 11 ORDSAL STREET

Known as one of the friendliest shops in Gore, the hospice shop recently celebrated its tenth birthday. Shop manager Sue Neiman puts their success down to the great team they have.

Over the last ten years of turning second-hand goods into first class care they have raised more than \$2.7 million through the efforts of more than 100 volunteers making over 350,000 sales of donated goods from the generous Gore community.

Gore Hospice Southland Shop Sales Over Ten Years



Gore volunteers Mary Youngman (left) and Betty Gregory enjoy a catch-up.



WAKATIPU HOSPICE SHOP - 106 GORGE ROAD, QUEENSTOWN

The Covid pandemic has brought changes to Queenstown and none more so than the Wakatipu Hospice Shop. Affable shop manager John 'Boggy' McDowell says it's been a roaring trading year. The shop serves a different clientele as overseas young people looking to set up their homes or flats have departed and Queenstown residents have set about cleaning out their home or holiday homes.

The hospice has been the grateful recipient of a lot of high quality items and the customers have flocked in. Even when some opportunistic individuals helped themselves to \$700 worth of donated ski equipment left outside the shop, Boggy and his team, with the help from the police and Mountain Scene newspaper, managed to track down the offenders who returned the goods and apologies were given.



Wakatipu shop manager John McDowell.

**OUR NEW RETAIL
MOTTO FOR 2021:**

Sustainable Shopping for Sustainable Care



TE ANAU HOSPICE SHOP - 66 TOWN CENTRE

They were standing in the street, a big crowd awaiting the February 7 opening of the relocated Te Anau Hospice Shop by Dale Wairau. The new shop offers twice the space and twice the goods to buy. And buy they did; that first day items just flew off the shelves and racks.

Shop manager Cheryl Chittock was so excited and pleased with the new layout. "It's been a real boost to Te Anau, which has really suffered from the loss of tourists [as a result of the Covid pandemic], so it was really nice to give Te Anau people and visitors somewhere to shop to get good clothes and other items that are affordable in these tough times."



Staff and volunteers celebrate the opening of the relocated Te Anau Hospice Shop in February.



WINTON HOSPICE SHOP - 8 WEMYSS STREET

While the Winton Hospice Shop is round the corner most people in Winton and its surrounds know where it is. The beautiful prize-winning window displays attract a lot of people, but their guard dog Sarge really sets the tone. The wee fella was named in a Winton-wide competition and the council chipped and registered him. He's the authentic thing and scares away many a possible burglar. "It's all about hospice connecting with the town," says shop manager Maree Ronald. Sales continue to grow, with the shop topping \$200,000 in income for the year, their best yet.



Winton shop mascot Sarge.



WINDSOR HOSPICE SHOP - 55 KING ST, INVERCARGILL

Windsor is known for its cool shops, boutique clothing, great book shops, an intriguing wine shop, interior design stores and of course our hospice shop. People have travelled from Auckland to come to the shop.

Shop manager Jo Atley really goes to great effort to have her stock well laid out so you can see what's there. The pricing is excellent and many people buy their Christmas and birthday presents there.

"It's all about being sustainable nowadays," Jo says. "Especially young people; they want to know they are not damaging their world and buying good second-hand goods really appeals to them."



Windsor shop.

Hospice Shops

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



INVERCARGILL CENTRAL SHOP - 117 YARROW ST

This very popular hospice shop is very large and our shoppers love it. You can find anything in it from a sterling silver teaspoon to a king size bed or dining table and chairs. Lots of lovely clothes are sold every day. Many people just come to have a fossick and few leave without purchasing an item or two.

Shop manager Debbie Finnerty has more than 120 volunteers on her list. Whether they are serving at the front counter, walking the shop floor, sorting and repairing items out the back or picking up pianos and fridges in the truck, they do the lot. It's an intriguing shop and well worth a visit.

"It's all about the team" says Debbie. "Our volunteers get as much from working at the shop as they get from the companionship and collegiality. It's a great place and I love it."



Invercargill volunteers Pat and Fraser Lamb.



SOUTH CITY HOSPICE SHOP - 157 ELLES RD, INVERCARGILL

It's the little shop that can. Come and see what treasures you may find, from that dress pattern to that jumper for the grandkids. South City Hospice Shop is full of those things you can no longer find. Plus, it's got a nice array of clothes and bric-a-brac.

Shop manager Jo Atley works hard to keep the shop looking fresh and affordable. "South City shoppers may not have a lot of spare money but in our wee shop they can find much of what they need for the kids and themselves at very affordable prices. It's our way of supporting their community."



South City volunteer Deb Lange.

Fast facts from our shops

4432

BAGS
were sold



12,240

BOOKS
were sold



7,225

SHOES
were sold



More than
200,000 items
were sold
across our
seven shops,
generating an
income of



\$2,161,518

↑ an increase of
32% on last year.

26,035

KITCHEN
items
were sold



13,850

TOYS
were sold



62,515

CLOTHES
were sold





EVENTS

Suzanne Prentice

Events Coordinator

We have had a very good year with events during the 2020-21 year. I believe we did well delivering quality events and implementing some new initiatives to further promote Hospice Southland in the community.

One of the best initiatives we have implemented is the radio advertising campaign with Media Works and chief executive Flora Gilkison's monthly column in the Southland Express newspaper. Both have certainly achieved great promotion for us and have been very well received by the community with some lovely comments from the public.

We have been involved in several regular annual events this year. They include the Farmers Trading Christmas Appeal, Hospice Street Appeal and Hospice Awareness Week. The Annabel Langbein fundraising event held at the Invercargill Workingmen's Club was very well received. We were involved with the Southern Charity Indoor Dog Trials held at Waimumu again this year. I'm very pleased to say we have managed to retain this event.

The Rotary Cycle Challenge from Te Anau to Invercargill was also very successful and we are well underway with this event again for next year. We will miss former organiser Ron Taylor but we look forward to forging a new relationship with the new organisers.

New events this year included the Anzac Day celebrations which were acknowledged both on radio and by our retail stores. The 'Of Course You Can Do It' event that demonstrated how easy it is to make a great soup, design wonderful floral creations and grow your own vegetables was a quality event held at the Ascot Park Hotel and enjoyed by more than 300 guests.



Suzanne Prentice (right) assisting at the Invercargill Volunteer Christmas Party at Hawthorne Gardens in 2020.

ADMINISTRATION

Kathryn Bell

Senior Administration Officer

We're a small team of three staff and two volunteers but we pack a punch when it comes to supporting both the families of patients in the hospice and the clinical and non-clinical staff here at hospice.

Key to our role is making people who come through the door feel comfortable and 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.

Our other admin skills are put to great use too, supporting the Events team with things they run, helping with IT issues and ensuring that the financial side of the organisation runs smoothly and efficiently.

Susan Cocker has joined the team not only on reception but providing additional support helping with hospice shop bankings and processing Givealittle online donations.

Receptionist Lynn Dawson continues to shine and plays a key role in several initiatives at hospice. In addition to her usual reception work, she has helped to organise the Calves for Hospice fundraising event, the Education team pilot online Syringe Driver Training and has set up easy to follow Ministry of Justice forms online.

Kath Bell primarily focuses on the finances and this year has completed an accounting paper at SIT, introduced a mobile eft-pos machine at reception, along with supplying the Board of Trustees with monthly financial reports for both the Trust and Foundation.

Our team is caring, helpful, organised and efficient. We love playing our part in what Hospice Southland does for our community.



Receptionist Lynn Dawson is often the first person visitors meet at hospice.

Volunteers

Jody Forbes

Volunteer Coordinator

Volunteers are the true heroes of our organisation. We are in awe of their generosity, selflessness, hard work, dedication and commitment to all the people in Southland and Wakatipu that need hospice's palliative care services.

Many of our 450+ volunteers – which includes our board of trustees – have their hand in many roles from cleaning to stocking shelves at our seven hospice shops to helping at fundraising events. Some of our volunteers work in full- or part-time paid employment and still find the time to volunteer for hospice.

The work they do is rewarding and many have had family members or friends needing hospice care, so it is close to their heart. I hear of many stories how the care their loved ones received was wonderful at their most vulnerable time of need.

There have been many highlights in the last year. Three volunteers I interviewed went on to become part-time permanent employees with Hospice Southland. Another is a book binder for our Living Legacies program.

The Christmas luncheons we staged for the volunteers from our seven hospice shops were all fabulous. Queenstown's was held halfway up Coronet Peak with live music, Invercargill's was held at Hawthorne Gardens while Gore volunteers enjoyed Paterson Park and Gardens. Winton volunteers played Secret Santa at their shop, Te Anau volunteers celebrated Christmas at the Te Anau Club. Windsor and South City volunteers enjoyed lunch at Paddington Arms.

In January some of our volunteers fed the hungry spectators at the Megan Whitehead world shearing record attempt in Gore. The Street Appeal was held on February 12 with many collecting coins at tables and booths at supermarkets and other venues.

The annual Rotary Cycle Challenge held this year on February 20 again attracted about 30 keen cyclists biking from Te Anau to Invercargill. The volunteers had a fantastic day being part of this fundraising event for hospice. We will all miss Ron Taylor who stepped down as organiser after four years, raising an amazing \$115,000 in that time.

About 50 volunteers took part in the Hop'n'Vine beer festival in March, which was challenging and fun at the same time with more than 1,500 people attending. National Volunteer Awareness Week on June 21-26 involved hospice staging morning teas for all the volunteers in saying a huge thank you for their efforts.



Hospice gardening volunteers help keep the grounds tidy around the hospice base in Kew Rd, Invercargill. Hospice has 450+ kind-hearted volunteers in total – we thank all so much!



Pou unveiling

Hospice Southland this year gained Maori guardianship in the form of two pou.



Board of Trustees (from left) Tony Irvine, Mhari Baty, Helen McCurdy, Pat Hastilow and Graham Lewis at the pou unveiling blessed by Victor Manawatu (black t-shirt) from Waihopai Runaka.

The intricately carved pou, or Maori marker posts, were unveiled at a ceremony on February 2 in the northern gardens in front of the in-patient unit at hospice's base in Kew Rd, Invercargill.

Hospice trustee Mhari Baty said the pou were the result of a Tikanga work programme between the hospice and inmates at Invercargill Prison, who carved the pou from totara posts.

"They are wonderful, they look like they've been there forever," said Mhari.

She added they were placed in the garden between the hospice and the morgue to keep separate the spirits of the living and the dead.

The pou were blessed in a karakia given by Victor Manawatu of Waihopai Runaka.



Waihopai Runaka cultural advisor Victor Manawatu (left) and chair Cyril Gilroy at the pou unveiling.



Ki Ta Ao Mārama

This carving depicts Tane Mahuta's journey to find the three baskets of knowledge.

Tane Mahuta stands in the middle, surrounded by Ranginui (sky father) at the top and Papa-Tua-Nuku (mother earth) at the bottom.

At the back of the carving are the three baskets of knowledge sought and bought back to earth by Tane in his quest to reach the Uppermost Realm.



Eke Tangaroa

This carving signifies the relationship between the Pacific Ocean, the currents and tides, its inhabitants and the people who have voyaged or travelled on the water, especially in this area.

At the base of the carving is Tangaroa, a son of Ranginui (sky father) and Papa-Tua-Nuku (mother earth), and a brother of Tane Mahuta.

After his parents have been forcibly separated by Tane Mahuta, Tāngaroa is attacked by Tawhirimātea (the atua of storms), another brother, and is forced to hide in the sea. Because of this, he becomes atua of the Sea, Lakes and Rivers, and the creatures that live within them, especially the fish, and exercises control over the tides. He is sometimes depicted as a whale.



Treasurer's report



Peter Heenan

Treasurer

Hospice Southland Board of Trustees

Operations

Total expenditure which includes an allowance for volunteer hours for the 12-month period was \$6,103,690, up \$763,610 on the previous year. As would be expected our largest expense in running the Hospice are staff wages and salaries. There was a 4.7% 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 income which represents 52% of our cash expenditure was \$2,496,003 up from \$2,308,005 last year. This leaves a shortfall in funds of \$2,291,637 for the year, this is made up from community funding via donations, shop turnover, events, grants, bequests, and volunteer hours.

Total income was up \$846,305 of which the major contributors were Hospice Shops and contribution of volunteer hours.

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. This year we had a full year trading of the new Windsor shop. The net contribution to funds from all the shops was \$1,671,312, an increase of \$485,941 from the previous year. The contribution in volunteer hours in the last 12 months is estimated at \$1,109,641 which represents 50,210 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.

Hospice Southland Foundation

The Foundation reported a surplus of \$2,242,903 for the year of which \$1,981,081 was from an increase in the value of our investments compared with a decrease in value the previous year of \$174,825. This is a very pleasing result, reflective of a very buoyant investment market post COVID. Importantly we were pleased our portfolio of investments remains stable and intact to provide income and security for the future.

In Conclusion

The surplus of Hospice Southland Charitable Trust this year was \$475,497 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.

Thank you again to our benefactors, donors and volunteers. With your continued support we are able to 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

	2021	2020
Revenue From Non-Exchange Transactions:		
Donations, Fundraising and Other Similar	649,783	810,139
Volunteer Contribution	1,109,641	523,906
	1,759,424	1,334,045
Revenue From Exchange Transactions:		
Southern District Health Board	2,496,003	2,308,005
Hospice Shop Sales of Goods	2,161,518	1,635,609
Sundry Income	46,732	9,443
Government Wage Subsidy – Covid 19	97,048	324,202
Investment Income	280,284	383,400
	5,081,585	4,660,659
Total Revenue	6,841,009	5,994,704
Expenses:		
Contributions to Defined Contributions Funds	79,012	74,116
Employee Related Costs	3,708,374	3,542,479
Service Costs	288,477	273,394
Hospice Shop Costs	490,206	450,238
Fundraising Costs	30,024	49,208
Other Costs	191,547	222,087
Depreciation and Amortisation	206,409	204,652
Services In-Kind	1,109,641	523,906
Total Expenses	6,103,690	5,340,080
Net Surplus Before Fair Value Items	737,319	654,624
Gain (Loss) on Financial Instruments at Fair Value	1,981,081	(174,825)
Total Net Surplus	2,718,400	479,799
Contribution from Group Entities		
Hospice Southland Charitable Trust	475,497	306,622
Hospice Southland Foundation	2,242,903	173,177
Total Net Surplus	2,718,400	479,799

STATEMENT OF CHANGES IN NET ASSETS/EQUITY

	2021	2020
Opening Equity	14,118,214	13,638,415
Total Comprehensive Revenue and Expense	2,718,400	479,799
Closing Equity	16,836,614	14,118,214

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2021

	2021	2020
Cash and Cash Equivalents	2,886,838	1,152,604
Receivables from Exchange Transactions	266,078	259,779
Short Term Investments	210,267	2,306,983
Total Current Assets	3,363,183	3,719,366
Property, Plant and Equipment	2,749,174	2,745,099
Non-Current Investments	11,306,743	8,382,837
Total Non-Current Assets	14,055,917	11,127,936
Total Assets	17,419,100	14,847,302
Total Current Liabilities	582,486	729,088
Net Assets	16,836,614	14,118,214

CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
Net Cash flows from Operating Activities	790,827	996,260
Net Cash flows from Investing Activities	948,722	(435,221)
Net Decrease in Cash and Cash Equivalents	1,739,549	561,039
Effect of Exchange Rate Fluctuations on Cash Held	(5,315)	(3,507)
Cash and Cash Equivalents at 1 July 2020	1,152,604	595,072
Cash and Cash Equivalents at 30 June 2021	2,886,838	1,152,604



A sign on the counter at Windsor Hospice Shop

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 15th October 2021.

These Group financial statements were authorised by the Board of Trustees on 27th August 2021.

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.

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 2021, 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 2021. We expressed an unmodified audit opinion on those financial statements in our report dated 15 October 2021.

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 2021 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

BDO New Zealand Ltd, a New Zealand limited company, is a member of BDO International Limited, a UK company limited by guarantee, and forms part of the international BDO network of independent member firms. BDO New Zealand is a national association of independent member firms which operate as separate legal entities.



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 2020 to 30 June 2021:

<i>Altrusa International Inc of Invercargill</i>	\$1,000	<i>Mark McKenzie</i>	\$1,000
<i>Anonymous</i>	\$1,000	<i>McCleery Family</i>	\$7,206
<i>Anonymous</i>	\$1,000	<i>McKay Family Trust</i>	\$2,000
<i>Anonymous</i>	\$3,000	<i>Mr & Mrs Peter & Marilyn McBurney</i>	\$2,000
<i>Anonymous</i>	\$5,000	<i>Mr Allan Baxter</i>	\$2,000
<i>Anonymous</i>	\$5,000	<i>Mr Brendan Fahy</i>	\$1,000
<i>Antique Fair Charitable Trust</i>	\$2,807	<i>Mr E Maloney</i>	\$5,000
<i>Ballie & Lewis</i>	\$5,000	<i>Mr Jim Logan</i>	\$1,000
<i>Bishop's Office - Catholic Pastoral Centre</i>	\$1,000	<i>Mr Neville Stronach</i>	\$1,000
<i>Blues Indoor Bowling Club</i>	\$1,000	<i>Mr Noel Thomas</i>	\$2,000
<i>BNI Queenstown</i>	\$3,000	<i>Mr Peter Williams</i>	\$1,000
<i>C S Roofing</i>	\$3,800	<i>Mr Rodney Botting</i>	\$1,000
<i>Central Lakes Trust</i>	\$12,942	<i>Mrs Elinor Collins</i>	\$1,000
<i>Clifton Handle Club</i>	\$1,585	<i>Mrs Jean Hamilton</i>	\$1,000
<i>Clinton Lions Club</i>	\$1,000	<i>Mrs Kathryn Allen</i>	\$1,000
<i>Community Trust South</i>	\$1,438	<i>Mrs L G Tee</i>	\$1,500
<i>Craigs Investment Partners Ltd</i>	\$1,000	<i>Mrs Lynette Anderson</i>	\$1,000
<i>Crayburn Farm Trust</i>	\$1,500	<i>Mrs Margaret Cooper</i>	\$5,000
<i>Department of Corrections</i>	\$2,000	<i>Mrs Margaret McBride</i>	\$1,000
<i>Dunearn Avondale Community Centre</i>	\$5,000	<i>Mrs Margaret Wilson</i>	\$1,000
<i>E & J McKenzie</i>	\$1,000	<i>Mrs Ngaire McGowan</i>	\$1,000
<i>Estate H Cleary</i>	\$5,000	<i>Mrs Ngaire McGowan</i>	\$1,200
<i>Estate Robert Bernard Malone</i>	\$103,371	<i>Mrs Pat Stronach</i>	\$1,000
<i>Estate Stuart Ronald Taylor</i>	\$15,000	<i>Ms Annette Freeman</i>	\$10,000
<i>Estate THS Ford</i>	\$68,125	<i>Ms S Elton</i>	\$1,000
<i>Farmers Dept Store</i>	\$14,944	<i>NZ Dominican Sisters Trust Board</i>	\$1,000
<i>Flannery Tait Ltd</i>	\$1,000	<i>NZ School Trustees Association</i>	\$1,500
<i>Foveaux Cake and Sugar Art Guild</i>	\$2,611	<i>Opio Public Hall Society</i>	\$4,000
<i>Helen McLees</i>	\$1,700	<i>Peter Walsh & Associates (calf scheme)</i>	\$18,626
<i>Helping Hands</i>	\$1,000	<i>R & B Young</i>	\$5,000
<i>Hop N Vine Ltd</i>	\$5,000	<i>Rotary Club of Aparima</i>	\$1,050
<i>Hugh Anderson Charitable Trust</i>	\$5,000	<i>Rural Women of NZ - Dacre Branch</i>	\$1,097
<i>Invercargill Workingmen's Club</i>	\$7,000	<i>Southern Indoor Charity Dog Trial</i>	\$10,000
<i>J B W McKenzie Trust</i>	\$5,500	<i>Southland Hospital Volunteers</i>	\$1,200
<i>JF & SM Ward</i>	\$2,500	<i>Southland Medical Foundation</i>	\$3,000
<i>Lindy Dobson</i>	\$25,000	<i>Southland Service Club Medical Charitable Trust</i>	\$2,500
<i>Lions Club of Gore Pakeke</i>	\$4,500	<i>The Auction House</i>	\$1,000
<i>Lions Club of Riverton</i>	\$1,000	<i>Toasted 2019</i>	\$1,000
<i>Lions Club of Te Anau</i>	\$3,000	<i>Tuatapere Golf Club</i>	\$7,027
<i>Lions Club of Toi Tois</i>	\$1,000	<i>Waikiwi Tavern Dart Club</i>	\$2,249
<i>Lions Club of Tuatapere & Districts Hay Drive</i>	\$10,000	<i>Windsor Architectural Hardware</i>	\$1,000
<i>Lions Club of Waihopai City</i>	\$1,204		

Staff and their roles

The following staff worked at hospice between July 2020 and June 2021.

Corporate

Flora Gilkison – Chief Executive Officer
Susanne Walker – HR/IT/H&S officer
Gavin Bell – communications officer
Rita Lawlor – quality & practice coordinator
Suzanne Prentice – events coordinator
Jody Forbes – volunteer coordinator
Cindy Hyde – volunteer/events admin support

Administration & Facilities

Kathryn Bell – senior administration officer
Lynn Dawson – receptionist
Susan Cocker – receptionist
June Tapp – house manager
Tony Rain – facilities caretaker
Denise Knight – asst house manager

Patient & Family Support

Ros Harrington – Allied Health leader
Sarah-Jean Burnett – counsellor
Jess Brown – social worker
Raewyn Knight – spiritual support coordinator
Kate Anderson – day programme coordinator
Heather Clay – Queenstown social worker

Clinical/Medical

Steph Ash – clinical services director
Amanda Sommerfeld – medical director
Juhaina Al Ruheili – medical officer
Kirsty Robertson – nursing team leader
Haidee Oliver-Thompson – community nurse
Helen Glynn – community nurse
Amelia Jones – community nurse
Mary Massey – community nurse
Rohan Blackler – community nurse
Jill Brown – community nurse
Josephine Butler – community nurse
Lisa Henderson – nurse practitioner
Jess Brammer – IPU nurse

Trish Clarke – IPU nurse
John Cochrane – IPU nurse
Lynley Todd – IPU nurse
Rowan Trotter – IPU nurse
Vivienne Wesley – IPU nurse
Corina Calvert – IPU nurse
Annette Eunson – IPU nurse
Margaret Hewett – IPU nurse
Beth Hishon – IPU nurse
Brenda Scully – IPU nurse
Sue Taylor – IPU nurse
Rebecca Davey – IPU nurse
Isabel Blyth – casual nurse
Jane Brown – casual nurse
Sheree Ferrari – casual nurse
Jan Nally – casual nurse
Alice Jamieson – casual nurse
Brooklyn Forbes – healthcare assistant
Patrina McQuarrie – healthcare assistant
Linda Wikeepa – healthcare assistant

Retail

Debbie Finnerty – Invercargill shop manager
Bridget Winter – Invercargill retail assistant
Sue Neiman – Gore shop manager
Jean Pawsey – Gore retail assistant
Betty Gregory – Gore retail assistant
Maree Ronald – Winton shop manager
Ann Drummond – Winton retail assistant
Cheryl Chittock – Te Anau shop manager
Wendy Jenks – Te Anau retail assistant
Marg Tustin – Te Anau asst manager
Jo Atley – Windsor & South City shop manager
Kaye Moynihan – Windsor retail assistant
Deryn Edmondson – Windsor retail supervisor
John McDowell – Wakatipu shop manager
Maurice Knight – Wakatipu retail assistant



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