



Hospice Taranaki

Te Kahu Pairuri ki Taranaki

2025 Annual Report





TEEING OFF FOR HOSPICE 2025

Now in its fifth year, Teeing Off for Hospice has become a much-loved fixture in the Taranaki calendar – a celebration of community spirit, generosity, and teamwork.

What began with George MacArthur's wish to "give back" for the care he and his late wife Marion received has grown into a milestone event that embodies the heart of Te Kahu Pairuri Hospice Taranaki. Each year, golfers, sponsors, and volunteers come together in a day filled with laughter, camaraderie, and purpose – raising vital funds.

A hallmark of this unique fundraiser is the auction of guest players, giving teams the opportunity to bid for a local personality to join their round. The event also features a wonderfully carved trophy by Renate Verbrugge, with a handcrafted base by Meco Engineering – a symbol of collaboration and local pride.

With a full field of enthusiastic players, an outstanding line-up of sponsors, and volunteers whose smiles never fade, Teeing Off for Hospice represents more than a great day of golf. It reflects what's possible when compassion and community come together – success achieved not by one, but by many.

OUR PEOPLE

PATRON

Peter McDonald

BOARD MEMBERS, INCORPORATED SOCIETY

Tim Coleman, Chair
Maria Ramsay, Deputy Chair
Pat Bodger
David Goodall, Chair Audit and Finance Committee
Dr John Doran
Judy Drummond
Mary Lawn
Carl Hinton
Rebecca McDonald

BOARD MEMBERS FOUNDATION

Roger Malthus, Chair
Paul Bourke
Mike Brooke
Tim Coleman
Craig Morresey
Marise James

BOARDS MINUTE SECRETARY

Sandy Smith

LIFE MEMBERS

Dr Peter van Praagh*
Shirley Fairey*
John Fairey
Colin Muggeridge*
Dr Ian Smiley
Peter McDonald
Kevin Nielsen
Dianne Bezuidenhout
Mike Brooke QSM
* Deceased

SENIOR LEADERSHIP TEAM

Paul Lamb	Chief Executive
Heather Koch	Clinical Services Director
Dr Tom Reid	Medical Director
Glenda Butturini	Quality & Systems Manager
Stacey Marshall	Support Services Manager

HOSPICESHOP LEADERSHIP

Tania Brown	Group Retail Manager
Jessica Sinclair	Group Retail Manager



HEART OF HOSPICE

"You matter because you are you, and you matter to the last moment of your life. We will do all that we can not only to help you die peacefully, but also to live until you die"
Dame Cicely Saunders - Founder of the modern hospice movement.

CHAIRMANS REPORT



**Manaaki whenua, manaaki tāngata,
haere whakamua**

If we take care of the land and take care of the people, we will take care of the future

It is my honour and privilege to present my first Chairman's Report for Te Kahu Pairuri Hospice Taranaki. As we reflect on the past year, I do so with immense pride in the compassion, dedication and support shown by our amazing staff, volunteers, and our Taranaki community. Over the past year, our organisation has continued to provide compassionate, dignified care to those facing life-limiting illnesses, while supporting their families and whānau through some of life's most challenging moments.

Compassionate Care in Action

Hospice is more than a service—it is a philosophy of care that places people at the heart of everything we do. This year, our dedicated team of nurses, doctors, support staff, and volunteers have served hundreds of patients and families across our region, ensuring that no one in our care faces the end of life alone or unsupported.

We have continued to uphold our values of respect, empathy, and excellence, and I am continually inspired by the professionalism and kindness shown by our staff and volunteers.

Over the past year, Hospice Taranaki has continued to provide free, specialist palliative care to patients and their whānau across the region. In the 2024/25 year, our team cared for 650 patients and their loved ones which is a 4% growth in demand for our services. It is projected that there will continue to be a growing demand for our services as our population ages and the “baby boomer” bubble flows through, placing increased pressure on our staff, our facilities and our funding.

Financial Challenges and Community Support

Our work would not be possible without the incredible support of our community. From fundraising events to donations, sponsorships, and volunteer hours, we have seen a remarkable outpouring of generosity. Your efforts have helped us maintain the excellence we strive for, even in the face of rising costs and increasing demand.

Every year, we face a significant budget shortfall driven by rising costs and inequitable government funding. Without the tremendous support and belief in our efforts from our community and the Taranaki Hospice Foundation we wouldn't be able to deliver the much-needed end of life care to our community. We are especially grateful to our donors, partners, local businesses and our Champions who continue to stand beside us. Your belief in our mission sustains us.

These contributions are vital, as we now rely on our HospiceShops and community fundraising to cover around half of our annual operating expenses.

Governance and Strategic Direction

The Board has remained focused on ensuring good governance, financial sustainability, strategic planning and service excellence. In the coming year we will be working towards our new 3 year strategic plan, investigating a remodelling of our Te Rangimarie premises and exploring innovative ways to deliver care.

We are also committed to equity in access—ensuring that Hospice services reach all those in our community, including those who may face barriers to care.

Key strategic initiatives include:

- Expanding community-based care to meet patient preferences.
- Advancing Mauri Mate, our kaupapa Māori approach to palliative care.
- Implementing technology including AI to reduce costs and create efficiencies, enabling our team to have more time to enhance patient care.
- Reviewing our current facilities at Te Rangimarie and engaging with our staff, volunteers and professionals to understand how we can better deliver our services moving forward.

CHAIRMANS REPORT

- Working cooperatively with other Hospices in our central North Island region and Hospice NZ to create a stronger united voice for Health NZ conversations around more equitable Government funding for our sector.

We are also exceptionally proud of the work done by our entire team to have achieved a Health NZ care services audit with a 100% pass rate (the first time this has been achieved in the 33 years of our Taranaki Hospice). We have also been awarded 4-year accreditation by Health NZ (the maximum attainable). This is very high recognition at a national level of the quality of our Hospice services, the way we deliver them, and the amazing people who work for us. My heartfelt thanks to all our team who made this possible. You should all be very proud of your efforts and this stand-out achievement.

HospiceShops

I would like to acknowledge the incredibly important role that our HospiceShops play in the financial viability of our organisation. Without the excellent management of our shops by our staff and volunteers, the generosity of the donors who entrust us with making a valuable return from their donated goods, and the support of our community who buy our goods to support our cause, we wouldn't be in a position to provide free Hospice care to those in need in our region. At the moment our HospiceShops are feeling the pressure of the economic downturn. They are the cornerstone of our community fundraising and we are continually reviewing and improving the look, feel, service and value from our HospiceShops so they can continue to support the financial viability of our services. To our staff and volunteers, our donors, and our customers who shop with us - you sustain our service for the people of Taranaki, and for all you do we are so very grateful.

Looking ahead

As we look to the future, we do so with hope and determination. The need for Hospice care continues to grow, and we must evolve to meet that need. It is important to note our concerns in the long-term financial sustainability of Hospice services given the significant health system changes and economic challenges we are facing. We will continue to pursue all necessary avenues, including innovation and new streams of revenue generation, to ensure that we do not need to reduce our services and that we can continue to meet the needs of our community. We will continue to be a strong voice advocating for greater recognition of the value of palliative care in our health system.

Acknowledgements

To my fellow Board members and our meeting secretary Sandy Smith - thank you for your support, your diligence, wisdom, mahi and vision in leading and guiding our organisation.

To our CEO Paul whose dedication and passion have been instrumental in guiding our Hospice, being a strong voice for palliative care services in our region, and ensuring excellence and compassion are at the core of all we do.

To our staff, volunteers, donors, and supporters—thank you. Your unwavering commitment allows us to continue our mission to ensure every patient gets to live every moment with compassion and comfort.

To our patients and whānau—thank you for allowing us to be part of your journey. You matter, and we are honoured to serve you.

Together, we continue to make a profound difference in our community and in people's lives.

Ngā mihi nui,

Tim Coleman

Chairman, Te Kahu Pairuri Hospice Taranaki



Hospice Taranaki Inc Trustees

Left to right back – Dr John Doran, David Goodall, Sandy Smith (Minute Secretary), Mary Lawn

Rebecca McDonald, Maria Ramsay (Deputy Chair), Judy Drummond, Pat Bodger

ABSENT: Tim Coleman (Chair) & Carl Hinton

FOUNDATION ANNUAL REPORT 2024/25



He waka eke noa

A canoe which we are all in with no exception

This proverb emphasises unity and shared responsibility which is crucial to our learning and progress

For your Hospice Taranaki Foundation 2024/25 has been a challenging, changing but also a successful year. Our Hospice community will appreciate we have been working in a challenging economic environment which has required us to make some changes to our plans but ultimately our decisions have resulted in a financially successful year where we can now plan forward with confidence.

Bequests and Support

Again, the year has been successful due the benevolence of those families we have provided services for in the past and more recently, while others such as our Hospice Champions have continued to support us on an unwavering and regular basis which is immensely helpful in this volatile economic environment.

Our Finance

Hospice Taranaki Foundation's primary role is to support the daily operations of the Hospice Taranaki Incorporated Society which has involved underwriting their projected budget deficit of up to \$900,000. However, with excellent management of funds and other resources by our warehouse and retail managers, our hundreds of volunteer assistants, our nursing and professional team, in particular our CEO Paul and our Financial Advisors being Craigs Investment Partners, we have only needed to fund our care delivery services with \$300,000.

Craigs report to all our meetings, managing our very diversified portfolio of shares, bonds and more recently Alternative Financial Assets. The portfolio has increased in value over the year by \$415,000 giving a yield for the 12 months of 10.38%. In addition, our laddered Cash Management Fund with our bankers TSB has \$3,510,000 maturing in the 2025-26 which is available for managing the Budget Deficit, maintenance and refurbishment of assets and reinvestment back into the Fund.

Capital and Maintenance

Hospice Taranaki Foundation (HTF) were delighted to receive the final settlement of the Noel and Melva Yarrow Estate mid-year which had been subject to family litigation for some 13 years. The settlement totalled \$475, 000 (part of the bequests noted above) including interest and has been placed on term deposit with TSB and will be utilised with other bequests to help fund proposed building improvements as outlined below.

Other building ongoing maintenance and improvements, funded by HTF included a new commercial washing machine, boiler upgrade for care centre under floor heating, carpet and curtain replacement in patient rooms and annual roof surfaces treatment. In the later part of the year, we were also informed that the estate of Pat Curd is to bequest HTF a half share of a house sale.

Planning Forward

In the latter part of the 2023/24 HTF report we confirmed we had amalgamated the 3 David Street section purchase in with the Te Rangimarie title and more recently added a small parcel of rear land from a neighbouring Kainga Ora property. This will assist future development of hospice services and have a positive impact on annual Local Authority rates.

With regard to future land use our Property Advisory Group, representing both Hospice Boards, commissioned a business plan from accountants Baker Tilly Staples Rodway who recommended we hold off on a major building addition for the 3 David Street land due to the then difficult economic environment, changing statistics as to where people are living their final years and a tenancy to settle with one of the Hospice Shop sites. The alternative was to consider how best to redesign and refurbish the over 20-year-old care centre building to better meet the immediate needs of our staff and services to our patients and families.

FOUNDATION ANNUAL REPORT 2024/25

Our plan going forward for HTF is to first underwrite a likely operations budget deficit of some \$700,000 for the 25/26 year, refurbish Te Rangimarie care centre with a yet undefined cap of around \$1,500,000, likely refit a new Waiwhakaiho Hospice Shop, complete an IT upgrade and purchase of a new donor database.

Our Team

This year we lost the services and great contribution of HTF trustee Brian Busing who has stepped down after 13 years. Brian has done some very specialist work on ageing population demographics which has helped both boards plan forward. He has also been an excellent advisor for our investment portfolio. Subsequently we are delighted to have now retired Accountant Marise James join the Foundation. Marise is already helping with refinements to our Asset Depreciation management. Again, a big thankyou to the other Trustees, being Paul Bourke, Craig Morresey, Tim Coleman, Mike Brooke, our CEO Paul Lamb and go to minute secretary Sandy Smith.

Roger Malthus – Chair

Hospice Taranaki Foundation



Hospice Taranaki Foundation Trustees

Left to right back – Tim Coleman, Roger Malthus (Chair), Paul Bourke

Front left to right – Sandy Smith (Minute Secretary) and Marise James

Absent: Craig Morresey & Mike Brooke QSM



Anne Graham, our Pharmacist chatting to a patient – Pat.

GENEROUS BEQUESTS FROM:

Est Deborah Joy Mooney

Est Ian Thompson

Est Alfred Joseph David Shute

Est Majorie Esther Whitehead

Est Lillian Margaret Ida James

Est Walter Anton Zumbuhl

Est Sylvia J Richards

Est Sidney George Tanner

Est Sonja R Speck

Est of Jocelyn Mary Bell

Est Greta Fabish

Est Annette J Curd

Total - \$327,296

STRATEGIC PLAN PROGRESS - TO 30 JUNE 2025

Our Services

The hospice sector has submitted its plan for change of service provision and funding to Health NZ. This is under consideration as part of system wide reform initiated by central government. A 4% annual growth in our new referrals has meant rethinking capacity vs demand. During this year we have initiated new ways of recording patient information using AI (Artificial intelligence), redesigned community patient work and improved our range of care equipment.

Partnerships

Our commitment continues to strengthen regards working across the seven hospices in our Health NZ central region. Pieces of work include creating a standard education system, a common patient data management system and forming one voice to work with Health NZ. Services to Māori patients and whanau continue to develop through our 'Mauri Mate' project better educating our staff and being viewed as a more credible community care provider by those accessing our care.

Community Engagement

We have reformed our Community Advisory Group with a wider representation and a refocus on its work. Plans are underway to improve our website with more informative video clips for family carers of community patients. We continue to receive very supportive anecdotal and formal survey feedback on the value of our services. Our Strategic Plan review has included commentary from four community groups and input from patients and their families currently in our care.

Our People

Education of our teams has continued to be a focus. This year we have supported individual upskilling, conference attendance for nurses and allied health staff, two doctor sabbaticals and frontline customer service sessions for our retail group. We have been fortunate in

these complex times across our sector to be seen as an employer of choice and attracted high calibre staff when recruiting and retained our specialist staff. This has enabled consistent delivery of our excellent levels of care and operations.



Jena Hardwidge RN making a home community visit.

Sustainability

Continues to be a major challenge for our hospice. Uncertainty around future funding streams and ways of being contracted for services remain key risks for our organisation. In our local environment we have renewed our focus on aligning value of services to community knowledge of our work. A planned IT equipment upgrade will help us access an improved range of software and fit for purpose hardware for all teams. Our charity shop network has had a reasonably successful year but is feeling the economic headwinds facing many in our communities.

CEO REPORT



Ki te kotahi te kākaho, ka whati:

Ki te kāpua, e kore e whati.

When we stand alone we are vulnerable, but together we are unbreakable.

As we reflect back through our 33rd year as an independent hospice service, many challenges we commenced the year with still remain. The key issues of a sustainable funding framework from central government and clarity of the future core care services we will be required to provide our communities remain unresolved.

Our focus has been more on local matters that we can influence to improve our services to patients and support our teams that carry out this work. A range of new initiatives have been commenced and others strengthened to maintain this focus.

Our Services

We have reviewed and changed patient assessment processes to ease initial engagement with our services. We continue to join up requirements of the End of Life Choice Act with our service delivery in ways that maximise patient choice and quality of care.

Partnerships

On numerous fronts we are working across the central North Island Te Manawa Taki health region with six other hospices to share learning and joint planning. Our education teams actively support training within our teams and for community health providers such as aged care facilities.

Community Engagement

Has continued with a reconstituted external consumer team with clear objectives for their work. A number of people within our teams have spoken in community settings about our work as we improve ways of telling our stories.

Our People

In very challenging recruitment times we have maintained our compliments of highly skilled staff to carry out our wide range of work. We have grown our kamahi Māori health support team with an expanded programme of internal and external projects ahead.

Sustainability

We have expanded our fund-raising team and now have a number of annual events in our calendar. We have supported significant work through Hospice NZ to inform government of the critical need to improve our funding models.

As always, I remain hugely grateful for the continued commitment and energy from our boards, employed staff, and the teams of volunteers across our nine business sites in Taranaki. I also acknowledge the wonderful community support our organisation is fortunate to enjoy.

Paul Lamb
Chief Executive

HEART OF HOSPICE

“Dear Hospice Heroes, Thank you for your amazing love and support of Rob over the last few years. You have been amazing, loving, caring, kind, generous and a real blessing. Thank you”.

SUSTAINABLE FUNDING

HospiceChampions



G.J. SOLE TRANSPORT LTD

McCURDY TRUCKS
We fix trucks!



Washer & Co Ltd



R.+ S. Dreaver

Royce & Carol
Dimock

Daniel & Rene
Radcliffe

Paul & Bernadette
Bourke

Charitable Trusts & Grants

We are deeply grateful for the generosity of the charitable trusts and grant providers who continue to stand alongside Hospice Taranaki. Their support sustains the care and comfort we provide to patients and whānau across our region. In the 2024-25 year, Hospice Taranaki received \$285,195 through charitable grants – vital funding that helps ensure our services remain free of charge to all who need them. We especially acknowledge the Toi Foundation, whose remarkable contribution accounted for 68% of this total. Our sincere thanks also go to the Lotteries Board, New Plymouth Club, NZCT, Pub Charity, Taranaki Foundation, Taranaki Electricity Trust (TET), and Lion Foundation for their continued belief in our work and their generous investment in the wellbeing of our community.



SUSTAINABLE FUNDING

National Sponsors & Community Partners

We extend our heartfelt thanks to our national sponsors whose ongoing generosity enhances the care and comfort we provide. **Dilmah Tea** continues its long-standing partnership with hospices across Aotearoa, providing all the tea enjoyed by patients and whānau at Te Rangimarie. This thoughtful gesture brings warmth and hospitality to our shared spaces, while Dilmah's additional fundraising through **Hospice New Zealand** further strengthens hospice services nationwide. We are also deeply grateful to **Farmers**, whose annual Trees of Remembrance campaign continues to inspire generosity within our community; to the **Harcourts Foundation**, whose financial support helps sustain local hospice services; and to **House of Travel** and **Quest**, who extend their support to Hospice New Zealand and its member hospices across the country. Closer to home, the members of **BNI - Business Network International** (Energise, Ignite, and Success Like No Other) embody the principle of Givers Gain, sharing their time, energy, and advocacy as true ambassadors for Hospice Taranaki.

Demonstrating Cost-Effectiveness

At Te Kahu Pairuri Hospice Taranaki, we take pride in delivering high-quality, compassionate care in a way that is both responsible and cost-effective. Each year, our team carefully stewards the funds entrusted to us by our community, ensuring that every dollar directly supports those we care for. Our model blends professional expertise with the generosity of around 350 volunteers who contribute their time and skills across our HospiceShops, events, and patient services. This partnership allows us to extend our reach and maintain free-of-charge care for patients and their whānau, while keeping administrative and operational costs to a minimum.

Our commitment to efficiency is also reflected in the way we collaborate – working closely with local health providers, service clubs, and businesses to share resources, reduce duplication, and make the most of every opportunity. By combining community goodwill, clinical excellence, and prudent financial management, Hospice Taranaki continues to demonstrate that compassionate care and cost-effectiveness can go hand in hand.



MEDICAL SERVICE DIRECTOR



**Ko koe ki tēnā, ko ahau ki tēnei
kiwai o te kete.**

You take that handle of the kete and I'll take this one.

Our Services

In the past year, we have introduced two new IT projects. PalcareGo enables virtual consultations in patients' homes, improving access for rural communities and those preferring home-based care. Heidi Health, an AI transcription service, enhances consultation records and frees doctors for direct patient care.

We have also expanded our PalCare records access to other health professionals both in the community and the hospital, improving collaboration, best patient care and transparency to the significant work our hospice delivers in the community.

Partnerships

Government is developing a new Paediatric Model of Palliative Care. Hospice Taranaki submitted feedback earlier this year, highlighting the need for collaborative approaches to this area of practice within rural regions. Since 2009, we have worked closely with Taranaki Base Hospital's Paediatric Specialists to support tamariki and whānau, utilising our own collaborative guidelines for this very purpose. More recently, partnerships with Rei Kotuku, a not-for-profit providing specialist paediatric palliative support to the lower North Island, have been invaluable in complex cases.

Over the past 18 months as part of my role as Hospice Taranaki MD, I have continued as Chair of the Hospice NZ Medical Directors Community of Practice. This forum enables hospices nationwide to share resources, develop consensus in clinical practice, and identify efficiencies.

Community Engagement

Te Whatu Ora is also developing an Adult Model of Palliative Care, expected later this year. This is likely to have major influence on our operational planning in the years ahead. It will likely require greater flexibility,

integration, and collaboration with primary care particularly. In preparation, we are strengthening links with Te Whatu Ora Taranaki and Pinnacle Health in these areas.

Although our presence in the Aged Care sector is small currently, we continue to work with ARC facilities and primary care to deliver responsive palliative support and guidance. With rising demand, we hope future models expand hospice involvement in this sector.

We were also recently invited to our local high school, Francis Douglas Memorial College, to discuss ethical issues at end of life and outline our role in the community. This was an enjoyable opportunity to engage with young people on these complex and important topics.

Our People

This year has brought further changes in our small medical group. Dr Kirsty Moffat joined us from Waikato, a fellowship GP with broad hospital medicine experience. Dr Monique Taylor sadly left for sunnier climes but was greatly appreciated during her time with us. Other team members have also adjusted their roles to meet service needs. Recruitment remains challenging but ultimately rewarding as our new team settles. Despite ongoing change, the medical team continues to show unity and professionalism, ensuring roster gaps are covered and 24/7 medical support maintained for our organisation and community.

Sustainability

We continue to support Auckland Medical School (AUC) 5th-year students on rural placements. This year, we broadened their experience to include hands-on learning with community nurses, IPU work, reflective sessions, and sector resources. We also host PGY2 doctors for three-month attachments, where they gain appreciation of holistic hospice care while bringing fresh ideas and IT skills.

In November 2024, we held our third annual education day for GP GPEP1 registrars, again well received. Looking ahead, we will host the Australia and New Zealand Society of Palliative Care trainees' day in October, the first time outside a major city. Our local ANZSPM committee member Dr Ilse Hofmeyr has been leading in the organisation for this event. We hope it proves both valuable and memorable for the cohort of RACP trainee Palliative Care specialists and other colleagues attending.

As always, I would like to thank all the medical team for their ongoing compassion, incredible hard work and commitment to our patients.

Dr Tom Reid
Medical Director

CLINICAL SERVICES



He waka eke noa

We're all in this together

The Clinical Services Director role is line manager for a number of teams including nursing, pharmacy, education, Kaimahi and Day programme. The highlight of the past year has been achieving Health and Disability Certification for four years. This is essentially our license to operate. The visiting auditors completed a thorough review of all our services, systems and processes and could not find any areas needing attention. The whole team contributed to this success and have every reason to be proud of what has been achieved.

Strategic Aims Our Services

The teams involved in providing clinical care continue to work with patients and families/whānau to provide high quality care. Hands-on care by family carers is crucial to successful end of life care and with our teams guidance and support, this is achievable. This guidance is available all hours of the day and night. The education team is responsible for providing professional development opportunities and the team positively embraces any learning. We have succeeded in implementing technology changes to enable video chats with patients and workload management technology available within the electronic patient management system PalCare.

Partnerships

The Kaimahi team has expanded to three staff now. There are a number of initiatives in progress aimed at improving services for Māori and the kaimahi team are focusing on achieving these goals. Our presence in aged residential care facilities remains strong and there has been an adjustment to the services we can provide using the resources we have available.

Community Engagement

Nursing staff, medical officers and pharmacists are readily available to advise and support community partners. There has been increased involvement with district nursing services in Inglewood and Urenui and Mokau areas and a Memorandum of Understanding has been created to describe how we can support, mentor and guide these primary health providers.

Our People

Our staff are a critical component of the success of the service. Staff wellbeing is of great importance and safe staffing levels, flexible working situations and adaptable staff who are able to work in various settings all contribute to the safe and effective care we provide.

It has been a pleasure to provide leadership to the various teams and there is an appreciation that staff are fully committed to doing the best job possible to improve the lives of the people in the community we serve.

Heather Koch
Clinical Services Director

Providing Care with Dignity and Expertise

Our clinical team includes **40 Registered Nurses, 3 Enrolled Nurses, and 2 Healthcare Assistants** who deliver specialist palliative care across Taranaki – in people's homes, aged care facilities, and our Inpatient Unit. Their work combines skill, compassion, and professionalism to support patients and whānau with dignity, comfort, and respect. Every visit, every conversation, and every act of care helps ensure that no one in our community faces the end of life alone.

OPERATIONS TEAM



*Nāu te rourou, nāki te rourou,
kai ora ai te iwi.*

With your food basket and my food basket the people will thrive.

Our Services

Audit

Over the past year, the organisation has continued to work diligently to ensure compliance with the Health and Disability Standards, while maintaining the administrative systems that support the smooth running of our organisation.

In May, we underwent our scheduled three-yearly full external audit against the Health and Disability Standards. We are proud to report that, for the first time, we received no corrective actions, resulting in the maximum four-year certification before our next full audit. This outstanding result is a direct reflection of the commitment, collaboration, and high standards maintained by the entire team.

Technology

We have made significant advancements in the use of technology to enhance service delivery and staff interactions with patients.

Heidi - AI Clinical Note Assistant

The introduction of Heidi, an AI-driven documentation tool, has transformed the way medical and nursing staff record clinical interactions. Heidi generates accurate, comprehensive consultation notes, enabling clinicians to remain fully engaged with patients during consultations. This innovation has reduced documentation time by over 50%, allowing staff to spend more time focused on patient care.

Palcare Go - Virtual Care Platform

The integration of Palcare Go into our electronic records system has significantly improved communication and efficiency. This platform enables seamless video consultations between doctors, nurses, and patients, reducing the need for travel and allowing faster access to clinical input. Nurses can now consult with medical staff in real-time, with the patient present, improving clinical decision-making. In the near future, this technology will be extended to enable family members to connect remotely, especially during overnight periods, potentially reducing the need for in-person visits.

Community Engagement

The Community Advisory Committee experienced a period of transition early in the year, with three members stepping down for personal reasons. We are pleased to report that the committee has been revitalised with the appointment of four new members. This group continues to provide valuable insight and feedback, serving as a vital link between the hospice and the wider community.

Our People Equipment and Resources

Our equipment services continue to expand in response to the evolving needs of our patients. Thanks to generous community donations and grant funding, we have been able to replace outdated equipment and invest in new, innovative solutions that align with best practice standards. We are also actively exploring emerging technologies to ensure timely and effective responses to patient requirements

Sustainability

Te Kahu Pairuri Hospice Taranaki remains an active participant in Hospice New Zealand's Sustainability Project, reinforcing our commitment to environmentally responsible practices and long-term organisational resilience.

Glenda Butturini
Quality & Systems Manager

HEART OF HOSPICE

"To all the staff and Nurses at Hospice Taranaki, thank you for caring for our mum".

SUPPORT SERVICES



**He hono tangata e kore e motu;
ka pa he taura waka e motu**

Unlike a canoe rope, a human bond cannot be severed.

Our Services

During the year that's been, we have had staff attend the ANZACATA (The peak professional association for Creative Arts Therapies in Australia, New Zealand and Asia) Conference and the Deepening the Dialogue Conference: Innovative Strategies for Supporting the Bereaved. Both international conferences were held in Melbourne. Active engagement in regular professional development ensures our team members are at the forefront of the latest professional knowledge in our various specialty areas including counselling, social work, spiritual care and arts therapy.

Partnerships

We have been very fortunate to secure some beautiful, hard copy Grief Journals as a valuable resource to offer to our bereaved families as needed. This was thanks to a special relationship one of our team developed with an author, Jo Betz, the kindness of Jo offering us a huge discount, some collaboration with our fundraising team and the generosity of a local sponsor. A great example of what can be achieved working together!

At times we have patients in common with various other providers who may have access to different resources. Members of our team regularly meet with staff from Leukaemia and Blood Cancer NZ (LBC), CanTeen and Sweet Louise when they are in Taranaki to ensure that our patients and their families are receiving the best care and support.

Community Engagement

Our counsellors have hosted some local New Zealand Association of Counsellors meetings throughout the year. These meetings contribute to our own staff professional development and also provide an opportunity to share information about our palliative care services and support with some of the wider community.

Te Kahu Pairuri Hospice Taranaki has provided a clinical placement for a Massey Masters of Counselling student for the past two years. This has allowed the development of a relationship with the university, an external supervisor and another local placement provider.

Our People

Staff from various areas of hospice continue to come forward to share ideas, organize, create and contribute to our staff wellbeing calendar over the year. The resulting engagement and collaboration across different hospice teams is ongoing and ensures there is a diverse range of events and activities on offer. These have been well attended and much appreciation shown as evidenced in our annual staff survey.

Staff continue to utilise our Employee Assistance Provider (EAP), TelusHealth as needed for any personal or work issues.

Our Te Rangimarie volunteers enjoyed a mid-year thank you lunch this year. They were acknowledged and celebrated for their significant years of service. In addition, several new volunteer biographers have joined the team.

Stacey Marshall
Support Service Manager

HEART OF HOSPICE

"Thank you so much for remembering our mum on the Anniversary of her passing. We miss her so much. Special hugs to the nurses. Keep up your great work."

KAITAKAWAENGA



**Ko te rongoā ko au,
ko au te rongoā**

I am the healing, and the healing is me.

Our Service Activities

In July 2024, we hosted Wānanga Ōhākī at Kānihi Māwhitiwhiti marae, South Taranaki, with around 60 kaumātua and whānau. Guest speakers Phil and Puhi Nuku shared the moving and heartfelt experience of their daughter's care who died under Hospice Services the year before. They wove into their korero a waiata tawhito that offered comfort from a Māori worldview of healing in times of loss and grief. Participants also engaged in focus group discussions on end-of-life care for Māori – past, present, and future – highlighting the importance of communal care, the role of tohunga, and the need to reclaim tikanga-led practices.

This year we also have worked on implementing a Rongoā initiative in our Inpatient Unit, guided by the expertise of local practitioners. On admission, tūroro and whānau will receive a kono containing rongoā, sensory taonga from te taiao (natural environment) and kōrero Māori. These include mirimiri hinu (massage oil), kawakawa pani (balm), wairehu whakawatea (calming spray), taonga pūoro, and uplifting whakataukī and karakia. This makes traditional Māori modalities visible and accessible, supporting holistic wellbeing.

Our People

Our kaimahi team has grown, strengthening our capacity to serve. Alice Doorbar, a longstanding Pou of Māori Health, continues in her role as Matanga Māori, offering guidance in all things Tikanga Māori. Paula King serves as Kaitakawaenga, advising on cultural equity and community relationships. Tarneeka Gupwell recently joined as Kaiāwhina, walking alongside whānau Māori in a supportive care role. Together, our team embodies the principle of manaakitanga, ensuring services are responsive and connected.

Alignment to our Strategic Aims

These initiatives demonstrate excellence in service delivery in our supportive care, strengthened partnerships, and deepened community connections through engaging with whānau voice. They reflect a commitment to sustainability through the revitalisation of tikanga and rongoā, and uphold the value of our people by nurturing the skills and roles of kaimahi.

Reflection

Together, we are building a future where Māori knowledge, values, and practices are central to end of life care. Ko te rongoā ko au, ko au te rongoā.

Paula King
Kaitakawaenga

HEART OF HOSPICE

"To Dr's and, the nurses who visited Bryan at home and all the wonderful staff at Taranaki Hospice, Thanks for being Wonderful! We thank you all so very much for the care you gave to Bryan during his short stay and the absolute compassion and understanding shown to our family. We are so very grateful. "

FUN RAISING



***Ehara taku toa i te toa takitahi,
engari he toa takitini***

Success is not the work of an individual, but the work of the team.

Working Together to Strengthen Our Community

The 2024-25 year was a testament to what can be achieved when community, compassion, and creativity come together. Every event, donation, and partnership contributed to ensuring Te Kahu Pairuri Hospice Taranaki can continue to care for patients and support their whānau with dignity and aroha.

Through a mix of community-led initiatives and Hospice-organised events, an impressive \$101,243 was raised. From quizzes and bowls tournaments to golf days and the efforts of our Lions Clubs, every activity demonstrated the strength of collective goodwill. Signature events such as Teeing Off for Hospice raised \$30,000, while Tree of Remembrance generated \$30,023 across Farmers and local tree sites. Our long-standing Calves for Hospice programme brought in \$28,431, and a Raffle raised another \$25,000.

Sustaining Support and Growing Impact

Ongoing giving remains at the heart of sustainable fundraising. Our Regular Donors contributed \$31,236, and our Hospice Champions—25 remarkable supporters giving monthly—collectively provided \$99,772. These partnerships directly align with our strategic aim to grow cost-competitive revenue streams and build enduring community relationships.

Our Values in Action

Hospice Taranaki's values of integrity (made up of trust, honesty and fairness), respect, and collaboration are reflected in the generosity of those who give and those who help us stretch every dollar further. One donor entrusted us with \$5,000, challenging us to make it grow—and through teamwork and resourcefulness, that gift became \$25,000. Likewise, local businesses such as Graphix and others provided services at reduced or no cost, ensuring more funds are directed where they're needed most—supporting patients and their whānau.

Together, we continue to build a compassionate community where every contribution—big or small—makes a lasting difference.

Rose Whitaker
Community Partnerships Lead

HEART OF HOSPICE

“Dear Hospice team, A note to thank you for your tenderness and care while mum, spent her last days in your care Dec 2024. It meant so much for our family that mum was in a quiet, peaceful place when she passed over, and to be able to sleep on-site was incredibly helpful for us as a family. In gratitude.”



RETAIL GROUP

Our 2024/25 trading year has been reflective of the wider retail sector with ups and downs and escalating costs impacting our margins on all sites. The jewel in our retail group was our Waitara HospiceShop under new leadership and expanded hours achieving a fantastic end of year result - the largest sales increase over all sites.

Our communities continued to provide us wonderful support with high volumes of donated goods to resell. Our annual auction achieved its highest ever sales result with a particular focus on jewellery items. A refresh of our online presence is starting to show improved returns with a new focus on what items are listed.

The hospice retail group connects to all parts of our strategic plan as it vital in helping sustain our services, we partner with numerous community organisations and community engagement allows over 400 people across the region to contribute their time and skills as volunteers. Almost 30 of our people are employed across our retail network of 6 sites and the sustainability of our whole organisation and its annual fund-raising programme of \$5m is underpinned by the net returns from our retail group.

Over the past year we have upgraded shop fittings and started fitting large screens in each shop that allow us to better tell our stories to supporters. We have improved environments for our staff and volunteers to work in and worked with landlords to improve our lease agreements. We are in ongoing conversation with our Waiwhakaiho HospiceShop landlord around moving to a more suitable site to expand our presence in the east of the city.

In this past year our retail shops have continued to be a vital part of a window into our communities giving opportunity for people to 'give back' to our service through donations and sales. It is also a valuable social resource for like minded people to spend time together for a wonderful cause.

The huge success of the largest charity retail group in Taranaki would not be achievable without the commitment of our employed staff, the energy and enthusiasm of our large teams of volunteers and wonderful communities who continue to purchase our goods.

Paul Lamb
Chief Executive



Retail Managers

Rear left to right: Marie O'Brien (Hawera HospiceShop Manager), Jessica Sinclair (Group Retail Manager & Westown HospiceShop Manager), Paul Lamb (Hospice Taranaki CE), Melanie Todd (Stratford HospiceShop Manager)

Front left to right: Tania Brown (Group Retail Manager & Waiwhakaiho HospiceShop Manager), Tia Donkers (Waitara HospiceShop Manager)

Absent: Joaquin Dibbern (HospiceShop Warehouse Manager)

HEART OF HOSPICE

"To all the Doctors and Nurse involved with our mum's care, thank you very much for all your help, which included myself and my sisters to keep her at home. It was a long hard road for mum, she never complained, no matter how difficult life got for her. We are all relieved that she's now in a better place. Thanks again from all our family"

DAY PROGRAMME: A PLACE OF CONNECTION, SUPPORT & RESPITE

Purpose & Criteria

Our Day Programme offers a relaxed, informal space for patients to come together, share conversation, enjoy fellowship and meaningful activity. It is specifically designed to meet one or both of these criteria:

- **Social isolation**

to provide connection, companionship, and a break from loneliness.

- **Carer relief**

to give main carers some time and space, knowing their loved one is in a supportive, safe environment.

Attendance is free, and volunteer drivers are available to assist with transport when needed.

What Happens on a Wednesday

Participants arrive around 10 am and are welcomed with morning tea. From there, the day unfolds with a mix of engaging, uplifting activities, including:

- Guest speakers and presentations
- Music, singing, dance
- Bingo, quizzes, cards and games
- Garden parties, outings (e.g. coastal walkway buggy rides)
- Fellowship, conversation, shared moments and laughter

After a nourishing lunch, attendees depart, often having recharged, reconnected, and carried new memories home with them.

Benefits & Impact

- **For patients**

A safe, joyful setting to break the isolation, share with others in similar circumstances, and enjoy meaningful engagement.

- **For carers**

Peace of mind and a few hours for themselves, supported in the knowledge their loved one is cared for in a warm community space.

- **For the Hospice**

The Day Programme strengthens our holistic care model and complements our in-home and inpatient support, reinforcing our strategic objective of comprehensive compassionate services.

Values in Action

The Day Programme is a living demonstration of our values. Each session is run with integrity (trust, fairness, honesty), respect (listening to voices, honouring backgrounds, creating a safe space), and collaboration (volunteers, staff, participants all contributing to the day's success).

One regular attendee recently shared:

“It gets me out of the house and allows me to meet new people.”

Another quip:

“It’s my special day to be with my friends. I like being here; I consider it my home.”

These heartfelt remarks remind us of the real difference made when people feel seen, connected, supported.

Looking Ahead

Over coming years, we aim to explore opportunities to expand transport support, increase variety of activities, and deepen partnerships with local community groups to enrich the experience further. Through this, we will strengthen our strategic commitment to accessible, compassionate care for all who need it.

HEART OF HOSPICE

“Thank you for your kindness and care of Jo when she was recently so unwell - she was very comforted and grateful to all at hospice - as were we all.”

ANNUAL VOLUNTEER AWARD RECIPIENTS 2025

Volunteers: The Strength Behind Our Service

More than 350 volunteers give their time, skills, and compassion to Hospice Taranaki, contributing over 110,000 hours in the past year. From our HospiceShops and warehouse to patient support, reception, gardening, and fundraising, each volunteer plays an essential role in sustaining our services.

Their collective effort reflects a remarkable gift – one of community spirit, generosity, and shared belief in caring. Te Kahu Pairuri Hospice Taranaki simply could not do what it does without them.

5 YEARS

Hannah Heberley
Christine Schicker
Janet Clark
Yvonne Harper
Jane Johnson
Margaret McCallum
Cherry Phillips
Shirley Dickson
Christine Paxton
Frieda Cooper
Richard Helms
Des Hollard
Julie Peterson
Lucile Burton
Brian Burton
Rosemary Richards
Jock Harper
Diana Reid

Diane Jones
Lorraine Lee
Colin Jury
Michael Winsborough
Andrea Cowan

10 YEARS

Sandy Smith
Judy Drummond
Elizabeth Davies
Gwen Prewett
Mitch Bradley
Yvonne Brunton
Heather Jenkins
Coralie Mason
Ian Burrell
Dee McGlone
Diane Ogle
Margaret McCall
Leigh Caskey
Jim Healy
Doreen Heath
Susan Knowles
Gloria Meredith
Mary Ruscoe
Gail Bell
Joan Brookes
Debbie Deller
Margie King
Jan Leighton
Carole Meredith
Clare Reeve
John Staddon
Diane Townsend
Maureen Cornwallis

Cheryl Humphrey
Margaret Humphries
Allen May-Gurnick
Pat Ross
Lois Russell
Maurice Selby
Yvonne Evans
Robyn Ellery
Eileen Mandell
Colleen Scott

15 YEARS

Cameron Murray
Lyn Agent
Pat Spellman
Pam Morrison
Maree Goldsworthy

20 YEARS

Hazel Reed
Glenice Lile
Allan Jellyman
Jean Marriner
Ross Marriner
Olga Steer
Cleta Clarke

25 YEARS

Doreen Terrill

35 YEARS

Margaret McCallum



www.hospicetaranaki.org.nz

Phone: 06 753 7830



Hospice Taranaki
Te Kahu Pairuri ki Taranaki