



ANNUAL REPORT 2023

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We're on a Mission

to provide excellent, compassionate palliative care for everyone throughout the Eastern Bay of Plenty.

Hospice is about helping people make the most out of their remaining lives, by providing free quality palliative care and support to guide people through this last chapter in their lives and help them to live every moment in whatever way is important to them. Hospice is not a building but a philosophy of care that uses a holistic approach by supporting all aspects of a person including their physical, their emotional, their social and their spiritual beings. We work hard to achieve these goals and have a team of highly-experienced health professionals and management to ensure that happens.

Hospice Eastern Bay of Plenty is a non-government organisation and relies heavily on contracts from Te Whatu Ora, Health NZ, as well as the generosity of our volunteers, sponsors, donors and the community. Above all, our priority has always been, and will always continue to be, our patients and their families. Last year, 162 referrals were received which costs more to manage than what we were provided funding for from Health NZ. We will always continue to manage referrals over and above what we have been provided funding for, to ensure everyone in the Eastern Bay of Plenty is provided the opportunity to receive free Hospice care however, these extra costs need to be fundraised.

The funds raised to cover this additional cost is achieved through our various fundraising events and activities, sponsorships, donations, grants, hospice shops and business operational income. Thank you to our generous community for helping this compassionate service be able to accommodate everyone in need.

RESPECT | EXCELLENCE | COLLABORATION | COMPASSION | INTEGRITY

Message from the Board Chair

A huge thank you to all the Hospice EBOP staff, volunteers and trustees for contributing to another effective year fulfilling Hospice EBOP's mission to provide excellent, compassionate palliative care for everyone throughout the Eastern Bay of Plenty. The organisation remains in a healthy financial position and looks forward to continuing to care for our community. With the lift in all Covid-19 restrictions, Hospice EBOP is happy to be able to return to full function.

In the last financial year, the clinical team welcomed three new nurses who have been a great addition to the team, the Hospice Shops were able to resume normal trade and fundraising events could start to be planned. The Hospice EBOP staff worked hard this year to successfully reach their agreed cultural goal of 'Building a happy, healthy, trusting environment' and after only three months, staff highly rated Hospice EBOP as 8.2/10 for this goal. Feedback from our patients and their whānau was also very positive with 94% and 95% satisfaction from their experience with Hospice EBOP.

Despite numerous challenges presented last year for the clinical team, Hospice EBOP maintained the contracted palliative care services to help people in our community to live well when their life is limited. Thanks to Pare Corkran, Clinical Services Manager

and the clinical team who worked tirelessly to ensure the community continued to receive the compassionate, professional palliative care that they deserved.

One of the highlights for the year was the signing of the Memorandum of Understanding between Hospice EBOP and Te Whare Wānanga o Awanuiārangi to help address palliative care nurse shortages in the Eastern Bay of Plenty, through a new scholarship for Te Ōhanga Mataora: Bachelor of Health Science Māori Nursing Students. Thanks to Peter Bassett, former Chief Executive and trustee Amohaere Tangitu for their work to develop and formalise this longstanding relationship. Hospice EBOP look forward to supporting students with their palliative care studies.

With our fundraising environment still presenting some challenges during the past financial year, Hospice EBOP relied heavily on grant funding along with our Hospice Shops, donations and sponsorships to raise the essential funds needed. We would like to thank all of the generous organisations that provided grant funding for Hospice EBOP during this year, your assistance is appreciated. NZ Community trust provided \$45,000, Aotearoa Gaming Trust provided \$32,240 and The Lion Foundation and Lotteries both provided \$20,000 plus many more generous grants were received.

The three Hospice Shops performed well thanks to our

incredible shop staff, volunteers and community. Wendy Wright, Shops Manager has done an amazing job to provide a fantastic experience for our community, a safe and friendly environment for our volunteers and a great platform for Hospice EBOP to make significant proceeds to help bridge the funding gap.

Once again we would like to thank everyone who contributed to the success of the 2022/2023 financial year and also Peter Bassett, former Chief Executive for his effective, competent and professional leadership during his seven year tenure as Chief Executive. We all look forward to a new year with no Covid restrictions and a full clinical team. Thank you to the Eastern Bay of Plenty community for your continued support for Hospice EBOP.



JUDE WILSON
BOARD CHAIR

FUNDRAISING & VOLUNTEERS

Thanks to our wonderful volunteers and community, Hospice EBOP was able to run our annual community remembrance tree and Hospice Awareness Week appeals, raising just over \$5,000. Thanks to Farmers Whakatāne who once again got behind the annual Hospice Remembrance Tree campaign and raised over \$7,000. Hospice EBOP was extremely thankful to the Whakatāne Sportfishing club who chose Hospice as the recipient charity for their biannual quiz night proceeds this year, which raised a whopping \$12,000.

Volunteers are an essential part of Hospice EBOP and their contribution to our service and fundraising is crucial. Hospice EBOP is thankful for the patient support volunteers who remain loyal to Hospice EBOP whilst the patient support programs were put on hold due to Covid restrictions and we look forward to recommencing patients support programs in the next financial year. The majority of volunteers work in our hospice shops and kindly commit to donating their time each week. Without these volunteers the Hospice Shops wouldn't be able to make the proceeds it does, to help support those living with a life limiting illness in our community. A huge thank you to all of our volunteers, Hospice EBOP and the community really appreciate all that you do.





Farmer's Remembrance Tree Campaign

Raised \$7,006 for Hospice EBOP

Every Christmas Season for the last 9 years, Farmers have run a fundraiser, raising money for their local Hospice provider. This years' campaign ran from November 17th through to December 24th.

The campaign creates awareness of Hospice services through signage in the store and social media.

Farmers had set up a little area for this campaign by the entrance of the store that featured a Christmas Tree, a pull up banner explaining what the event was about and a stand with pens and tags to write messages to loved ones. Customers were invited to write messages and place them on the tree.

At the tills, Farmers sold their limited edition Hospice Baubles and the staff invited customers to donate to Hospice when checking out.

The total funds raised was \$7006 with all the proceeds going to Hospice EBOP.

The feedback from the Store Manager this year was very positive with customers always keen to donate to Hospice. The Hospice fundraiser is one of their biggest fundraisers of the year and provides great publicity for Hospice over Farmers busy Christmas period.

Hospice Awareness Week

15th - 19th May, 2023

This year for Hospice Awareness week, the theme was 'It's OK to feel how you feel'. The campaign featured hospice patients and their whānau sharing their emotional journeys of dying, and hospice care. With this theme in mind, we invited the public to talk to our nurses.

Each day, we had a nurse at the Whakatāne Hospice Shop over their lunch break, and one day each at the Ōpōtiki and Kawerau shops. Customers were invited to talk to the nurse on duty and ask any questions they may have had. There was a great response to this and we plan to do it again next year.

To help raise funds for Hospice EBOP, 120 Kowhai trees were kindly donated to us to sell during this week and a raffle was also run, to win amazing hampers made up from various goodies mostly donated by Pak N Save Whakatāne. Thanks to these generous sponsors, just over \$1,700 was raised for Hospice EBOP.



Community Rememberance Trees and Raffle

Raised \$3343 for Hospice EBOP.

At the start of the Christmas Season, we held a week long fundraiser where three stands were set up in, or near, the three Eastern Bay of Plenty New Worlds. People were able to write a message on a card to a loved one, and hang it on the Christmas Tree. We had three stands set up, one at Whakatāne New World, Ōpōtiki New World and Kawerau Mall – all high traffic areas.

Our amazing volunteers sat behind the table and offered the cards for people to write and donate.

The event ran over five weekdays from 10am until 4pm, Nov 28th-Dec 2nd. This past year we ran an extra fundraiser selling Yellow Pōhutukawa, Mānuka Trees and Carex Virgata (Toi toi) which were all donated to us.

The total funds raised was \$3342.70 and the trees proved especially popular, with all of them apart from some toi toi, selling out and adding approximately \$1460 to our total funds raised.

Whakatāne raised \$1048, Kawerau raised \$578.70 and Ōpōtiki raised \$1716.



Whakatāne Sportfishing Club Charity Quiz Night

Raised \$12,000 for Hospice EBOP

Every 6 months the Whakatāne SportFishing Club host a Charity Quiz with the proceeds going to a charity of their choice. Hospice EBOP were chosen for the second charity of this year partly because one of the staff members had had someone recently go through Hospice.

As well as raffles throughout the event, the auction was the main fundraiser for which we had to source items to auction. We approached a few local businesses and they proudly donated products towards the auction, alongside auction items the club staff had sourced. We also did various forms of advertising through social media. On the night, we put in two quiz teams to show our support and to take part.

The event raised \$12,000 for Hospice EBOP and was primarily led by Whakatāne SportFishing Club. It was great publicity for Hospice EBOP creating a lot of awareness within the attendees, but also out in the community with adverts on the radio and a very positive article in the newspaper.

Our Hospice Shops

For the second year Hospice EBOP has had three Hospice Shops operating, one in each of the three regions in which our service covers, Whakatāne, Ōpōtiki and Kawerau.

Thanks to their amazing communities, the Hospice Shops have been able to make significant proceeds to help raise the money needed to continue supporting people living with life limiting conditions in the Eastern Bay of Plenty.

Hospice Shops Manager, Wendy Wright and her amazing team of shop staff and volunteers, have done an exceptional job at running the three Hospice Shops across the Eastern Bay of Plenty.



Whakatāne

109 The Strand
Ph: 07 307 2301

Opening Hours

Monday to Friday: 9:30am - 4:00pm
Saturday: 9:30am - 1:30pm
Sunday: Closed



Kawerau

7-9 Jellicoe Court
Ph: 07 323 4014

Opening Hours

Monday to Friday: 10: 00am - 3:00pm
Saturday and Sunday: Closed



Ōpōtiki

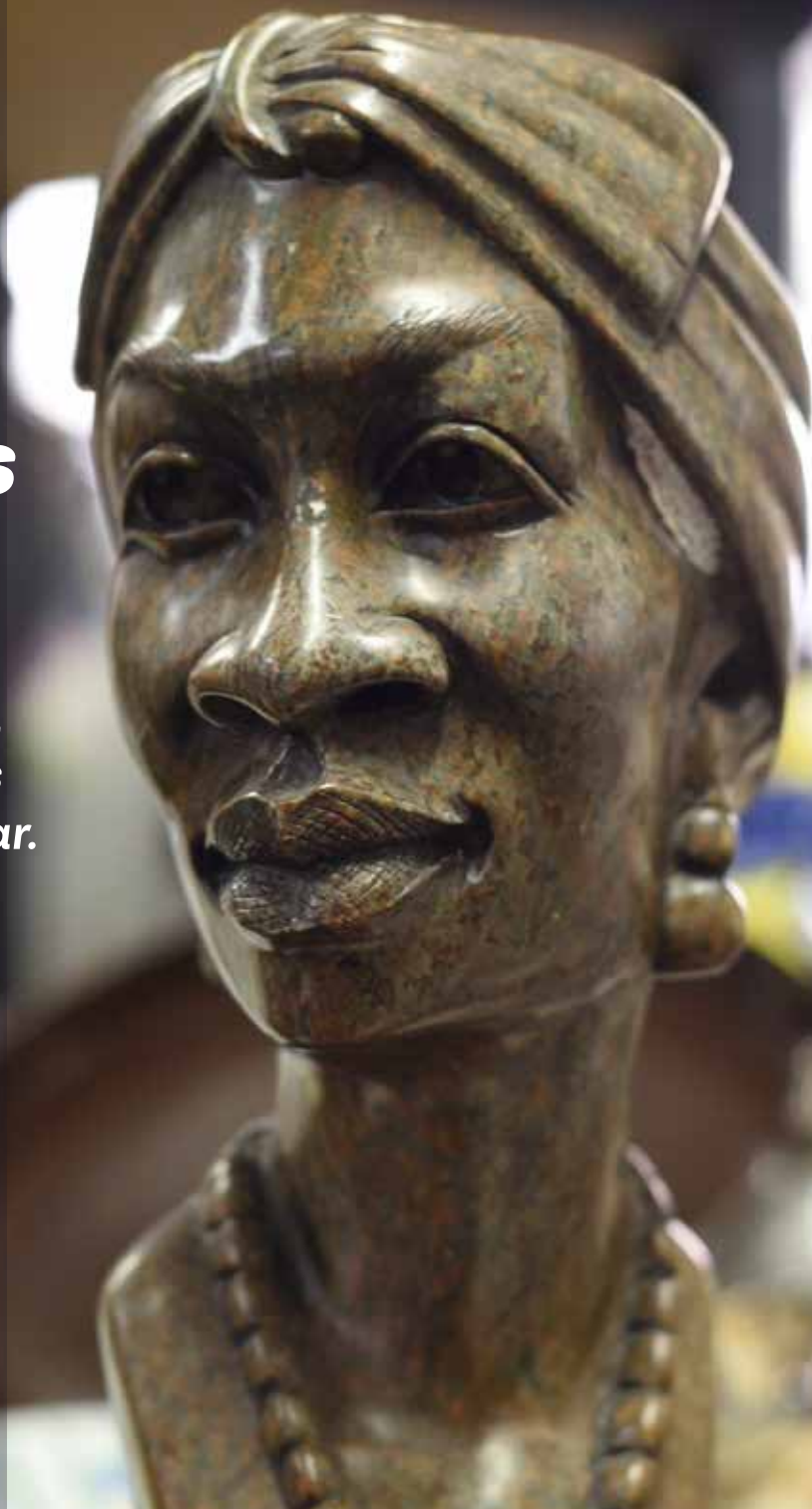
101B Church Street
Ph: 07 315 5055

Opening Hours

Monday to Friday: 10: 00am - 3:00pm
Saturday: 9:30am - 12:30pm
Sunday: Closed

Spotlight on our Hospice Shop Donations

*Highlighting some
of the fantastic
items that have been
donated to our shops
this last financial year.*





What our patients & their family/whānau have to say

Our most recent patient and family satisfaction survey has presented great results with 94% satisfaction from patients and 95% satisfaction from whānau.

Hospice EBOP are continuously striving to provide the best possible service to those living with a life limiting condition and providing support to their families too.

Below are excerpts taken from our most recent patient / family survey.

“Catherine and team could not have done more for us. This meant Mum could stay home until the end. They were organised and forward planned things and worked well with our GP. We appreciated the compassion and empathy shown throughout our loved one’s journey.”

“The service provided by the Hospice was wonderful, the nurses and the helpful equipment which made it so much easier to keep our loved one at home.”

“Excellent care and support all the time, daily visits, phone calls and gave extra support.”

“Marvellous organisation that should be better resourced and supported by Government.”

“I could not have coped, and thank you Julie. You are fantastic.”

“Very grateful for all your work”

“I would personally like to thank the Hospice Eastern Bay of Plenty for their support and aroha during the sad loss of my wife. Xxx”

“Awesome job and carry on with the lovely support you give.”

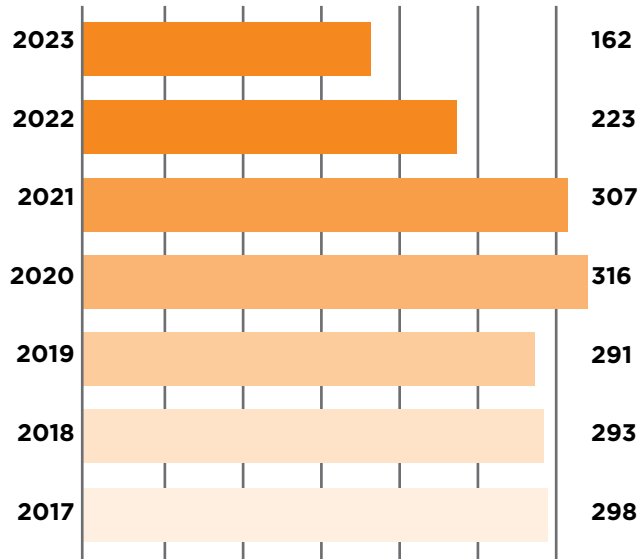
“I am extremely happy with the support and kindness to my Mother and our family, from Tina (RN) through to Receptionist at such a sad time in our family.”

“Julie + staff are very approachable and accomodating. Julie explains and answers our questions that are easily understood. She delivered equipment on the day we needed it and she is always checking in and very patient with Mum. So grateful.”

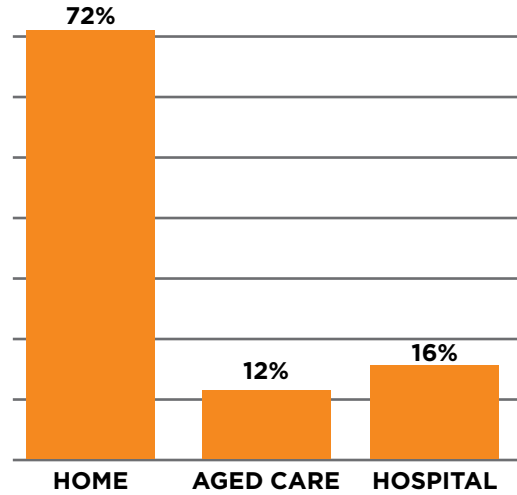
Statement of Service Performance

FOR THE YEAR ENDED 30 JUNE 2023

NEW PATIENT REFERRALS



PATIENT PLACE OF DEATH 22/23



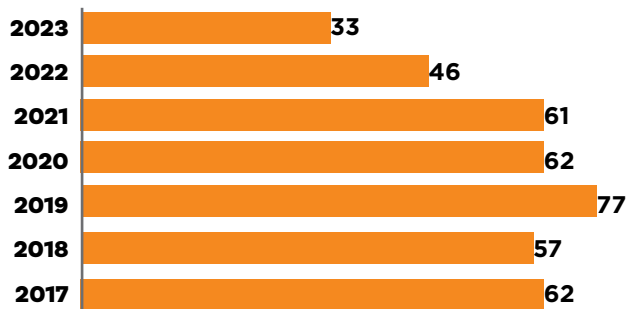
144 VALUED VOLUNTEERS

791 VISITS TO PATIENTS BY THE TEAM PER ANNUM

11,584 VOLUNTEER HOURS

99,778 KM TRAVELLED BY CLINICAL TEAM

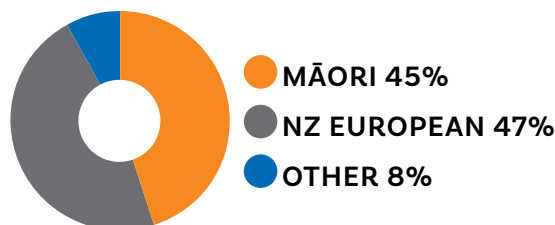
AVE NO. OF PATIENTS AT ANY ONE TIME



PATIENT DISTRICT OF RESIDENCE



PATIENT ETHNICITY



Statement of Financial Performance

FOR THE YEAR ENDED 30 JUNE 2023

	Notes	2023 \$	2022 \$
REVENUE			
Donations, fundraising and other similar revenue	1	209,149	120,320
Revenue from providing goods or services	1	1,780,247	1,713,555
Interest, dividends and other investment revenue	1	108,660	42,834
Other revenue	1	32,055	9,398
Total Revenue		2,130,112	1,886,106
EXPENSES			
Expenses related to public fundraising	2	334	469
Volunteer and employee related costs	2	998,669	1,085,864
Costs related to providing goods or service	2	470,717	436,002
Other expenses	2	90,488	86,519
Total Expenses		1,560,207	1,608,855
Surplus/(Deficit) for the Year		569,904	277,252
OTHER COMPREHENSIVE REVENUE			
Unrealised Investment Gains/(Losses)		15,887	(115,289)
Total Other Comprehensive Revenue		15,887	(115,289)
Total Comprehensive Revenue & Expenses for the Year		585,791	161,963

This Statement should be read in conjunction with the Notes and the Auditors Report.

Statement of Financial Position

FOR THE YEAR ENDED 30 JUNE 2023

	Notes	2023 \$	2022 \$
ASSETS			
Current Assets			
Bank accounts and cash	3	620,332	1,016,918
Debtors and prepayments	3	129,587	107,463
Other Current Assets	3	917,085	-
Investments	3	1,577,126	1,503,220
Total Current Assets		3,244,130	2,627,601
Non-Current Assets			
Property, Plant and Equipment	5	1,280,311	1,293,974
Total Non-Current Assets		1,280,311	1,293,974
Total Assets		4,524,441	3,921,574
LIABILITIES			
Current Liabilities			
Creditors and accrued expenses	4	40,357	43,810
Goods and services tax		31,229	26,167
Employee costs payable	4	80,257	76,538
Unused donations and grants with conditions	4	11,961	214
Total Current Liabilities		163,804	146,729
Non-Current Liabilities			
WWT Unused Gift		366,852	366,852
Total Non-Current Liabilities		366,852	366,852
Total Liabilities		530,656	513,581
Total Assets less Total Liabilities (Net Assets)		3,993,785	3,407,994
ACCUMULATED FUNDS			
Accumulated surpluses or (deficits)	6	3,323,785	2,737,994
Reserves	7	670,000	670,000
Total Accumulated Funds		3,993,785	3,407,994

This Statement should be read in conjunction with the Notes and the Auditors Report.

Thank you to our supporters

Hospice Eastern Bay of Plenty received 162 referrals last year for people in the community needing palliative care services, to enable them to live their remaining lives in a place where they are most comfortable. Thanks to all of our supporters, we managed to process these referrals. Without such a generous community we would not be sustainable and everyone wouldn't have the necessary care they need to live with comfort & dignity, for the remaining of their life. We are very grateful for all of our donations and sponsorships as we wouldn't be able to continue our full service without them.

MAJOR DONORS

Orange Motor Co
Coastline Apparel master
Farmers
One Double X
Nicholson Autos
Baycopy

SUPPORTERS

Ōhope Lions
Harcourts Grants
Pak'n'Save
Baking Bitches
Quota
Whakatāne SportFishing Club
New World Whakatāne
NZ Herald
Living Décor
Waste Management
Girls on Grass
Dennis Jackson Ltd
USL Medical
Capes Medical
About Water

GRANT FUNDING

Pub Charity \$15,000
towards Clinical Team salary



NZ Community Trust \$45,000
towards nurse salary



Aotearoa Gaming Trust \$32,240
towards Social Worker Salary



The Lion Foundation \$20,000
towards a new fleet car



Harcourts Foundation \$5,000
towards new patient equipment



Lotteries \$20,000
toward Volunteer Coordinator Salary



Kawerau District Council \$1,500
towards Hospice Shop rent



Whakatāne District Council \$1,000
towards vehicle fleet running costs



Thank you to **Harcourts Grants** for donating \$5,000 towards new patient equipment.



Thank you to **Ōhope Lions Club** for donating \$5,000 towards a new alternating air mattress.

Can you help?

Hospice Eastern Bay of Plenty provide all specialist palliative care, equipment loan and family/whānau support free of charge. We are very grateful for our government funding through Health NZ, but it only covers approximately 60% of our costs. Therefore, we must rely on community support to meet the financial shortfall.



Hospice EBOP is a registered charity (CC23677) and there are many ways you can get involved.

For more information on donating time, money or goods, please contact us, on 07 307 2244 or email admin@hospiceebop.org.nz.



Donate

Donating is an individual process and Hospice is grateful for everything received. Donations come in a range of types (money or goods), amounts, frequency (once off or regular intervals), and payment methods (direct debits, credit card, or cash). People can also choose to leave money or items to Hospice in their will. If you would like to make a donation or receive more information about your options, please visit www.hospiceebop.org.nz for more details, or call Hospice EBOP on 07 307 2244



Sponsor

With 1 in 3 people needing palliative care, Hospice Eastern Bay of Plenty help support the majority of the community, especially as services are extended to the family/whānau of patients. Local businesses choose to sponsor Hospice as their sponsorship is directly injected back into the community, which is ultimately helping support many of their customers and their family/whānau. Sponsorship can be received for events held by Hospice giving regular cash donations or providing goods and or services at a reduced or zero cost.



Volunteer

Hospice Eastern Bay of Plenty is made up of a significant number of amazing volunteers, who are truly the backbone of the organisation. There are three main areas for Hospice volunteers and these are the Hospice Shop, clinical support and event volunteers. For more information or to receive a volunteer pack, please contact the Volunteer Coordinator on 07 304 2244.

CONTACT

Hospice Eastern Bay of Plenty

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Whakatāne 3158

P. 07 307 2244

F. 07 307 8057

E. admin@hospiceebop.org.nz

www.hospiceebop.org.nz

HospiceEBOP

@hospice.ebop.nz

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Thank You