ANNUAL REPORT 2018

Ora ana i te wā e toe ana

Living well when time is limited

Rau ora hospice eastern bay of plenty

Hospice Fundamentals

OUR VISION

Ora ana i te wā e toe ana

Living well when time is limited

OUR MISSION

Provide excellent, compassionate palliative care for everyone throughout the Eastern Bay of Plenty

OUR VALUES	NGĀ UARA
Respect	**Whakaaro nui**
We treat others the way we like to be treated	Whakaaro nui ki ētahi atu – Ōrite te whakaaro nui kia mātau
Excellence	**Taumata teitei**
We strive for excellence and do our best	Whaia ana te taumata teitei, ki to mātau kaha
Collaboration	**Ngātahi**
We are in this together	Mahi ngātahi ana tātau
Compassion	**Arohanui**
We treat others with kindness and empathy	He arohanui, te manaaki, te atawhai i te katoa
Integrity	**Ngākau pono**
We are honest, sincere and open	He ngākau pono. he tika, he tuwhera

HOSPICE SERVICE IS BASED UPON

Whānaungatanga: Development of an ongoing relationship between patient, whānau and health professionals

Kanohi ki te kanohi: Face to face conversations whenever possible

Te hora o te whānau i te māramatanga: Whānau sharing knowledge

Oranga wairua: Spiritual care

Chair's & Chief Executive's Report

We are pleased to report a positive outcome in both service delivery and financials this year. This was the last year of our two year service agreement with the Bay of Plenty District Health Board (BoPDHB). The service agreement was based on payment for a volume of 170 new referrals per year. Hospice Eastern Bay of Plenty (HEBOP) received 293 new referrals in the current financial year. This left 123 new referrals unfunded, a similar number to the previous two years. The next one year contract has been increased to 177 referrals.

This year we appointed a new Clinical Services Manager, Finance and Administration Manager, a Fundraising and Volunteer Manager, and a Quality and Health and Safety contractor. Working with the new team members, we have been able to develop a draft strategic plan, new fundraising priorities, begin planning for community consultation, improve our processes and achieve a number of positive outcomes detailed below. A complete review of HEBOP's quality and Health and Safety system has been completed and is now operational.

An audit of HEBOP's delivery against our Contract with the BOPDHB was carried out by HealthShare in this financial year. HEBOP continues to meet its contractual requirements.

Following a needs analysis supported by some of our volunteers we purchased a new van to help us with increased shop pickups and deliveries and movement of patient loan equipment. The Villa at 39 Goulstone Road has required maintenance spending following discovery of rotting cladding.

With a successful re-balancing in our operational layout, we have achieved minimisation of our admin costs to maximise focus of resources on patient care. Inflationary pressures, increased costs of living for our staff and a tough year for the shops due to the Edgecumbe floods, made it a challenge to balance the budget this year. However this was achieved thanks to the generosity of donors, sponsors, trusts, volunteers and all involved in the Sunshine and a Plate festival and raffles. In addition to this we have many businesses providing discounted or free services helping us to reduce our ongoing costs. One example of this is Coastline Apparelmasters. Providing free laundry and dry-cleaning to hospice, this is a huge annual saving. The contributions of many, small and large, help us enormously and we are forever grateful to these supporters.

Sunshine and a Plate 2018 was a successful event. Each February/March, Hospice runs the Sunshine and a Plate festival which this year met its budget, raising over $55,000 including raffles – which combined covered around 11% of our shortfall. This was a significant improvement on the 2017 year result. We are very proud to run Whakatane's biggest food festival,

bringing people from around NZ and the world to the Eastern Bay to enjoy the stunning weather, sights, food. We believe this is a great way to raise the profile of the area, Hospice and the organisations who support us, and a great event to reflect on the bounty that living in the Eastern BOP brings us.

HEBoP is supported by 142 volunteers, 20 being new this year, giving 14,445 hours of time over the year; volunteers support the shops, work with our patients, help with admin and maintenance, manpower, events and appeals and raise awareness for Hospice. A full survey was sent to all volunteers to give them a voice in their membership to HEBOP and the ability to make suggestions and give feedback on operations. We were pleased to have a great outcome with positive volunteers and helpful ideas to enable our continuous improvement.

After an extended period of recruitment we have appointed a volunteer Chaplain to work as part of the Clinical Services team. Alan O'Neil is an experienced Chaplain who comes to us with a number of years' experience as a Chaplain at Edgecumbe High School.

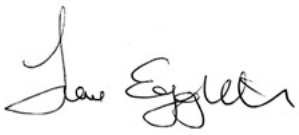
We were very sad to lose Wendy Wright, Shops Manager who did a wonderful job for the last 6 years. With change brings opportunity, and we are pleased to welcome Liz Walker on board who brings passion, interior design flair, and a passion to re-invigorate our shops.

Moving forward there are two big elements of potential change for Hospice. One is the beginning of community consultation. We will be working with our friends of hospice members, local Iwi, social services, council, community organisations and the general public to consult on the direction and vison of hospice. It's important to ensure that going forward our service meets the needs of our unique community; this is one of the best parts of being locally run – we can make sure that our service works for the people to whom it's provided.

The second is a palliative care review by the DHB. The review is currently in a draft stage and we have been able to contribute our views and expertise in what the area needs. The hope for this is that we will not only improve the funding situation for our Hospice, but be able to meet more community needs and improve the way we work with the DHB too.

Hospice EBoP continues to maintain a sound financial position, with equity of $2.8m at June 2018, including $670,000 in capital reserves. HEBOP continues to manage its costs prudently and seek new income streams to balance the gap in operational funding. This year we have investigated and assessed a number of potential streams, and are focussing on comprehensive grant applications, running our events as effectively as possible, a set sponsorship structure, further development in the way we manage our donor database and friends of Hospice, and raising awareness through the creation of "gifts in wills" resources.

PETER BASSETT
CHIEF EXECUTIVE



TERRI EGGLETON
CHAIR

"EVEN IF YOU JUST HAVE A CHAT, WHEN YOU'VE GOT PROBLEMS, IT'S WORTH A LOT. IT IS WORTH AN AWFUL LOT. YOU REALISE YOU'RE A HUMAN BEING TOO, AND NOT JUST A HEAP OF TROUBLE!"

"THE NURSES WERE COMPASSIONATE, PROFESSIONAL AND FULL OF HUMOUR"

Sunshine and a Plate 2018 snaps

WILLIAMS & WILSHIER'S COCKTAILS TAKE FLIGHT

BLUEBERRY CORNER'S MASTERCLASS

HOLLAND BECKETT'S WILD FOOD MASTERCLASS

HADDOCKS & DAWSON'S GRAIN VS GRAPE

FAMILY BEACH DINNER WITH THE GREAT NZ TRACTOR TREK

AIR CHATHAM'S FLIGHTS

BRUNCH AT TE KURA WHARE

GIBBO'S GOURMET MARKETS

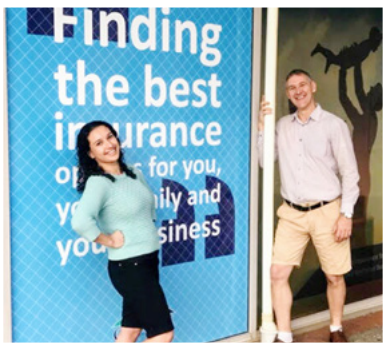
FOCUS CHARTERED ACCOUNTANTS' SUNDOWN ON THE WHARF

YOU ARE A VERY SPECIAL GROUP OF PEOPLE WHO HAS MADE A HUGE DIFFERENCE IN MY LIFE, HOSPICE OFFERS SUCH AMAZING SUPPORT I'M SO GRATEFUL TO HOSPICE

WHAKATANE HOSPICE WERE FANTASTIC. SPECIAL THANKS TO JEAN XX

Our first shorts day

This year we celebrated our first "shorts day" for Hospice, joining many hospices around the country who have been doing the same. Shorts day was held on 21 June to celebrate the shortest day of the year. Its purpose was to raise awareness of Hospice services and to promote the Hospice ethos that Hospice is about living. We celebrated that "life is short" in a fun way, getting people out of their comfort zone and inviting businesses, schools and organisations to get involved with a fantastic response.



"JUST A WHOLE LOT OF THANKS"

"YOU HELPED OUR MOTHER HAVE HER DIGNITY BACK WE WILL FOREVER BE THANKFUL"

"THANKYOU SO MUCH. YOUR KIND WORDS AND THOUGHTS ARE MUCH APPRECIATED"

EXTERNAL EVENTS

Whakatane Mah Jong's 20th annual tournament for Hospice

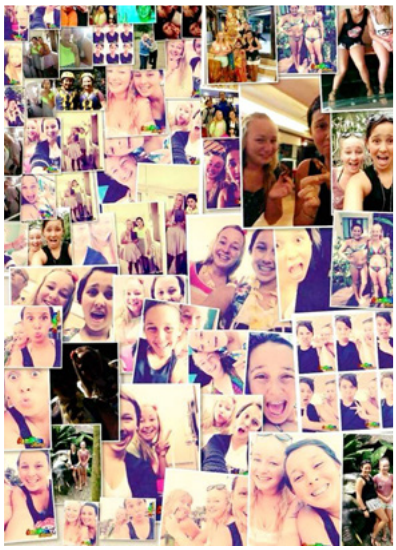
Raised $1000 for Hospice for the 20th year. Thanks to the committee, quota, and all the local organisations who provided prizes for the big 20th event.

"YOU SHOWERED US WITH YOUR SUPPORT; OUR PHYSICAL AND EMOTIONAL NEEDS AND OUR SPIRITUAL FAITH, AND YOUR CARING AND OBSERVANT COUNSELLOR ONLY A PHONE CALL AWAY. HOW PROFESSIONAL YOU ALL ARE. WE OFFER OUR SINCERE AND GRATEFUL THANKS"

EXTERNAL EVENTS

Molly Mae's Poker Run Birthday Bash

On the 9th of December 2017 Friends, whanau and supporters went along to a Poker Run fundraiser for Hospice EBoP and CCF to celebrate and remember Molly-Mae's 18th birthday. Thanks so much to Molly-Mae's family and friends for organizing such a special fundraiser to help others in your community.



"HOSPICE HAS BEEN GREAT TO US… WHAT I ASKED FOR I GOT"

"WITH YOUR HELP WE WERE SO GRATEFUL WE COULD KEEP HIM AT HOME AS HE WISHED"

"THANK YOU SO MUCH FOR THE HELP AND ADVICE GIVEN. YOUR VISITS WERE INVALUABLE"

EBOP HOSPICE

Sponsor appreciation

There are a large number of organisations who support us in many ways. Below are three of the organisations we were able to thank for their contributions.

NICHOLSON AUTOS

FARMERS CHEQUE FOR $10,403.55

WILLETTS FUNERAL SERVICES - BED

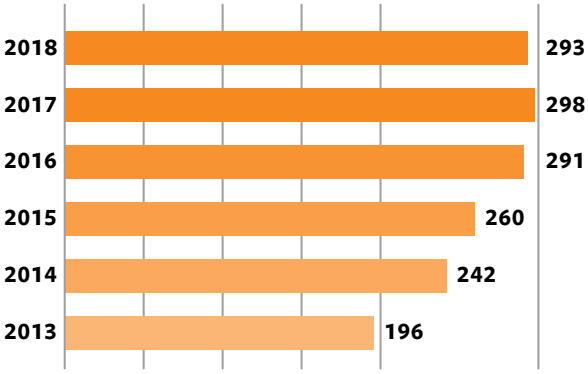
"OH IT'S BEEN BRILLIANT. JUST HAVING THE LADIES TO COME SAY HELLO AND HAVE A CHAT, YOU KNOW"

"I WISH TO RECORD THAT WITHOUT YOUR HELP WE COULD NOT HAVE SEEN THIS THROUGH. MY SINCERE THANKS TO YOU ALL"

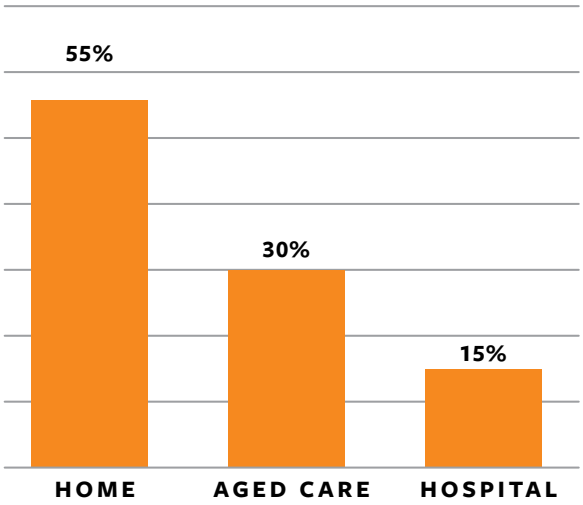
Statement of Service Performance

FOR THE YEAR ENDED 30 JUNE 2018

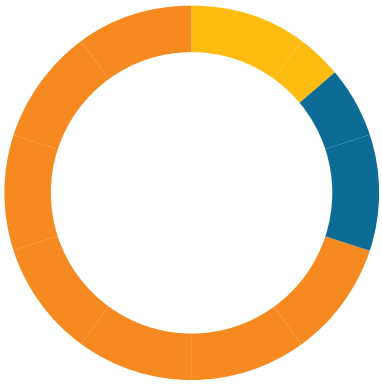
NEW PATIENT REFERRALS



PATIENT PLACE OF DEATH 17/18

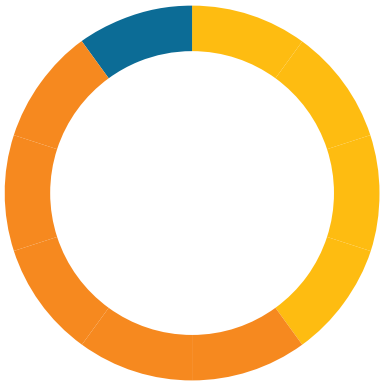


PATIENT DISTRICT OF RESIDENCE



- KAWERAU 14%
- ŌPŌTIKI 16%
- WHAKATĀNE 70%

PATIENT ETHNICITY



- MĀORI 40%
- NZ EUROPEAN 49%
- OTHER 11%

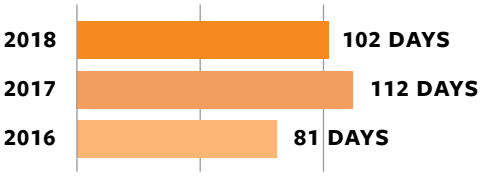
"MY FAMILY AND I WISH TO SINCERELY THANK YOU FOR THE WONDERFUL CARING WAY THAT YOU SUPPORTED US THROUGH THIS LAST YEAR"

"IT WAS A HARD ROAD MADE EASIER BECAUSE OF THE TIME YO SPENT TAKING US UNDER YOUR WING AND HELPING US THROU

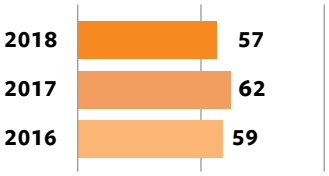
Statement of Service Performance

FOR THE YEAR ENDED 30 JUNE 2018

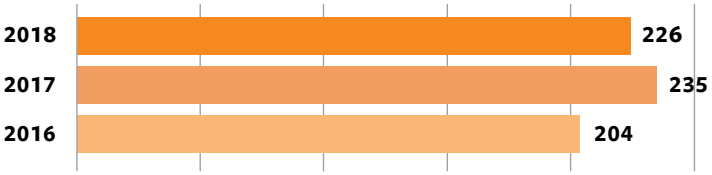
PATIENTS AVERAGE LENGTH OF HOSPICE CARE



AVERAGE NO. OF PATIENTS AT ANY ONE TIME



NO. OF PATIENT DEATHS AND DISCHARGES PER ANNUM



293 REFFERALS

57 AVERAGE NUMBER PATIENTS AT ANY GIVEN TIME

19 STAFF (13.36 FTE)

4,193 VISITS BY THE COMMUNITY TEAM PER ANNUM

142 GENEROUS VOLUNTEERS

562 PIECES OF EQUIPMENT LOANED PER ANNUM

84,880 KILOMETERS TRAVELLED BY TEAM

14,485 VOLUNTEER HOURS

189 HOURS OF PAID STAFF TRAINING

15,122 CLINICAL HOURS SPENT SUPPORTING PATIENTS

Statement of Financial Performance

FOR THE YEAR ENDED 30 JUNE 2018

	2018 $	2017 $
Operating Revenue		
BOPDHB Palliative Care contracts	894,588	1,013,462
Waipuna Hospice LCP contract	11,642	11,642
Interest	41,449	28,391
Education	460	200
TOTAL OPERATING INCOME	**948,139**	**1,053,695**
Operating Expenditure		
Operating Expenses		
Medical officer	121,903	72,672
Community nursing	611,019	683,988
Family support	64,427	64,859
Volunteer services	1,817	25,889
Cultural liaison services	-	270
Administration and general operations	396,908	401,288
Trust board	2,365	3,706
Facilities	28,669	24,260
Public relations	53,076	61,973
Fundraising expenses	76,279	107,742
TOTAL OPERATING EXPENDITURE	**1,356,463**	**1,446,647**
OPERATING SURPLUS/(DEFICIT) BEFORE DEPRECIATION	**(408,324)**	**(392,952)**
Depreciation	69,632	67,692
TOTAL EXPENSES	**1,426,095**	**1,514,339**
OPERATING SURPLUS/(DEFICIT) AFTER DEPRECIATION	**(477,956)**	**(460,644)**
Other Income		
Donations	70,305	87,366
Grants	53,981	116,134
Bequests	159,594	350,000
Fundraising Events	124,878	143,406
Hospice shops surplus	168,051	182,166
Profit on sale of asset	8,590	-
TOTAL OTHER INCOME	**585,399**	**878,981**
NET SURPLUS	**107,443**	**418,428**

Note: A full copy of the performance report available upon request.

"THE HELP OFFERED, THEN SUPPLIED, TRULY SURPRISED AND DELIGHTED US. CHEERFULLY ANSWERED QUESTIONS, SOLUTIONS SORTED. MANY THANKS TO ALL HOSPICE STAFF FOR CARING SO HONESTLY"

"THRILLED WITH THE CARE AND SUPPORT. THANK YOU"

Statement of Financial Position

AS AT 30 JUNE 2018

	2018 $	2017 $
Assets		
Current Assets	317,682	407,784
Fixed Assets	1,310,769	1,324,307
Investments	1,657,988	1,120,000
TOTAL ASSETS	**3,286,439**	**2,852,091**
Liabilities		
Current Liabilities	196,976	204,368
Term Liabilities	334,297	-
TOTAL LIABILITIES	**531,273**	**204,368**
EXCESS ASSTS OVER LIABILITIES	**2,755,166**	**2,647,723**
Trust Funds		
Trust Capital	2,085,166	1,977,723
Capital Reserve	670,000	670,000
EQUITY	**2,755,166**	**2,647,723**

"THANK YOU VERY MUCH FOR THE CARE AND ATTENTION YOU GAVE US ALL"

"I REALLY ENJOY THE WORK THAT HOSPICE DO FOR ALL WHO NEEDS THEIR HELP. KEEP UP THE GOOD WORK THAT YOU ARE DOING"

EBOP HOSPICE

Our Volunteers

"I HAVE MET AMAZING PEOPLE WHO HAVE BECOME FAMILY TO ME"

CHRISTINA, VOLUNTEER FOR 30 YEARS

"I HAVE BEEN MOST IMPRESSED AND HAPPY TO HAVE HAD THE EXCELLENT CARE, ATTENTION AND HELP. THIS HAS BEEN A HUGE HELP IN MY LIFE WHEN NEEDED AND VERY MUCH APPRECIATED. THE FRIENDLINESS AND CALLS HAVE BEEN VERY WELCOME."

FROM EBOP HOSPICE

A Big Thanks

Many thanks to all the organisations, individuals and volunteers, who have supported us: Big or small, all the support adds up to make a big difference in our operating costs. Thank you so much for supporting your community through Hospice. Your contributions help us to continue providing top quality end of life care to patients and their whanau, free of charge.

Major donors

ORANGE MOTOR CO
WILLIAM BUCK ACCOUNTANTS
Q TABLEWARE
NICHOLSON AUTOS
BNI WHAKATANE
COASTLINE APPARELMASTER
ROTARY CLUB OF WHAKATANE
FARMERS
1XX

Grants

WHAKATANE DISTRICT COUNCIL
KAWERAU DISTRICT COUNCIL
INTERNAL AFFAIRS
GENESIS ONCOLOGY
EASTERN BAY ENERGY TRUST

Sunshine and a Plate sponsors

NAMING SPONSOR: Air Chathams

GOLD: 1xx, Whakatane District Council, Haddock Spraypainters & panelbeaters, Nicholson Autos, Focus Chartered Accountants, Williams & Wilshier, Gibbo's Fresh Fish, Beacon

SILVER: Dawson Insurance, Tuhoe, Beacon Business & Leisure Show, Whakatane-Ohope Community Board

BRONZE: Law Creative Group, Professionals, Noble & Savage Tea Merchants, Whakamax, SunFM, Blueberry Corner, Holland Beckett Law

And many thanks to the organisations who have supported us: By helping us with events, donating, discounting/giving goods or services for free, you've made a big difference in helping Hospice care for this community.

Adamsons Life Pharmacy
Angell Sound
Anna & Sue Robertson
Breast Cancer
Bunnings Warehouse
Baycopy
BNZ Opotiki
Caltex Whakatane
Caltex Bridge St
Country Womens Institute
Complete Fire Protection Services
East I.T.
Evergreen Plant Hire
Fishermans Wharf Café
Floral Art Group
Gull Whakatane
Golden Grove
Girls On Grass
Hickeys Sports Shop Opotiki
Highschool Interact
Heidi & Tom Rosewarne
James Stanbridge
Julian's Berry Farm
Jean & Jade
Kerry Nott Pharmacy
Kim & Hani
Kawerau Pharmacy
Living Décor
Mawera Karetai
Mitre 10 Opotiki
Mitre 10 Whakatane
Mann Print
NZ Herald
Network NZ
O'Hagan Home Loans & Insurances
Ocean Ford
Outlet Productions
Ohope Beach Pharmacy
Ohope Beach Haven
Opotiki RSA
Ocean Sea Foods
Opotiki Pharmacy
Ohope Craft Market
Ohope Chartered Club
Outlet Productions
Placemakers
Pak N Save
Party Ponies
Porch Rockers
Quay Cafe
Simplex Electrical
Soar Print
Subway Whakatane
Subway Opotiki
Simplex Electrical
Shott
Stockland Fencing
St Johns Ambulance
Southern Cross Autos
The Bean
Tracks Concrete
The Goodmen
Troy Baker
Top Shelf Bar
Tui Party Hire
Whakatane Highschool
Whakatane RSA
Whakatane ATC
Whakatane Office Products
Z Awakeri
Z Whakatane
Z Kawerau
Z Opotiki
Z Energy Ltd
1XX

"MY FAMILY HAVE BEEN VERY IMPRESSED WITH THE CARE I HAVE HAD. THERE AGAIN, VERY MUCH APPRECIATED AND THANK YOU."

"THEY MADE US FEEL PART OF THE PROCESS AND GAVE HIM THE BEST CARE POSSIBLE"

CONTACT

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www.sunshineandaplate.nz
HospiceEBOP
SunshineAndAPlate

REGISTERED AS A CHARITABLE TRUST
CC23677

Rau ora hospice eastern bay of plenty

Sunshine and a plate