

Hospice West Auckland | 1.07.2023 - 30.06.2024

Impact Report



Our Mission

Pokohiwi ki te pokohiwi

We will walk with people and their whānau, delivering the best palliative care, where everyone matters

Our Vision

Dignity, comfort, and choice through specialised palliative care for all

Our Values

Kaitiaki Taonga

Ngākau Aroha

Kotahitanga

Wairua Whakaute

Aronga Whanokē

Accountability

Compassion

Togetherness

Respect

Innovation

Our Pillars

- Our best for the West
- Your care, your choice
- Partnering with our communities
- Thinking ahead
- Wellbeing



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CEO & Chair Report



After providing invaluable vision and leadership for two years as the Hospice West Auckland Board Chair, Erin Wansbrough retired this year and we welcomed Peter Lamar as our new Chair. We also welcomed two new Board members, Helen Franklin and Alex Pimm, who have already made valuable contributions to the organisation's governance.

Future Focus

The past year has seen an increased focus on strategic planning: putting plans and foundations in place that will allow Hospice West Auckland to continue to innovate and meet the current and future needs of our community. This future focus is integrated across all areas of the organisation, as we recognise and anticipate changes in the healthcare, economic, societal and technological landscapes. Our aim is to build upon and sustain our mission for many years to come, overcoming any challenges that may lie ahead for our community.

People

Without a doubt, our staff are our greatest asset, and we continue our focus on providing opportunities for professional development, a positive work culture, wellbeing and purpose in employment. We have celebrated the success of our new professional development pathway for nurse progression, as well as many internal promotions in the retail, clinical and support teams.

This year saw the establishment of a Te Roopu Mauri Mate Working Group to improve cultural competency and connection with Māori patients, whānau and community partners, aided by the appointment of a new role of Kaiārahi – Cultural Lead. We have also undertaken initiatives to grow our understanding and connections with Pacific Peoples as we aim to enhance our relationships with all sectors of our community.

Interdisciplinary Team

With an incredibly experienced team of passionate professionals, we are proud to say that the quality of our patient-centred care provided by our interdisciplinary team has never been stronger. Our high satisfaction rates of 100% from patients and 99% from carers is a testament to this. The wrap-around care our team provides 24/7 supports our patients to remain in the place they call home, directly in line with their preferences, without compromising the standard of care at any stage. This is clearly illustrated in the success of our Korowai Care programme, which this year supported almost 40 patients to stay at home, avoiding or delaying hospital or hospice in-patient unit admissions.

In recognising that caring for a loved one is very much a team effort, our philosophy of supporting whānau and caregivers is equally important. Whether it is face-to-face from our clinical and social care teams, virtually from our Afterhours Advisory team, or socially at group programmes, that network of care is extensive and unwavering.

As we continually strive to provide the best possible quality of care, this year we implemented several initiatives that have impacted positively on our patients as well as their loved ones. In reviewing the palliative care we provide for people with Chronic Obstructive Pulmonary Disease, we put plans and systems in place for early support, and tools and techniques for better management of this condition. We have equipped 78% of our patients with emergency medications at home to allow symptoms to be addressed as quickly as possible in the event of acute episodes. And our group programmes have innovated to include new sessions combining therapy and social connection for both patients and loved ones.



Commercial

A major retail initiative was to open our seventh Hospice Op Shop, a large store in the heart of the Kūmeu business district that attracts quality donations and is steadily building regular clientele of both local and out-of-area customers.

We are delighted to see growth in businesses who support Hospice West Auckland, aided by efforts from the retail, fundraising and volunteer teams. This has included several donation drives of quality goods from large businesses, the launch of our new Partnership Programme for developing mutually beneficial partnerships, and the huge success of our Corporate Volunteering workshops which raise awareness, educate and encourage future support of Hospice. We also held an information evening for representatives from the generous trusts, foundations and businesses who support us. This was a wonderful opportunity to strengthen connections while reinforcing the vital role these organisations play in allowing us to continue providing our services free of charge.

Volunteers

An absolutely essential part of our organisation, it is wonderful to see the growth of the volunteer team to more than 300 active members. This was achieved through initiatives that focused on both attracting and retaining volunteers. There are new systems for capturing initial enquiries, improved processes for onboarding, enhanced training and communications, and regular recognition events. The establishment of a Volunteer Focus Group has also been a positive step in providing volunteers with a platform for sharing insights and ideas and enhancing engagement.

Peter Lamar

Hospice West Auckland Chair



Training

Our training programmes have gone from strength to strength, with almost 40% more people attending education sessions than the previous year. The comprehensive schedule has included internal education for our clinical and retail teams, as well as numerous opportunities for community healthcare providers to grow their palliative care skills. With the goal of improving quality of care for everyone firmly in mind, we have developed and strengthened our partnerships with community partners, including other Hospices, to offer an exemplary range of programmes, tools and experiences. We have also received increased referrals from key partners like St John paramedics following specialised training to improve awareness and understanding of Hospice's services.

We would like to sincerely thank our entire team of staff and volunteers who are so dedicated to their roles and contribute invaluable to achieving the wider organisation's goal of providing the best possible standard of care to our West Auckland community.

Dean Kelly

Hospice West Auckland Chief Executive Officer



Our Reach



Hospice Op Shops

TE ATATŪ PENINSULA

568 Te Atatū Road, Te Atatū Peninsula

NEW LYNN

17 Delta Ave, New Lynn

HENDERSON

Op Shop and Distribution Centre
208 Swanson Road, Henderson

MASSEY

396 Don Buck Road, Massey

GLEN EDEN

186 West Coast Road, Glen Eden

HELENSVILLE

36a Mill Road, Helensville

KUMEŪ

46 Main Road, Kumeū

Hospice House

52 Beach Rd, Te Atatū Peninsula

TE ATATŪ PENINSULA



Our Year

Number of Patients



We cared for
780
patients

New patients
540
(69%)

Existing patients
240
(31%)

Average number of patients in our care at one time

235



We made
27,215
contacts with patients

Percentage satisfaction of patients and carers:

Place of Death



71%
(318 people) died in the place they call home



81%
died in their preferred place of death



29%
died in West Auckland who have used our service



Diagnosis



Cancer
63%
Other illnesses
27%

Admissions by ethnicity



62% ● European
14% ● Pacific
12% ● Asian
10% ● Māori
2% ● Other

Training and education



Number of education sessions delivered



Total attendees trained

Admissions by age

Under 65 years
31%

65+ years
69%



Patient Care

Team Approach to Care

Hospice West Auckland’s interdisciplinary team approach to care sees dedicated professionals working together to ensure that a person’s physical, practical, emotional and spiritual needs are addressed, creating a strong support system for the patient, their whānau and caregivers. Each patient’s primary nurse collaborates with our wider clinical and social care teams to identify and plan how to best meet each person’s specific needs. This includes ongoing assessment, medications, psychological support and education, hands-on care and treatment, and referrals for team and community support.

Addressing factors that affect a person beyond their diagnosis can help them to cope better with their condition, leading to improved quality of life, reduced anxiety and improved management of pain and other symptoms. A massage, for example, can be a much-needed respite from the stress of dealing with their condition, relaxing both mind and body to enhance wellbeing.

Our experienced interdisciplinary team provide care and support at Hospice House and via in-home visits. As part of our commitment to providing a high standard of care at all times, in-home visits are made seven days a week.

For whānau, the Hospice West Auckland team supports their sometimes overwhelming responsibility of caregiving, allowing them to spend meaningful time with their loved ones. In the past year we supported over 70% of our patients to die in the place they call home, working with their loved ones to create a truly holistic care network.

“Hospice West Auckland is the most collaborative organisation I have ever worked for - phenomenal staff and services.”

In the past year we:

Cared for **780** patients

27,215 contacts with patients, including in-person visits, telehealth consults and phone calls

Supported **235** patients in our service on average at one time

Afterhours Advisory Services

Our Afterhours Advisory services continue to play an essential role in our services, with palliative Clinical Nurse Specialists available 24/7 via an 0800 phone number to assess, listen to, and advise patients and their carers. Family members have reported their appreciation of this continuity of care and the vital support it provides at any day or time.

An invaluable part of the support provided by the Afterhours Advisory team is psychological: reassuring and empowering whānau, giving them confidence in caring for their loved ones and knowing they are not alone, explaining how to give medication in the middle of the night, or troubleshooting why a syringe driver is beeping. They also provide vital assistance in situations with a high level of distress by keeping the caller on the line while contacting an ambulance, offering not just practical help but also emotionally supporting the caller throughout the experience.

“Professionalism with calmness and compassion. You can lose your individualism in the hospital system and with Hospice I felt I could exhale and continue on my journey with support.”



615

in-person consultations by our doctors

300

phone consultations by our doctors

67

visits on a weekend by doctors

360

visits on a weekend by nurses

“We spend time with them on zoom or the phone, acknowledging how hard this is and reassuring them that they’re doing ok. It’s incredibly special to be able to offer that reassurance.”

Korowai Care

The Korowai Care programme is an initiative we introduced last year to provide extended palliative care services through intensive symptom management and end-of-life care for a period of seven to ten days for patients who prefer to be at home.

A total of 39 people were admitted into Korowai Care this year, and the programme has had a powerful impact on those patients and their loved ones. It enabled people to remain at home and avoid or delay hospital or Hospice in-patient unit admission, while empowering caregivers with the extra resources, skills and confidence to manage at home.

This was the case for an elderly patient suffering severe symptoms from a partial bowel obstruction caused by their cancer. The patient was provided with an enhanced level of support, including daily assessments and care by nurses and access to 24/7 phone advice. Doctors provided consultations and advice about treatment to manage symptoms, together with a syringe driver to administer medications. Healthcare assistants educated the family on how to provide personal care to their loved one. The social care team organised overnight carers to support the whānau and advised on advance care planning. As a result of the Korowai Care programme’s increased level of specialist care, the patient was able to remain at home and their symptoms were resolved enough to return to routine hospice care.

Managing Chronic Obstructive Pulmonary Disease (COPD)

Whilst many of our patients have cancer, we also provide palliative care to people with other long-term conditions. We recently reviewed our care for people with COPD to ensure all patients receive best (evidence-based) practice. We have put systems in place for our patients to receive early support from the interdisciplinary team, and in particular a pharmacist, physiotherapist and doctor.

39

people were cared for in Korowai Care



“The reality of being home for end of life can put a massive load on loved ones. As an organisation we do everything we can. What people will sit with once their loved one has passed, is that they were able to keep their promise. And Hospice makes that possible.”

Having a good plan in place for managing acute episodes of breathlessness enables people to feel more in control of their care. We are working to equip our patients with a plan and tools for managing COPD, incorporating these into a joint clinic model. Small things such as providing hand-held fans to all of our patients with breathing problems have made a big difference. Additionally, using the right type of inhaler can ensure that people are getting medication down into their lungs for maximum effectiveness. New combination inhalers are available, and we assess patient eligibility criteria for these.

“Just getting some air on my face when I feel short of breath helps me manage these episodes.”

Emergency Medication Directives

Because many of our patients are at risk of having an acute episode when their symptoms temporarily worsen or they experience a complication, it is important to be able to manage these symptoms as quickly as possible. For this reason we have put in place Emergency Medication Directives (EMDs) to equip patients with emergency medication packs in their homes, allowing our teams or other attending healthcare professionals to administer medication for immediate symptom management. 78% of our patients now have emergency medications for use by our nurses, doctors, general practitioners and ambulance staff, significantly reducing the wait for patients and anxiety for families.

"We are so grateful for the care, love and compassion shown to me and my family. This would have been a lonely, and sometimes quite scary walk on our own."

Care at Hospice House

At Hospice House patients, whānau and caregivers can access clinic appointments, therapy sessions, group programmes and activities in one place. It is a sanctuary for many, where they can step away from everything else and be nurtured. Our activities have expanded to create a central hub where people can connect

and access our services, aided by our Hospice Hub Coordinator. A visit to see one of our team can open the door to new activities, friendly faces and a network of care and connections. The different care services and connections made with other patients can help to ease the journey, enabling people to cherish what is important to them.

Our social care group sessions have grown in popularity with steady increases in attendance numbers this year. Group sessions provide valuable opportunities to engage in a variety of activities while also having the benefits of making social connections with others and sharing experiences. A wonderful example of this is our Bereavement Support Group, a six-week programme offering bereavement counselling in a closed group setting, where each group of attendees have continued to meet outside of Hospice House to maintain the friendships and support network.

As part of innovating our programmes to meet the diverse needs of those in our care, this year we introduced two new group sessions: 'Reminiscing and

Cherishing' and 'Discover Your Spirit'. These incorporate disciplines such as arts therapy, spirituality and meditation in different ways within group settings to provide enriching, meaningful experiences.

78%

of patients have emergency medications available

10

holistic care disciplines and specialties

1,080

referrals for social care services

We supported

737

patients and whānau holistically



"Such an awesome team of wonderful people here. They are just like another family to me."

Enhancing Wellbeing Through Rehabilitation

This year demand for our rehabilitation services increased significantly, provided by our busy team of three specialised physiotherapists and an occupational therapist. The team delivers rehabilitative palliative care to our patients both on an individual basis at home and in group sessions at Hospice House.

Attendance at exercise classes has risen steadily and an additional weekly class has been added to our regular programmes timetable. As with all of our group sessions, the classes offer a valuable social element for sharing feelings and experiences while building social connections. In a recent survey 100% of participants reported enjoying these classes and would recommend them to others.

Breathe Easy is a class run weekly by our physiotherapist who specialises in respiratory care for patients with breathlessness. Based on an international evidence-based model, these gentle sessions provide advice and information with techniques the participants can put into practice at home to better manage their breathing. Not only do they assist individuals with their breathing function with the aim of reducing hospital stays, but they also speak to the heart of helping people to live well in their last year of life.

"It allowed me to open up and share my good and bad moments. I was able to meet new people on the same journey."

Rongoā Garden

After more than a year in planning and development, our Rongoā Garden, in partnership with CHT St Margarets, was officially opened to the public during the 2024 Matariki period. The garden contains a wide range of New Zealand native flora, herbs and other edibles, and a cleansing water feature. It is a space where people from all walks of life can come to rest and reflect, reconnect with Papatūānuku and feel culturally, physically, spiritually and emotionally strengthened.

The garden was made possible thanks to the generosity of many sponsors, supporters and volunteers, providing the ideal opportunity to develop and enhance our community partnerships. Support has ranged from donated plants, landscape supplies and garden hardware through to volunteer working bees preparing and planting the area. The garden will provide opportunities for educating and involving the community with Te Ao Māori and Rongoā Māori practices, and allow Hospice's Rongoā Māori Practitioner to grow and harvest rongoā rākau (native plants).



Remembrance Services

Our twice-yearly Services of Remembrance provide the opportunity for the community to come together to remember, honour and give thanks to those who are no longer with us. Open to the entire West Auckland community, these services include music, readings and meaningful rituals in a service that allows heartfelt reflection in a gentle, caring space. Our mid-year service, hosted in the Te Atatū Peninsula Library, included a beautiful Remembrance Circle that everyone was invited to place a natural object into, in acknowledgement of those we have lost. This remained in the library for the following week to increase awareness about Hospice West Auckland and provide a space of remembrance for other members of the local community.

This year each Service of Remembrance has been attended by over 70 members of the public.



Learning and Development

“Huge thanks for organising and coordinating this invaluable session, and for presenting with an openness and warmth. Thought-provoking, timely and inspiring.”

As a learning-focused organisation, Hospice West Auckland’s reputation for being a leading education provider in the field of palliative care has continued to grow. This year has seen a 35% increase in the total number of internal and external participants at our learning events, demonstrating both the growing level of interest in Hospice West Auckland programmes and the high quality of our palliative care education. We have experienced high demand for our syringe driver training with the requirement to upskill residential care facility nurses, driving an increased number of sessions to be offered.



93 learning events provided to

1,481

total participants
(929 internal / 552 external)



Hosted

75

students for placements or educational Q&A sessions



Growth of Professional Development Webinars

The Hospice West Auckland Palliative Care Webinars: Professional Development Topics provide learning opportunities and collegial support for both generalist and specialist palliative care providers, covering a core range of specialist topics in palliative care. The webinars continue to attract a growing audience with 184 professionals joining our two sessions this year, 'Palliative Care of People with Addictions' and 'Palliative Care in Renal Failure'. To improve accessibility, the webinar series has been added to our website, allowing those who were unable to attend the live sessions to view them at their convenience. Through offering these valuable professional development opportunities, we aim to equip community providers with enhanced knowledge and skills to ultimately improve the quality of care provided to everyone in the community.

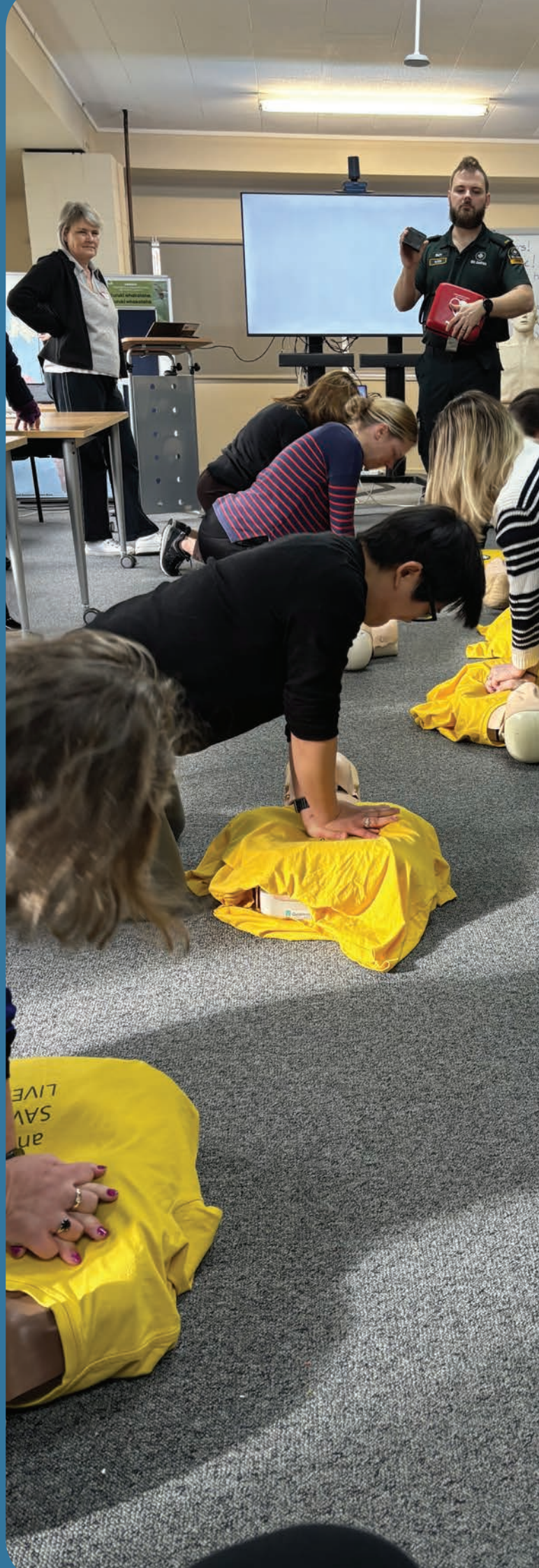
“The whole day was brilliant, best education day I’ve been to in almost ten years of nursing.”

New Zealand-wide Hospice Collaboration

This year has seen a greater emphasis on collaboration with Hospices across New Zealand including the co-delivery of learning programmes, sharing of resources, and better coordination of events to allow access to external expert presenters. As a result, we have been able to offer a comprehensive range of programmes and tools to upskill our staff and palliative care providers in our community. Through this collaborative approach we aim to provide the best possible palliative care, regardless of region or specific healthcare role.

Collaboration with Hato Hone St John

We launched a new initiative focused on strengthening our relationships with the Hato Hone St John teams by providing specialised training for Extended Care Paramedics (ECPs) to enhance palliative care capabilities in the West Auckland community. The training delivered by our learning and clinical teams incorporated syringe driver set up, pharmacology training, and education on our Hospice services. As part of a nationwide pilot programme, we established an agreement with St John to enable ECPs to set up syringe drivers for our patients at night, if needed. Our Nurse Educator conducted this training, equipping 14 ECPs with the skills to deliver effective, compassionate care for immediate pain and symptom management during the night. Additionally, we have strengthened our collaboration with St John through regular meetings to share experiences and explore continuous improvements in patient care and whānau support. These efforts have resulted in increased referrals from paramedics who now have a greater awareness of Hospice services and a clearer understanding of whom and how we can assist.



Upskilling Our Staff

Our commitment to upskilling our staff across all areas of the organisation remains a priority. We have continued to partner with external providers to deliver specialised training in areas of de-escalation, health and safety, first aid, CPR, Pacific cultural competency and community safety. In a recent Employee Feedback Survey, staff rated an average of 8.25 out of 10 for how satisfied they were with the Learning and Development opportunities offered to them at Hospice West Auckland.

This year we were excited to launch a new professional development pathway for nurse progression. This was successfully completed by our first community nurse who has progressed from Specialist Palliative Care Nurse to Clinical Nurse Specialist, acknowledging her additional clinical experience and extra qualifications gained. The professional development pathway assists with the development and retention of nurses in the palliative care field while reinforcing the high standard of care provided by the community team.



**“Another wonderful webinar.
Hospice West Auckland always
provide such great information on
interesting palliative care topics.”**

Student Education Partnerships

Our strong relationships with tertiary education providers and our commitment to ongoing community engagement through education has seen the Learning and Development team provide a range of student education, guest lecturing and onsite placement visits for students and registrars from the University of Auckland, Unitec and AUT, among others. This year, together with our medical and community nursing teams, we have hosted med students, paramedicine students, Pacific registrars, extended care paramedics, and students in social work and creative arts therapy. Welcoming students into our organisation gives us the invaluable opportunity to share our passion and mentor the next generation of palliative care providers.

Focus on Cultural Competency

We have implemented a growing focus on cultural competency, beginning with a Mauri Mate working group who have hosted learning events for staff on Te Tiriti o Waitangi, Matariki, and other Te Reo toolboxes. The newly created role of Kaiārahi will continue to develop programmes to grow our cultural competency across the wider organisation, allowing our staff to better engage with and support the diversity of our West Auckland population. This initiative has been welcomed by staff who strive to serve the unique needs of the people we serve.





Poi Community of Care

The Poi (Palliative Outcomes Initiative) team works alongside a wide variety of people and organisations to build a community of care that encourages collective, community-led ideas, actions and connections which support the care of people and their families in their last few years of life.

Community of Care Networking Events

This year we continued our quarterly Poi Networking Events, which have grown steadily in popularity. The increased attendance numbers are clear evidence of our growing and strengthening relationships with community partners. The events are regularly attended by GPs, practice nurses, residential care providers, community nurses, pharmacists, funeral service providers, Auckland Council staff, and representatives from a wide range of health and social care organisations, including housing, homecare, and tertiary education partners.

Monthly Newsletters

We have implemented a monthly newsletter for our community partners. This is an effective vehicle for promoting and celebrating our community engagement activities and highlighting the wonderful work being done by so many in our community. It also advertises Hospice West Auckland and Hospice New Zealand's many palliative care learning opportunities, introduces new team members, shares useful articles, and offers a forum for community voice. The newsletter has led to increased registrations for our learning programmes and further raised the profile of palliative care in our wider West Auckland community. The newsletter is currently sent to over 1,400 recipients, a subscriber base which has increased by 20% over the course of the year.





Community Engagement

The Poi team has delivered an extraordinary amount of community workshops and engagement events over the year. These have taken place at locations all over the region from Helensville to New Lynn as opportunities to engage with and educate the public. As well as the Te Kapowai – Dragonfly workshops which are popular with all ages, we also have hosted Future Health Planning sessions after identifying this as an important public need.

We have participated in numerous community events targeted at different sectors of the community, including the Ramadan Festival, Whau Ethnic Seniors event, Te Wānanga O Aotearoa Student Expo, Unitec Student Expo, and Pacific Health Expo. We were also honoured to present at the Hospital Pharmacists Conference, TANI (The Asian Network Incorporated) and a Pacific Health Expo.



160+

individuals / organisations attended Poi Networking Events

685

community workshops held or attended, including 85 formal training sessions

2,823

individuals / organisations received support from Poi this year

16

nurses joined our Poi Link Nurse Programme this year



Community Partnerships

As part of our focus on strengthening partnerships with community providers, we have introduced a Carer Kōrero initiative in partnership with teams from the Te Atatū Peninsula Library, Green Bay Community House, and Auckland Council. These are monthly support groups run 'for carers, by carers' for anyone caring for someone with a life-limiting condition. Feedback has indicated there is a strong need for this type of support in our community. The sessions have steadily grown in popularity, with plans to launch additional Carer Kōrero in other areas of West Auckland.

Supporting the Next Generation of Palliative Care Providers

The Poi team have continued to support the development of tertiary students – nursing, medical, social work, physiotherapy, paramedicine and others - at Auckland University, Massey University, Unitec, Te Wānanga O Aotearoa, AUT and private education providers. This training and mentoring plays a valuable role in inspiring the potential next generation of providers, as well as educating on the many ways that palliative care supports and intersects with other disciplines.



Operations

This year we have made significant steps in developing our operational strategic collaborations and partnerships. Our long-term association with Hospice New Zealand and strengthening relationships with neighbouring Auckland Hospices have ensured that we continued to provide high-quality palliative care services to patients and their whānau with improved operational efficiency.

In addition to our existing arrangement to utilise other Hospices' inpatient beds should a patient need one, we have begun to explore the expansion of our Afterhours Advisory services to other Hospices. This invaluable service ensures that specialist palliative advice is available to patients, families and caregivers at all times. By extending this service to other Hospices, we can strengthen the care and support that Hospices collectively provide.

“The admin team is always within reach, readily available online or in the office to assist with whatever we need.”

Information Technology

We introduced 10 tablets for use in the homes of patients who are under our Korowai Care programme, which delivers short-term extended care to support them to stay at home and avoid or delay hospital or inpatient unit admission. As an addition to in-person care, the tablets have enabled quick and easy communication between patients and our clinical teams, allowing the best possible standard of care to be provided at all times.

Equipment and technology are integral to our service delivery. Because of this, we have ensured that our staff have access to high-quality, efficient tools. This year we implemented a continuous technology update cycle and have made several significant IT improvements. These included connectivity upgrades and enhanced cybersecurity measures that protect our information and maintain the integrity of our operations.



Health and Safety

The safety and wellbeing of our staff continues to be a top priority. This year, we introduced monitored lone worker devices for all team members working in the community, including clinical, social care, and retail staff. These devices send alerts in case of emergencies or unsafe situations, providing a valuable added layer of security.

We engaged a dedicated health and safety contractor to ensure our ongoing compliancy with safety standards in our offices and retail shops. An increased schedule of health and safety committees, relevant training across a variety of topics, and greater internal communications have led to an increased awareness and commitment to health and safety practices across the entire organisation.

Administrative Support

Our administrative team plays a crucial role in our operations, supporting our teams with exceptional agility and flexibility. This year we streamlined our operations and administration to enhance the efficiency of our processes. This involved merging key administrative functions and leveraging organisational tools to better manage requests and effectively distribute workload across a broader support team. This team's dynamic interaction has ensured that our service delivery is consistently responsive and well-coordinated, supporting our commitment to providing efficient and effective care.

Health and Disability Certification

We are proud to have achieved the Health and Disability Services Certification this year, a testament to the dedication of our service delivery and support teams. This significant accomplishment was the result of collective efforts from everyone at Hospice West Auckland, led by our dedicated Quality Manager. This certification highlights our team's shared commitment to delivering the highest standards of care and service.





People and Culture

“I wanted to join an organisation that I was proud to work for, that had values and morals that aligned with mine and are woven through my everyday work. As a career it doesn’t get any better – my life is enriched massively by my work.”

Our mission to deliver the highest quality specialist palliative care to our patients and their whānau can only be achieved by building a team of skilled and knowledgeable people who are passionate about serving our West Auckland community.

Employee Feedback

Changes in the employment market have seen prospective job applicants favouring opportunities for professional development, a positive work culture, wellbeing, and purpose in employment. Hospice West Auckland’s commitment to providing those benefits has ensured it is a desirable workplace where staff feel motivated and valued.

The ongoing Hospice West Auckland Employee Feedback Survey has continued to provide insights into what is important to our employees. Our March 2024 survey gave an average ‘Happiness Rating’ of 8.3/10, with 91% of respondents rating their satisfaction with their role at 7/10 or higher.

These results were attributed to positive relationships with colleagues and managers, excellent opportunities for learning, and support for staff if faced with difficult personal issues. Trust and autonomy were something that respondents valued highly, but most importantly belonging to an organisation with a strong purpose continues to rate as the highest reason for staff happiness. It is positive to see the evidence that Hospice West Auckland not only has a strong purpose, but that this purpose is fully integrated and embraced throughout the organisation.

Workplace Culture

We remain committed to the ongoing enhancement of our organisational culture, recognising this is a key element to our continued success. We firmly believe that if employees are engaged and satisfied in their roles, they are able to deliver their best for our patients and families. Open communication, supportive leadership, respect and positivity are factors we openly practice in our day-to-day activities. We also support work-life balance with flexible working arrangements where practical.

There has been much to celebrate – from the number of nurses completing post graduate studies, to a range of internal promotions in the retail, clinical and support teams, to the growing diversity of our organisation. All-staff celebrations at Christmas and Matariki provided us with wonderful opportunities to bring everyone together to connect, celebrate and express our gratitude for the work of our whole organisation and the support it provides to our community.

Focus on Cultural Competency

Through our recruitment processes we have strived to ensure that the diversity of our team is reflective of our community, and we are pleased to have made positive progress in this area. In particular, we have focused on opportunities to further develop cultural competency across our team, with a view to attracting and retaining a diverse workforce.

A dedicated Te Roopu Mauri Mate Working Group was established to identify opportunities to improve cultural competency and enhance our connection with Māori patients, whānau and community partners, and we are excited to have appointed a new role of Kaiārahi – Cultural Lead. Our Kaiārahi will initially provide leadership and guidance in culturally appropriate palliative care services to Māori, establish whanaungatanga with iwi, hapū, marae and kaupapa






Total Workforce

 **111**
people across

 **114**
jobs

 **86**
permanent staff

 **49**
clinical service staff

 **39**
commercial staff

 **13**
support staff

 **9**
internal promotions
this year

Māori services, and enhance cultural competency across our wider Hospice West Auckland team. In time this cultural lens will extend to other cultures in the West Auckland region. We welcome this new role to our People & Culture team and are looking forward to enhancing our relationships with all sectors of our community.

In consultation with Dr Edmond Fehoko we have been working to grow our understanding and connections with Pacific Peoples in the West Auckland community we serve. We have established a working group to organise social and educational opportunities for staff,

including the celebration of each Pacific Island Language Week. Over the coming year we plan to increase the participation of Pacific Peoples across the Hospice West Auckland team.

Kāhore taku toa i te toa takitahi, he toa takitini

We cannot succeed without the support of those around us.




Retail

It has been a busy, successful year for the Hospice Op Shops, which now total seven stores across the wider West Auckland region from New Lynn to Helensville.

Kumeū Hospice Op Shop

In November we opened our seventh store in the heart of the busy Kumeū business district. As one of our larger stores, it allows for spacious displays with a dedicated donation drop zone and ample off-street parking. This store receives good quantities of high-quality donations, particularly clothing and furniture, which are popular with young families in the area setting up their households. The growing customer base loves the quality and variety of goods, and it is quickly establishing a reputation for offering superior high-end bargains.

 **\$1,497,441***

raised by Hospice West Auckland Op Shops (* net)



7 Hospice doctors, nurses and social care teams support people in our community with specialist palliative care.



Businesses Supporting Hospice Op Shops

This year we held our first corporate onsite donation drive with the team from Douglas Pharmaceuticals. Douglas Pharmaceuticals has a long history of supporting Hospice West Auckland, and they extended this support by encouraging their large team to donate preloved goods to Hospice. We were delighted to have the opportunity to spend time meeting their team, collecting their quality donations, and sharing insights into our organisation and the services that Hospice provides. The donations collected in one morning nearly filled our retail truck and we appreciate the efforts of everyone who took part in this wonderful initiative.

In extending our business relationships, Datacom and the RNZAF at Whenuapai were two organisations who generously donated a large volume of office furniture during refurbishments. Items included desks, chairs and office drawers of excellent quality, which all sold very quickly through our larger retail stores. The arrangement was facilitated by our ability to collect the items in our retail truck, making it as convenient as possible for them to donate their used goods. We are extremely grateful to Douglas Pharmaceuticals, Datacom and the RNZAF for partnering with us and look forward to expanding our corporate and business donations in the coming year.

Buck for a Truck

After 14 years, the retail truck for collecting donations from the public and distributing stock between our stores reached the end of its working life. To mitigate the cost of a new truck we launched the 'Buck for a Truck' campaign, asking customers to donate a small amount. We were also fortunate to be invited to make an appearance on TV3's AM Show.

The campaign helped contribute to the cost of a new truck which brought additional benefits of better navigation and reliability and meant that we could continue to supply the West Auckland community with preloved furniture and large household items at great prices.

The Retail Team

We have undertaken some excellent training initiatives this year, including de-escalation and Health and Safety training that prioritise the safety and wellbeing of our retail teams. We are also proud to support the career pathways of our retail staff: this year we have celebrated nine internal promotions within the team.

The hard-working retail staff and volunteers bring positive energy and a strong sense of community to their local areas. In some cases they have even built lasting friendships and created cherished social connections for regular customers. They constantly go the extra mile to satisfy our customers, all in support of a great cause.

**“One of my favourite op shops!
The staff are always very friendly
and helpful. The shop is clean,
neat and has good quality items.
I love the atmosphere.”**





Volunteer Services

Our volunteers have an enormous impact on our organisation and the people we care for. This year our volunteering team has grown by an incredible 40% to more than 300 active members. We implemented a new facility for capturing volunteer enquiries via the Hospice West Auckland website, which has been a great success and yields an average of 15 new enquiries every month. The largest group is our 260 retail volunteers, who support our busy retail teams in our seven Hospice Op Shops across West Auckland.

Corporate Volunteer Workshops

Our Corporate Volunteer Workshop programme has become hugely popular with businesses and organisations who wish to gift their time to the community through staff volunteering. The workshops offer the opportunity for corporate staff to learn about Hospice West Auckland while participating in engaging and meaningful activities. Each workshop is structured to include a Hospice awareness and myth-busting session, a creative dragonfly-making craft activity, and hands-on experience in a Hospice Op Shop. The workshops have been invaluable in enabling Hospice to develop and strengthen relationships with the business community.

Volunteers Supporting Patients

In addition to our large retail volunteer base, volunteers generously donate their time and skills to supporting our patients in a multitude of ways.

Our Patient and Family volunteers perform a variety of roles, including providing companionship and end-of-life care, writing life reviews, transporting patients to and from Hospice House and appointments, and equipment delivery and collection.

Additionally, several social care clinics and programmes for patients and whānau held at Hospice House are run or assisted by volunteers, including acupuncture, havening, Tai Chi, pet therapy, and a dedicated weekly social group.

Every one of these services contributes to enhancing the quality of life for our patients and their whānau, while offering enriching experiences for our volunteers.

290

Corporate Volunteering workshops

\$4,572

raised by the Hospice West Auckland Craft Group

Volunteer Focus Group

We have established a Volunteer Focus Group to gain insights into the Hospice West Auckland volunteer journey and identify ways to improve their experiences. The Focus Group, which includes representatives from a cross-section of different volunteering roles, meets regularly to help plan and execute key activities, share communications to and from the volunteering team, and provide comments and ideas for improvements. This initiative has been highly successful, with feedback showing that the volunteering team feels more included, better informed, and that their opinions and suggestions are welcomed and explored.

Celebratory Lunches and Long Service Awards

It is important to us to acknowledge and celebrate the enormous contribution our volunteers make. This year we have implemented a bi-annual celebratory lunch and long service awards, supported by generous funding. With over 100 volunteers attending each one, these have been a wonderful opportunity to publicly recognise individuals who have volunteered for Hospice West Auckland for five, ten, 15, 20, 25 and even 30 years!

“I feel really valued, and I know that the small amount of time I spend genuinely makes a difference.”

300⁺
active
volunteers

+

46,519
hours
worked

=

\$1,064,970
equivalent
cost

Volunteering Auckland

Our relationship with Volunteering Auckland has continued to strengthen, with 40-50% of our individual and 50% of our corporate volunteers all accessing us through their organisation. We have also made use of their valuable resources and experience by adopting their best practice guidelines and taking the opportunity to attend conferences, online webinars and regional hui wherever possible.

Hospice West Auckland Craft Group

The Hospice West Auckland Craft Group are talented individuals who donate their spare time to create beautiful craft items for sale through the Henderson Hospice Op Shop and markets to raise funds for Hospice. From beautiful baby clothes and toys to their seasonal Halloween witches, Christmas stars and ANZAC poppies, the attention and detail they put into every item is uniquely special. Some of their items are repurposed from goods donated to our Op Shops, extending that donation cycle even further.

“I find volunteering so mutually rewarding. I see how it benefits others and it definitely benefits me.”





Fundraising

This year has seen some significant changes to the Hospice West Auckland Fundraising team with the adjustment of roles to focus on particular skill sets and better meet the needs of our supporters. This includes a dedicated team member for coordinating trusts and grants, a peer-to-peer community champion, and an experienced administrator to support our donors. By targeting these roles, we have made significant gains in developing and growing key relationships with our community and business supporters, improved efficiencies, and established impactful fundraising goals.

Corporate Support

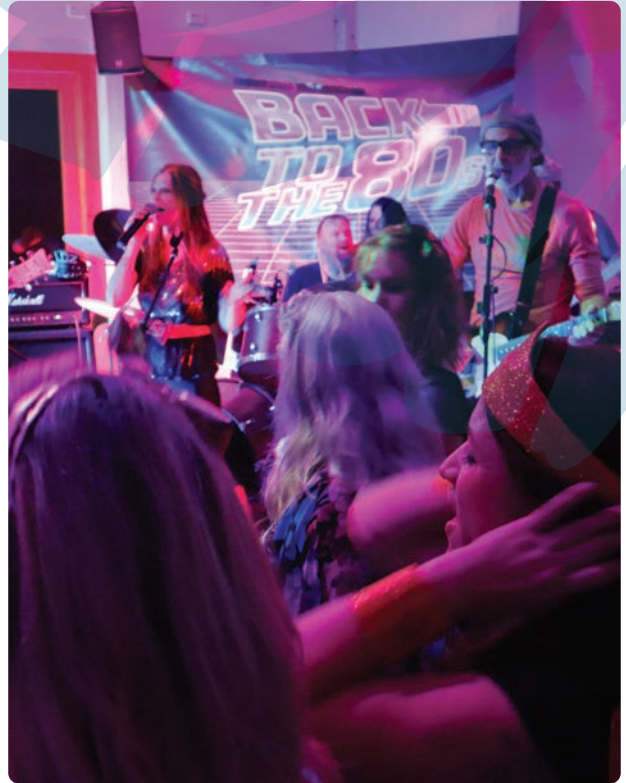
We are, as always, very grateful to the companies who give their time, money and in-kind support to Hospice West Auckland. The launch of our new Partnership Programme will formalise agreements with the organisations who generously support us and ensure our partnerships are mutually beneficial, such as through public recognition.

As well as regularly attending Business After Five networking events to connect with local businesses, we have continued to enjoy our close relationship with the BNI chapters. This year the BNIs once again hosted a variety of fundraisers for Hospice, including a cinema screening of Star Wars on “May the fourth” and the ever-popular ‘Back to the 80s’ event.

Community

This year we held our first information evening for over 30 representatives from the many generous trusts and foundations that support Hospice’s work. It was a wonderful opportunity to showcase Hospice and the services we provide through presentations by our CEO and Senior Leadership team, allowing us to answer questions, bust myths and further grow our supporter connections.

We continued to be involved in a number of campaigns and events, and it is always heartening to see how our community get behind Hospice. Highlights included the community supporters and Hospice staff who ran the Auckland Marathon and collectively raised nearly \$10,000.



In December we again took Trees of Remembrance out into the West Auckland community - giving people an opportunity to take a moment to remember a loved one while supporting the almost 800 families Hospice cares for every year.

We extend a special thank you to the Rotary, Lions and Freemasons clubs in West Auckland. These wonderful community groups consistently support us, tirelessly fundraising and volunteering to make a difference in our community.

Donors

This year we received over \$65,000 in bequests thanks to the amazing generosity of those who remembered Hospice in their wills. These special gifts are particularly meaningful because they reflect the trust placed in us to continue supporting others into the future.

We are deeply grateful to everyone who has donated to Hospice this year, in appreciation of care, in memory of a loved one, or simply to help us continue to provide specialist palliative care free of charge to the West Auckland community.

\$882,322*

Amount fundraised, including bequests
*(gross)

Donations in Memory



\$65,011

bequests



\$50,944

in memorial





Key Supporters

Thank you to our key supporters for helping us to continue providing specialist palliative care free of charge to our community.



National Partners



Charitable Trusts, Sponsors and Businesses



- Dragon Community Trust
- Louisa and Patrick Emmett Murphy Foundation
- The J A Redwood Charitable Trust
- Estate of Ernest Hyam Davis and Ted & Mollie Carr Trust
- N R and J H Thomson Charitable Trust
- Maurice Paykel Charitable Trust
- The Norman & Marion Allright Trust

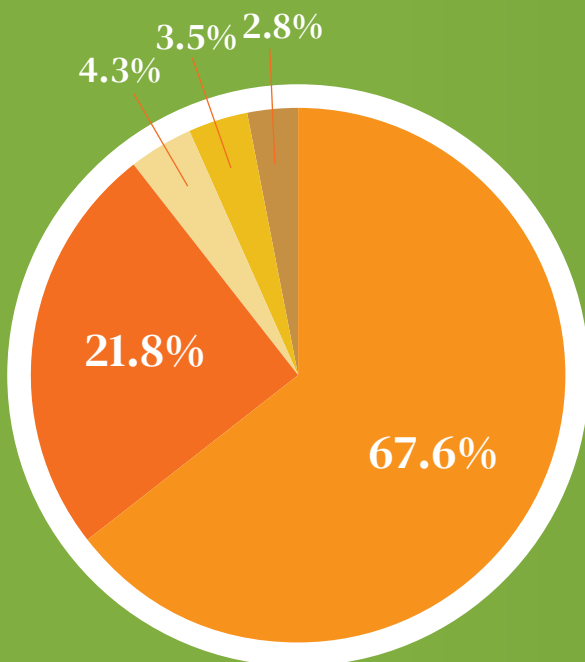
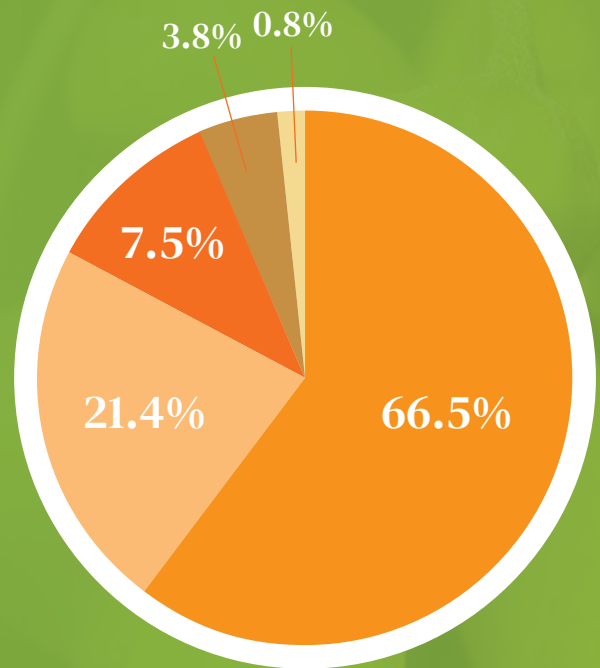
- Paeroa Homestead Trust (Freemasons)
- Remuera Lions Charitable Trust
- Charles Rupert Stead Trust
- Alexander Harold Watson Charitable Trust
- Ara Lodge No 348 I.C. Charitable Trust
- Geoffrey & Nell Erne Adams Charitable Trust Board
- Stephen Pye



Financial Snapshot

Where does our money come from?

	FY 2023
Te Whatu Ora (formally WDHB)	66.5%
Retail (net)	21.4%
Fundraising (net)	3.8%
Reserves	7.5%
Other	0.8%
	100%



Where does our money go?

	FY 2023
Caring for patients	67.6%
Shared support services	21.8%
Facilities & buildings	4.3%
Education & training	3.5%
Depreciation	2.8%
	100%



Grief, I've learned, is really just love.


It's all the love you want to give but cannot.

**All that unspent love gathers up in the corners
of your eyes, the lump in your throat, and in that
hollow part of your chest.**

Grief is just love with no place to go.

Jamie Anderson

Karakia: Tuia



Tuia ki runga	Unite above
Tuia ki raro	Unite below
Tuia ki waho	Unite without
Tuia ki roto	Unite within
Tuia te here tangata	Unite all people
Ka rongō te pō	Consciousness of the night
Ka rongō te ao	Consciousness of the day
Haumi e	As we come together
Hui e	
Tāiki e!	



 facebook.com/hospicewestauck  instagram.com/hospicewestakl  linkedin.com/company/hospice-west-auckland

General Enquiries

(09) 834 9750
info@hwa.org.nz

24 Hour Nurse Line

0800 834 9755

Fundraising

(09) 834 9752
fundraising@hwa.org.nz

Donate Goods

0508 4 HOSPICE (0508 446 7742)

Volunteer Services

(09) 870 4041
volunteerservices@hwa.org.nz