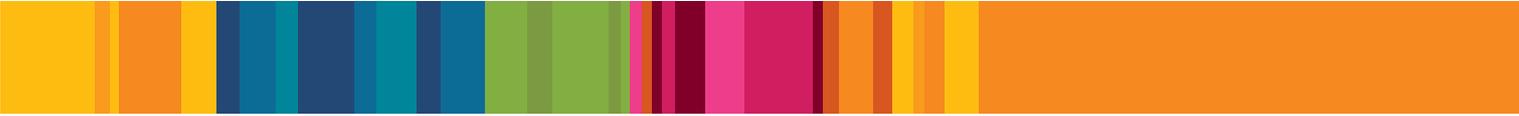




Annual Report
2016





Tukua te wairua kia rere ki ngā taumata
Hai ārahi i ā tātou mahi
Me tā tātou whai i ngā tikanga a rātou mā
Kia mau Kia ita
Kia kore ai e ngaro
Kia pupuri
Kia whakamaua
Kia tina! Tina! Hui e! Tāiki e!

Allow one's spirit to exercise its potential
To guide us in our work as well as in our pursuit
of our ancestral traditions
Take hold and preserve it
Ensure it is never lost, hold fast
Secure it! Draw together! Affirm!





Contents

Otago Community Hospice Vision and Values	Page 2
2015/2016 Overview	Page 3
Chairperson's Message and Board Profile	Page 4
CEO's Message	Page 5
Volunteers	Page 7
Highlights from 2015-2016	Page 8
Partners	Page 10
Financial Performance	Page 11
Thank You's	Inside Back Cover

About OCH, Vision, Values and Strategic Goals

Otago Community Hospice has grown to become a centre of excellence providing the highest quality specialist palliative care and support to patients and their families throughout Otago. We provide community-based palliative care to people whose needs exceed those provided for by their primary palliative care provider (such as a GP or district nurse). All of our services are provided free of charge.

We support our patients wherever they want to be, and for most of them, that's at home. We aim to keep people in their environment, symptom-free, for as long as possible. Otago Community Hospice is a teaching facility with strong relationships with the University of Otago and Otago Polytechnic.



To provide palliative care of the highest standard, in the Otago region, and be recognised as a leader in the field locally and nationally.



The Otago Community Hospice provides care of the highest standard for people with a life-limiting illness, in a manner of their choosing, enabling them to live their lives as fully as possible.

We work in partnership with our community, offering education, support, care and advice to family, whānau, carers and health and social service professionals, through a patient's illness and following death.

Our approach to care:

Te Whare Tapa Whā – the four-sided house – includes:

Te Taha Hinengaro – psychological health

Te Taha Wairua – spiritual health

Te Taha Tinana – physical health

and **Te Taha Whānau** – family health.



We are respectful, compassionate, professional, and inclusive through empowered partnerships. These are the values we adhere to:

Respect – we embrace and honour the unique individual needs and differences of all those we deal with, being attentive and mindful.

Compassion – we walk alongside those we interact with and are empathetic and life affirming.

Professionalism – we are responsible and accountable for our individual and collective actions. We use our expertise with integrity and are mindful of how our personal self impacts on all those we interact with.

Inclusivity – we empower our patients and whānau as partners in their care. We value our connections and work collaboratively in partnership with health professionals and with the wider community.

2015/2016 Overview



7% increase in patient numbers across Otago

91% of patients on programme very satisfied

26% of our patients admitted to our inpatient unit for respite, symptom management or end of life care

1 in 3 people who die in New Zealand were supported by Hospice

30% of people using Hospice services had a non-cancer diagnosis

Education

3167 people attended an Otago Community Hospice Education Session

NEW Development of the Kāitakawaenga (Māori Liaison Advisor)

Primary

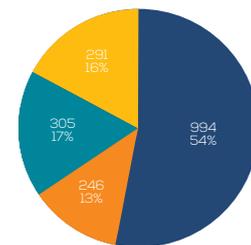
NEW New funding received to better support aged care

✓ OCH fully compliant with our service standards

\$ \$1.87 million raised

15 new staff joined

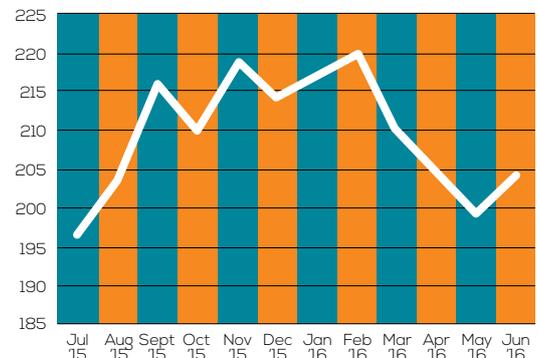
2016 Regional Overview
OCH community visits July 2015 to June 2016



Total number of visits in the community is 1836

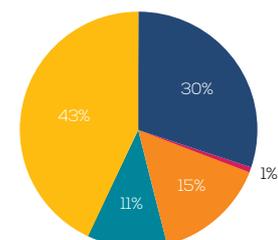
- Dunedin City
- North Otago
- Central Otago
- South Otago

2016 Patient Overview
Number on OCH programme: July 2015 to June 2016



Average on programme at any given time is 209
Average length of stay in the inpatient unit is 8.2 days

2016 Fundraising Income
Fundraised Income July 2015 to June 2016



- Donations
- Funeral Donations
- Special Events
- Grants & Trust Income
- Shops

Chairperson's Message

It is my pleasure to present the 30th Annual Report of the Otago Community Hospice Trust Board. Our management, staff and volunteers have successfully navigated another busy and rewarding year.

We successfully applied for funds to develop a new service where Hospice staff supports aged care providers to deliver palliative care. This new service fully aligns with Otago Community Hospice's key strategic goal of reforming its model of care. The proposed new service will significantly enhance the Hospice's ability to support ARC facilities and meet the needs of what is by far the single largest population group with palliative care needs – elderly residents in ARC facilities. The new service will also focus on addressing inequalities arising from geographic location.

We continue to benefit from a huge workforce of volunteers. I would like to extend the Board's gratitude for all that the volunteers do. I would like to make special mention of Marie Hansen and Heather Hore who both reached 25 years of voluntary service – an outstanding commitment.

Our Hospice shops continue to thrive. It has been a busy year for the shop teams – we moved Hanover to George St, increased the footprint of Mosgiel and opened an Alexandra store. Our shops contribute at least 1/3 of the funds we need to raise each year.

Congratulations to those staff that have successfully undertaken post graduate study this year – this is equipping our work force with the necessary specialist skills and knowledge they require to deliver excellent palliative care.

Welcome to Dr David Butler, new Clinical Leader (External). A key focus for David is working closely with general practice, aged care and education providers across the sector. Late last year Mercy Hospital generously agreed to sponsor the portion of David's role that empowers other community providers.

On behalf of the Board I would like to thank you all, our staff – clinical, administration, support staff and volunteers for all the work you do to ensure the welfare of our patients is maintained at the highest possible level.

Finally I would like to thank my fellow Board members and management team for the advice and support you have given me over the past year and I look forward to the challenges of the coming year.

Stuart McLachlan
CHAIRPERSON



Board Profile

Stuart McLachlan – Chairperson
Chartered Accountant (Jan 2008)

I am pleased to be associated with an organisation that touches so many families in our region in such a caring way.

Tony McKewen – Deputy Chairperson
Retired Health Service Consultant (Jan 2008)

It's a privilege to have the opportunity to serve on the Board of the Otago Community Hospice. I see it as an opportunity to support management and staff in the wonderful service they do in caring for patients

Jenny Guthrie – Lawyer (Jan 2008)

It's a privilege to have been on the Hospice Board for nearly 20 years. During that time the Hospice has gone from strength to strength and I'm proud to be associated with such a great organisation and splendid facilities, both managed by a team that is second to none. If you get the basics right, the rest will follow – and it has.

Murray Tilyard – Executive Director (Jan 2008)

I appreciate being part of an experienced and skilled board that have the collective objective of guiding the hospice to deliver excellent services to the Otago community.

Peter McIntyre – Investment Analyst (Jan 2008)

Being able to contribute to a fantastic organisation that benefits the wider Otago community is a privilege.

Rachel Brazil – Lawyer (Jan 2008)

I really enjoy being part of and assisting an organisation that provides such excellent care to its community. It's a privilege to be part of the Otago Community Hospice.

Dale Preddy – Retired (Dec 2012)

As the representative of local Māori, I am impressed with the emphasis the organisation places on working in partnership with Tangata whenua and how it embraces the model of Te Whare Tapa Whā in all aspects of the work.

Merrin Bath – Public Relations & Communications (Oct 2014)

Being involved with Hospice is a real privilege and I was thrilled to be invited to provide assistance to such a worthy cause and well run organisation.

Gaye Robertson – Retired (Apr 2016)

I am enjoying the opportunity to learn the ropes of being a new Board member and feel in safe hands with other board members skills. My observations so far are that the OCH provides a good standard of care and is a well-managed service.

CEO's Message

It's all about people and quality

People and quality underpin everything we do at the Otago Community Hospice. Our team of staff and volunteers are committed to enhancing palliative care and service delivery to the Otago region. We strive to ensure the highest standards and we undertake regular audits and performance assessments to ensure we are on track.

In December 2015 we were peer reviewed against the Hospice New Zealand Palliative Care Standards. The results showed we are delivering excellent specialist palliative care and continually striving for improvement. In April 2016, our regular DHB contract audit found us to be fully compliant with our service standards. Our Health and Safety policies and procedures have been reviewed to ensure we are fully compliant with the new Health and Safety at Work Act.

Satisfaction Survey responses received from patients show that 91% are very satisfied with the care and service that OCH provides. This reflects the dedication of the whole team in striving for quality of service. Seven members of the team are in the process of completing either post graduate Masters/ Diploma or certificate qualifications this year. Having a highly skilled workforce aligns with our strategic plan and our specialist palliative care service specifications.

Two of our rural care coordinators Natalie Franklin (Central Otago) and Shireen Tresslor (North Otago) have been financially supported through their post graduate study this year, by means of the very generous Wilfred Matthews Scholarship, provided to Hospice by Heather Forss.

"It's such an honour to have been chosen to receive this scholarship. It's been more than just having the money to pay our fees as Heather is so interested in what we are doing and so proud of our achievements. Both Natalie and I know that Heather is right there cheering us on," Shireen Tresslor.

"Receiving the Wilfred Matthews Scholarship from Heather to complete a PG Certificate in Palliative Care was both an honour and a privilege. Heather's passion for learning is infectious and the knowledge I have gained over the last two years has given me tremendous confidence in my work," Natalie Franklin.

Our quality focus is further evidenced by staff commitment and length of service. This year I would like to acknowledge the three staff who have reached milestones – Dornell McMath (15 years in the inpatient unit), Barbara Reid (10 years in administration) and Issy Lewis (10 years in the inpatient unit).

Experienced and long serving staff coupled with new staff make for a dynamic and evolving service. This year has seen a number of changes in staffing that I would like to highlight:

Nursing Entry to Practice Programme Louise Cross

This programme supports newly graduated registered nurses into jobs. It offers mentoring and ongoing education in a nurturing environment while they commence their career path. The ability to develop nurses from the outset of their career is one very real way to plan for our future workforce. Our first NEtP nurse is Louise Cross. Having Louise on the team has proved to be a huge success. She plans to focus her career on palliative care.

Mercy and OCH Partnership Clinical Leader

Dr David Butler

Our new Clinical Leader (external), David Butler, commenced with OCH in December 2015 and is being generously supported in his role by Mercy Hospital. Mercy Hospital's Outreach Programme places a lot of emphasis on empowering and building capacity in our communities. David has spent this first nine months identifying, collaborating and building relationships with GP's and specialists within the broader community in order to promote the discipline of palliative care and palliative care concepts within their own respective practices.

Exciting new role Kāitakawaenga

Te Hau Moses

This year Te Hau Moses was appointed into the newly established role of Kāitakawaenga (Māori Liaison/ Advisor). The development of this role stemmed from the need for OCH to ensure our core practices acknowledge our partnership with Māori. The role was shaped and recruited in collaboration with our local Runanga and is resource, advisory and consultative in nature. Te Hau is responsible for providing leadership, guidance, and expert advice to OCH staff, associated providers, patients and whānau.

Change in focus in Marketing and Fundraising

Donna Davidson

A resignation in February gave us the opportunity to reassess the focus of the Marketing and Fundraising Team. It had become obvious that we needed someone with highly effective fundraising

skills. Donna Davidson was appointed to the role of Marketing and Fundraising Manager and commenced in the midst of planning for Hospice Awareness Week. Donna brings many years of fundraising experience in the health not-for-profit sector, most recently at CanTeen.

We also welcomed Eric Wyrick and Nicola McKay to the clinical team and Darlene Gore, Tanya Fleming, Brigitte Meyer and Pauline Groves to the retail shop teams. It is great to have new staff that bring a fresh perspective to what we do.

Lastly, but certainly not least is our incredible workforce of volunteers. OCH is so fortunate to have a diverse and committed voluntary workforce that adds a special uniqueness to the team. Read further in the report to see what our volunteers have been up to.

It is an absolute pleasure to acknowledge the whole OCH workforce in this annual report. This service is all about people and quality - the people we care for and the people that we support in their caring and the team here, all together make this service the quality service that it is today.

Ginny Green

CHIEF EXECUTIVE OFFICER



Finance and Audit Committee Chairperson's Report

The Hospice recorded a deficit of \$91,511 for the financial year ending June 2016. Due to the new reporting standards \$140,000 of funds were required to be recorded in the 2014/2015 year. This altered the opening equity as at 1 July 2015 and resulted in a year end deficit. The highlights for the year were the continued success of the shop network and the fund raising team who continued to provide popular community based events.

Good control of costs, both administrative and staffing is testament to a strong executive team and, like all community-based organisations, the support of the community was once again to the fore. Without this support Hospice services would have to be drastically reduced.

Looking ahead, there are some serious challenges. The Hospice and its services continue to grow while funding is falling behind this growth. Unless this is rectified the OCH will struggle to fully implement its community based care programs.



Peter McIntyre

CHAIRPERSON

Marketing and Funding Committee Chairperson's Report

The Marketing and Funding Committee work closely with the Hospice Marketing and Fundraising team to bridge the gap in funding to enable Hospice to continue to deliver a free service to provide care for people of any age with any life limiting condition. The shortfall in funding for 2015 was \$1.8m, which has been met through a wide variety of funding sources including: funding from various local, regional and national trusts and grants; donations from sponsors, key partners, businesses, organisations and individuals; bequests; hospice shop revenue and a huge range of events.



Merrin Bath

CHAIRPERSON



Volunteers

More than 300 people undertake voluntary work for the Hospice. They play a crucial role and add great value to the Hospice experience. Our volunteers assist in many areas, such as:

- Kitchen
- Gardening
- Fundraising
- Reception
- Cleaning
- Retail Shops
- Patient Biographer
- In-Patient Unit

These dedicated volunteers undertake approximately 43,000 hours per year which at a minimum wage would equate to an amazing \$645,000. More importantly though, this voluntary workforce adds a special dimension to the care and service we are able to provide our patients and families. We are very grateful to each and every volunteer.

Many of our volunteers make a huge time commitment and stay here for many years. We were very excited to be able to celebrate the long service of the following people:

25 Years

Marie Hansen (Kitchen)
Heather Hore (Gardening)

15 Years (actually 16.5 years)

Joan Dickinson (Reception)

10 Years

Ann McIntosh (Kitchen)
Ian Bartlett (Fundraising)

5 Years

Daphne Hughes (Mosgiel Shop)
Lorraine Swindells (Oamaru Shop)
Pamela Ellwood (Biography Service)
Janet Smith (Hanover/George Street Shop)
Linda McLachlan (Hanover/George Street Shop)
Andrea Knight (Hanover/George Street Shop)

There has been for some time discussions about how to better use the skills volunteers bring with them to the Hospice. This year has seen the introduction of a pilot project with the Coordinator of Volunteers and the inpatient unit (IPU). The project has introduced a "patient companion" role. The project included in-depth training for volunteers interested and suitable to companion patients in the IPU. The volunteers work Monday to Friday in the morning. Duties can include sitting with patients, reading the newspaper or accompanying people on walks. The response from patients, staff and volunteers to date is extremely positive.



Volunteer Award Dinner Recipients from left to right Ian Bartlett (Fundraising), Ginny Green (CEO), Judy Oats (George St), Ann McIntosh (Kitchen) Heather Hore (Garden), Marie Hansen (Kitchen), Rebecca Shaw (Coordinator of Volunteers)



IPU Pilot Project Volunteers:
Back row: Maryellen Mitchell (In-Patient Team Leader), Jackie Roos, Gail Mitchell.
Middle Row: Pip Stewart, Lee Dick, Sharon Kitchingman
Front Row: Jacqueline Joy, Sharon Stewart (Clinical Leader - Internal) Tess Gilfedder
Absent: Robyn Penno and Alana Black

Highlights

Madam Woo



In November a dinner event was held at Madam Woo, hosted by celebrity chef, Josh Emmett in Dunedin.

Farmers



Farmers stores kindly produced and sold baubles for us in their Oamaru and Dunedin stores through their Tree of Remembrance Campaign from 16 November to 18 December.

Darnell 16



Darnell 16 – Author and curator Charlotte Smith showcased her priceless items from her Darnell Collection at the Golden Centre during Hospice Awareness Week. Models getting ready to embrace the catwalk.



New Tech



Trialing new ergonomic standing desks

Retail Celebrations



Relocation of our Hospice Shop in Hanover Street to George Street



Opening of Alexandra Hospice shop

New Fleet Cars



New Fleet of Hybrid Vehicles from Cooke Howlison Toyota

Partners

Otago Community Hospice is proud of the relationships we have with our corporate sponsors. We are privileged to have the ongoing support of four well-known New Zealand businesses. These businesses all support the values and philosophy of the Otago Community Hospice and we look forward to continuing to build these relationships.



Dilmah

Since 1997 Dilmah, has donated all the tea for every hospice service in New Zealand. Due to this generous donation, we are able to make the highest quality tea available to people and their families, friends and visitors, staff and volunteers. This year the total number of tea bags donated will reach approximately 5 million – a testament to the commitment the entire Fernando family has to hospice in New Zealand. Thank you to our friends at Dilmah, your donation has been greatly appreciated over the past decade and a half.

Craigs Investment Partners

Our relationship with Craigs Investment Partners began in 2008 and since then the team from Craigs have been involved in a number of projects with the Hospice, including fundraising events and the refurbishment of Craigs Hospice House which is used by families whose loved one's are receiving inpatient care. Investment Advisor Peter McIntyre is Chair of our Audit and Finance Committee and John Elsom is Trustee and Chair of The Otago Hospice Foundation Trust.

BNI

This was the eighth year of our national partnership with BNI, which saw BNI chapters raising funds and awareness for the Otago Community Hospice. The local chapters are all strong supporters of the Hospice, making great efforts each year to support the work we do.

House of Travel

The team at House of Travel Dunedin, and their branches in Alexandra, Balclutha, Oamaru, and Wanaka, is committed to raising awareness and funds for the Otago Community Hospice. Each outlet has its own fundraisers and the staff are all committed supporters of their local hospice.

Key Trust and Foundation Contributors

ANZ Staff Foundation
 Bendigo Valley Sports & Charity
 Community Organisations Grants Scheme
 Genesis Oncology Trust
 Jessie Hill Charitable Trust

JN Lemon Charitable Trust
 Lion Foundation
 Marsh Family Trust
 NZ Lottery Grants Board.
 The Southern Trust

Otago Community Hospice Trust

Notes to the Summary Financial Statements

For the year ended 30 June 2016

These are the summary financial statements of Otago Community Hospice Trust (the "Trust") for the year ended 30 June 2016. The specific disclosures included in these summary financial statements have been extracted from the full annual financial statements dated 25 November 2016. The full annual financial statements dated

25 November 2016 have been prepared in accordance with Tier 2 Public Benefit Entity (PBE) Financial Reporting Standards as issued by the New Zealand External Reporting Board (XRB). They comply with New Zealand Equivalents to International Public Sector Accounting Standards Reduced Disclosure Regime (NZ IPSAS with RDR) and other applicable Financial Reporting Standards as appropriate to Not-For-Profit Public Benefit Entities.

This summary financial report cannot be expected to provide as complete an understanding as provided by the full financial statement of the financial performance, financial position, cash flows statement and notes to the financial statements of the Trust. This summary financial report has not been audited.

A qualified audit opinion has been received on the full financial statements for the year ended 30 June 2016. A copy of the full Trust financial statements for the year ended 30 June 2016 can be found online at www.otagohospice.co.nz.

These summary financial statements were approved for issue by the Trustees on 25 November 2016.

Basis of Preparation

Otago Community Hospice Trust is a public benefit entity and is a charitable trust incorporated under the Charitable Trusts Act 1957 and a registered charity under the Charities Act 2005.

These are the summary financial statements of the Trust and they comply with PBE FRS 43: Summary Financial Statements. The presentation currency is New Zealand dollars, rounded to the nearest dollar.

The full financial statements upon which these Summary Financial Statements are based, have been prepared to comply with Public Benefit Entity International Public Sector Accounting Standards ("PBE IPSAS") and other applicable financial reporting standards as appropriate that have been authorised for use by the External Reporting Board for Not-For-Profit entities.

This is the first set of financial statements of the Trust that is presented in accordance with PBE standards. The Trust has previously reported in accordance with Old GAAP.

The accounting policies adopted in these financial statements are consistent with those of the previous financial year, except for instances when the accounting or reporting requirements of a PBE standard are different to requirements under Old GAAP.

Changes in Accounting Policies

- **Fundraising, Donations and Grants**
This year grant income has been recorded on an accrual basis.
- **PBE IPSAS 1 – Changes in Presentation of Financial Statements**
 - a) This is the first year that a Statement of Cash Flows has been included in the financial statements.
 - b) The name of the Statement of Financial Performance has been changed to the Statement of Comprehensive Revenue and Expenses.
- **PBE IPSAS 23 - Revenue from Non-Exchange Transactions**
The application of this standard affects accounting for donations, donated goods, fundraising and grant revenue.

Specific Accounting Policies

All specific accounting policies have been applied on the same bases as those used in the full financial statements of the Trust.

Adjustment to Opening Equity

Pursuant to the new PBE standards \$140,000 of funds are required to be recorded in revenue during the year received. This has therefore resulted in an adjustment to opening equity as at 1 July 2015.

OTAGO COMMUNITY HOSPICE TRUST

Financial Report

**Summary Statement of Comprehensive Revenue and Expenses
for the year ended 30 June 2016**

Revenue	\$
Revenue from Non-Exchange Transactions	2,366,320
Revenue from Exchange Transactions	3,457,649
Total Revenue	5,823,969
Expenses	5,915,480
Total Expenses	5,915,480
Deficit for the year	(91,511)

**Summary Statement of Changes in Net Assets
for the year ended 30 June 2016**

	\$
Opening Balance at the beginning of the year	3,011,650
Changes in Accounting Policy	140,000
Adjusted Opening Balance	3,151,650
Plus Total Comprehensive Revenue and Expenses for the year	(91,511)
Closing Equity 30 June 2016	3,060,139

**Summary Statement of Financial Position
as at 30 June 2016**

Assets	\$
Cash and Cash Equivalents	413,782
Other Current Assets	664,247
Total Current Assets	1,078,029
Property, Plant, Equipment and Intangibles	2,702,974
Total Non-Current Assets	2,702,974
Total Assets	3,781,003
Liabilities	
Payables under Exchange Transactions	287,347
Other Current Liabilities	433,517
Total Current Liabilities	720,864
Total Non-Current Liabilities	0
Net Assets	3,060,139

**Summary Statement of Cash Flows
for the year ended 30 June 2016**

	\$
Net Cash Outflow from Operating Activities	(28,167)
Net Cash used in Investing Activities	(140,424)
Net Cash from Financing Activities	105,800
Net Decrease in Cash and Cash Equivalents	(62,791)
Cash and Cash Equivalents at 1 July 2015	476,573
Cash and Cash Equivalents as at 30 June 2016	413,782

Thank You's

We are extremely grateful for all of the ongoing financial support and generosity we receive from our community. The following list recognises the major donations and services we have gratefully received during this financial year.

ADInstruments Ltd
Albert Alloo & Sons
Aotea Electric Southern
BECA
Blueskin Trust
BNI Aspire
BNI Latitude 45
BNI Octagon Group
BNI Portobello
Brooklands Village
Cadbury World
Carter Dental Ceramics
Catholic Diocese of Otago Southland
Consolidated Gaming Solutions Ltd
Cooke Howlison Toyota
Craigs Investment Partners
Criterion Sports and Culture Club
Cutlers MREINZ
Dunedin 60's Plus Club
Dunford Place Community Group
E M M Haynes Charitable Trust
Fairfield School
Farmers' Trading Company Limited
Fencing South
Foodshare
Forbury Park Bowling Club (Inc)
Fulton Hogan
Gaming Machine Distributors
G J Gardner Home Oamaru
Hanlon & Partners Ltd
House of Travel Dunedin
Hyper Design Marketing Print
Impact Roofing & Plumbing
Inner Wheel Club
John McGlashan College
Kaan's Catering
Kaikorai Rugby Football Club Premier Team
Korean Catholic Community
Let's Go Fitness
Lincoln Darling Real Estate
Lions Club Balmacewen
Lions Club Mosgiel
Lions Club of Clinton

Lions Club of Cromwell
Lions Club of Dunedin Central
Lions Club of Waiareka Valley
Lodge St Patrick
Mercy Hospital Dunedin Limited
Mitre 10 Alexandra
Mitre 10 Mega Dunedin
Mornington Health Centre
Mosgiel Pakeke Club
Myers Marketing
Noel Johnston Ltd
Octagon Market Inc Society
Otago Boys' High School
Otago Masonic Charitable Trust
Otago Master Painters
Otago Third Age Trust
Pacific Finline Ltd
Peirce Orchard
Port Chalmers Seafood Festival
Preen's Drycleaners
Property Scouts
Ranfurly Catholic Women's League
Rentokil Initial
Rotary Club Dunedin East
Rotary Club Dunedin North
Rotary Club Dunedin South
Rotary Club of Taieri
SBS
Smiths Sports Shoes
Southern Mustang Club
Spark Foundation
St Clair Women's Club Inc
St Hildas Collegiate School
Taieri Bridge Club
Taieri Chrysanthemum Club
The Hugo Group
The Southern Trust
Total Carpet Services
Tuapeka West Community Trust
Waikouaiti Evening Fellowship
Waste Management
Waterloo Hotel
Wharf Hotel



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