

# Contents

Otago Community Hospice Vision and Values	Page 2
2015/2016 Overview	Page 3
Chairperson's Message	Page 4
CEO's Message	Page 4
Clinical Services Report	Page 5
Volunteers	Page 7
Highlights from 2015-2016	Page 8
Partners	Page 10
Financial Performance	Page 11
Thank You's	Page 13



# About OCH, Vision, Values and Strategic Goals

Otago Community Hospice is a centre of excellence providing the highest quality specialist palliative care and support to patients and their families throughout Otago.

OCH provides a wide range of services which includes providing community-based palliative care to people whose needs exceed those provided for by their primary care provider (such as a GP or district nurse), an Inpatient Unit for those with specialist palliative care needs, education for all health providers, including palliative education for training health professionals.

We support our patients wherever they want to be – that may be in their home, in a residential care home setting or, if their needs are highly specialised, within our Inpatient Unit. Where we can, we aim to keep people in their environment, symptom-free, for as long as possible.

All Otago Community Hospice services are provided free of charge.

Our approach to care  
**Te Whare Tapa Wha**  
the four-sided house:

**Te Taha Hinengaro**  
– psychological health

**Te Taha Wairua**  
– spiritual health

**Te Taha Tinana**  
– physical health

**Te Taha Whanau**  
– family health

## VALUES

We are respectful, compassionate, professional, and inclusive through empowered partnerships.

**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.

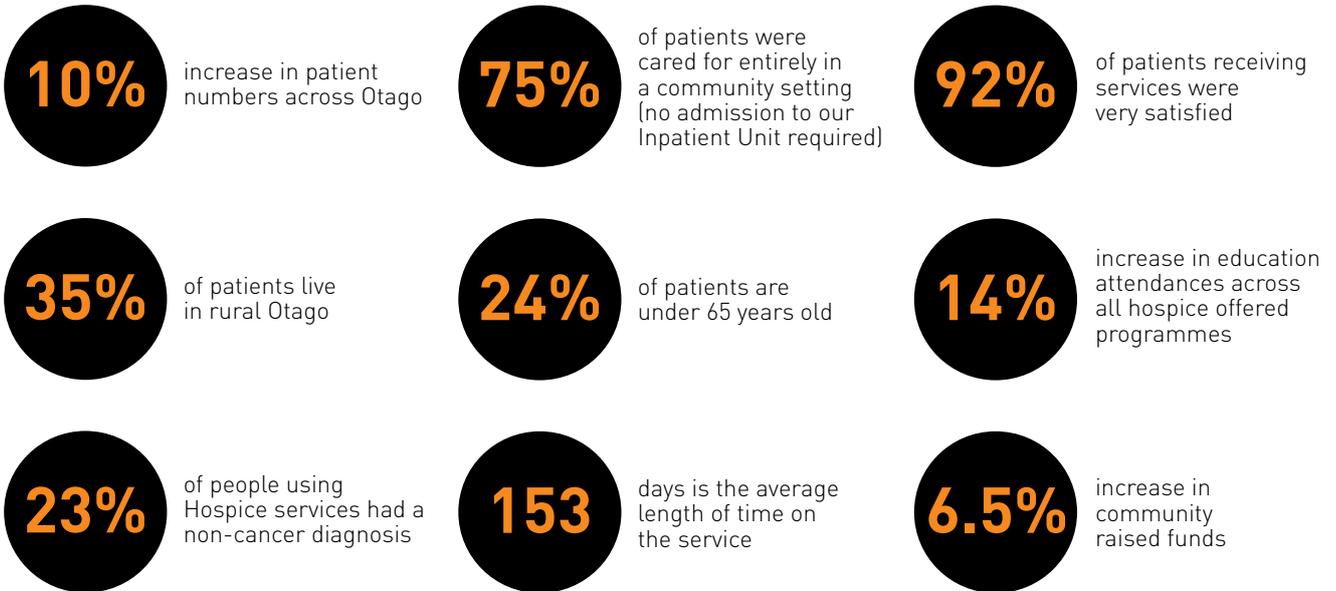
**Inclusivity** – we empower our patients and whānau as partners in their care. We value our connections and work collaboratively in partnership with health professionals and with the wider community.

## VISION

To support  
and empower all  
people who are dying in  
Otago to live well and die well.

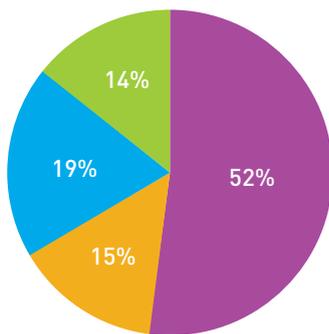
We will do this by:  
Caring for our community  
Developing the capability of people  
Providing leadership  
Building a sustainable and resilient organisation  
Raising awareness

# 2016/2017 Overview



## 2016/2017 Regional Overview

OCH community visits  
July 2016 to June 2017

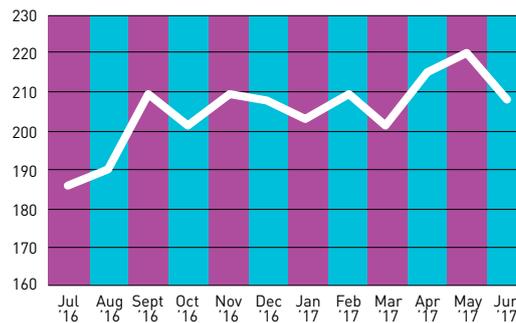


Total number of visits in the community is 1665

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

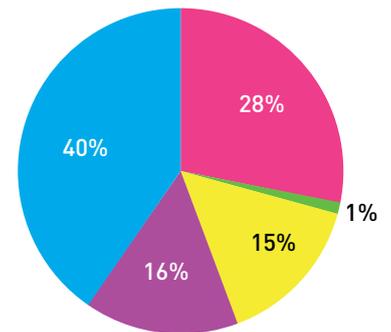
## 2016/2017 Patient Overview

Number on OCH programme  
July 2016 to June 2017



Average no. using service at any given time is 205  
Average length of stay in the inpatient unit is 9.2 days  
**684** patients cared for over the year

## 2016/2017 Fundraising Income



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



# Chairperson's Message

I have great pleasure in presenting the 31st Annual Report of the Otago Community Hospice Trust Board.

Our management, staff and volunteers have a lot to be proud of after a very busy and rewarding year.

The total revenues of the Hospice now exceed \$6m, which is generated through contracts with the DHB but also by the many volunteers and voluntary organisations that work tirelessly during the year to make sure funding is available to maintain, at a very high level, the wonderful services available to the public.

We continue to benefit from a huge workforce of volunteers: 65% percent of our 350 volunteers are working in the hospice shops which deliver a large portion of the income sourced from the communities we work in.

The quality of our services have been recognised in a recent Ministry of Health licensing audit where we received a four year license and recognition of excellence in:

#### Recognition of Māori values and beliefs

#### Good practice with particular reference to our Kowhai Education and Bereavement Counselling Services

#### Governance with particular reference to the operation of the Board, including health and safety.

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 given over the past year and I look forward to the challenges ahead of us this coming year.

**Stuart McLachlan**  
CHAIRPERSON



# CEO's Message

This year I celebrated ten years in this role. It's the perfect time to reflect on the organisation – how it has matured, changed and been able to meet demand. The last decade has been rewarding and challenging and I am so fortunate to have what I can only describe as the best job in the world. The sector is always changing and evolving. The highlight for me is the people – those we care for, those who care and those who support all of us.

We have experienced a huge increase in demand for our services and amazingly a corresponding increase in the level of support from our community.

	2007/2008	2016/2017
Referrals	200	515
Patients at any given time	90	210
Staff on payroll	50	100
Shops	1	7
Fundraising target	\$1million	\$2.3million

As you can see, our work in the community continues to keep us extremely busy. This huge increase reflects an increased awareness of our services across the community and an appreciation of the difference excellent hospice care can make for people and their families facing a terminal illness.

The increase has been particularly noticeable in the rural settings. In 2007 there was no hospice palliative care service apart from in Dunedin. The last 10 years has seen the growth of dynamic community-based care teams located in Cromwell, Balclutha and Oamaru. There are currently around 70 patients and families receiving hospice services in our rural settings.

There are two areas where I have noticed a significant change in focus. Since its inception, OCH has had a focus on inpatient beds and there is still a misconception that 'hospice' is a building where you go to die. This is simply not the case now. Only one third of our patients will ever require an admission into the unit in North Road and only a third of those patients will actually die in the unit. Research confirms that coordinated care by a multidisciplinary team brings about better outcomes for patients. Our Community Care team actively support our patients and coordinate their care, so they can remain at home and for most, this is where they want to be.

The second major shift in focus is that of patient diagnosis. Ten years ago 97% of our patients had a cancer diagnosis. It is now well recognised that all patients who have a life-limiting illness will benefit from palliative care. Now around 23% of our patients will have

# Clinical Services Report

a diagnosis that is not cancer eg chronic respiratory disease, neurological disease, renal disease.

Another project that is coming to fruition is our North Otago Hospice Hub, which will be open by mid-2018. The hub will be a facility where patients and families can come – for a clinic appointment, counselling or support. It will have a training room where education sessions will be held for other providers and volunteers, as well as housing a much larger hospice shop. We are very grateful to the community in North Otago, which has rallied behind this project. This project again shows our commitment to ensuring all in our region can expect equitable specialist palliative care services.

Another example of the phenomenal community support OCH benefits from is the Rotary fundraiser – the Trailer Raffle. It is an iconic fundraiser that the Otago community anticipates each Christmas. The trailer raffle was started by the Dunedin North Rotary Club in 2005 and since then has raised raised in excess of \$327,000. This fundraiser is a huge draw on a service club's resources and Dunedin North should be so proud of what it has achieved and contributed to OCH with this innovative event. This year Dunedin North handed the raffle over to The Rotary Club of Dunedin South and OCH thanks the club for taking on this significant event on Otago's calendar, and looks forward to working alongside Dunedin South.

All the efforts to deliver excellent care and education and raise much-needed funds would not be possible without the stable, committed, passionate and skilled workforce OCH is extremely lucky to have. Thank you to everyone who contributes in every way.

**Ginny Green**

CHIEF OPERATING OFFICER



Every year, there are always a number of ongoing and new clinical projects our staff are actively engaged with as we strive to provide the highest quality care and continue improving our overall service in the face of a growing population of patients/whānau whom we are caring for.

This year was no different, and here is a sample of some of our improvement projects:

Recently, we undertook a formal review of our clinical care delivery model with the goal of efficiently utilising the precious resources and funding that we have been bestowed by the community. This is ongoing and has involved a thorough examination of all aspects of our care, i.e. inpatient units, community care teams, aged residential care engagement, clinical prompts for medical review, etc. This review is now informing our next moves for improving our service.

We continued to focus on providing palliative care education to our community healthcare partners including GPs, rural nurses, aged residential care staff and other specialty medical service lines who are caring for patients with palliative care needs. An example of this is the collective agency allocation of over 1500 hours in education/training internships for University of Otago medical students over the past year.

We have implemented a web-based medications tracking and administration system that supports efficiency and safe prescribing practices and clinical decision making.

And we are further developing and evolving our Aged Residential Care Support Service which was implemented at the end of 2016. This is a program funded via the Ministry of Health with recognition of the aging population and the parallel increased need for palliative care support for patients/families and staff within residential care facilities.

The requirement for projects and education as described above will be continuous as the needs of the community change. Examining our services periodically is necessary to remain responsive and provide the best care and service possible with the resources made available to us.

**David Butler**

CLINICAL LEADER  
EXTERNAL

# Finance and Audit Committee Report

The hospice recorded a net profit of \$114,982 for the financial year ending June 2017. This was a pleasing result with the Hospice shop network performing extremely well, providing the hospice with important annuity income. A big thanks must go to Lyn Chapman who provided a lot of energy and expertise in growing this network over a number of years.

Once again there was good control of costs and prudent expenditure which meant the Hospice was able to contain variable costs within our planned budget.

As we look to 2018 our challenges remain, increased demand for hospice services within a wide geographical area will mean once again a strong emphasis on controlling costs within our set budget, while maintaining our goal of providing world-class specialist palliative care to the Otago region.

## Peter McIntyre

CHAIR AUDIT & FINANCE COMMITTEE



# Marketing and Funding Committee Report

The Marketing and Funding Committee work closely with the Hospice Marketing and Fundraising team to bridge the gap in funding, enabling OCH to continue delivering a free service for people of any age with any life-limiting condition.

Hospice has successfully met its fundraising targets for 2017 of \$2.3 million with a combination of its dedicated fundraising team, growth in the retail shop network, a major fundraising event 'Bright Light Night' and ongoing support of the funding community.

The retail shops are seeing continued growth with plans for establishing a shop facility in the North Otago Hospice Hub. During the year, the fundraising team established a relationship with Michelin star chef and NZ Masterchef judge Josh Emmett. A small fundraising dinner was held at Madam Woo, his new venue in Dunedin, in November 2015. This led to Josh agreeing to be a guest at the major OCH fundraising evening event 'Bright Light Night' held in the Otago Polytechnic's Hub in August 2016. The evening was a huge success with 220 tickets selling out in just three hours, and raising \$71,000. Josh designed the menu for the evening in conjunction with Mark Lane and the team at the Otago Polytechnic Food Design Institute. Otago Polytechnic and Colliers International were the principal sponsors. Planning is underway for another major fundraising event in 2018.

Firebrand, a local web, design and marketing consultancy came on board during the year to support Hospice (pro bono) to further develop the marketing strategy across a number of key areas including sponsorship, retail promotional activity and marketing. Their ongoing assistance is greatly appreciated by the team.

Fundraising continues to be a challenging aspect for Hospice, with increased competition for all funding sources. Therefore, we must continue to adapt our approach to look for more sustainable funding streams going forward.

## Merrin Bath

CHAIR FUNDING & MARKETING COMMITTEE



# Volunteers

Each year our group of talented volunteers grows and this year we have had more than 350 people volunteer at the Otago Community Hospice. Of these, 218 volunteers helped out in our seven retail shops. A further 137 played a crucial role at the Hospice in North East Valley, adding terrific value to the Hospice experience. Our volunteers assist in many areas including reception, kitchen, gardens, cleaning, as patient biographers and in the Inpatient Unit.

Our volunteers also go over and above their usual contributions by helping out selling raffle tickets throughout the year and doing the May street appeal.

These dedicated volunteers undertake approximately 704 hours per week and 36,608 hours per year, which at a minimum wage would equate to an amazing \$577,000 contribution each year. 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:

## 15 years

Betty Ferguson – Housekeeping  
Tess Gilfedder – Kitchen  
Irene Vare – Gardening  
June Watt – Reception

## 10 years

Liz McNeill (11 years) – George Street Shop  
Moyra Fraser – Kitchen  
Pat Moyle – Fundraising  
Pat Munro – Kitchen  
Catherine Caley – Biography  
Donna Tumaru – Housekeeping  
Maureen Baty – Gardening

## 5 years

(many of these celebrations were a catch up, with several of the volunteers celebrating 6 – 8 years of volunteering with the hospice)

Raewyn Prattley (8 years) – Biography  
Carol Sinclair (7 years) – Gardening  
Gwenyth Wilson (7 years) – Gardening  
Pam Woods (7 years) – Gardening  
Jenny Wills (7 years) – Mosgiel Shop  
Jean Young (6 years) – Mosgiel Shop  
Trevor Hughes (6 years) – Mosgiel Shop  
Irene Grant (6 years) – George Street Shop  
Bridget Brown (6 years) – Biographer  
Lynne Scott (6 years) – Mosgiel Shop

Beverley Scotti (6 years) – Oamaru Shop  
Frankie Wielens (6 years) – George Street Shop  
Gaylene Gardener (6 years) – Gardener  
Margaret Pearce (6 years) – Gardener  
Diana Stiven (6 years) – Mosgiel Shop  
Natasha Harbourne – Mosgiel Shop  
Val Wilson – Mosgiel Shop  
Carol Bain – Mosgiel Shop  
Gwenda Colloty – Mosgiel Shop  
Gloria Barton – Mosgiel Shop  
Anne-Maree Wigley – Hospice  
Maria McMahon – Oamaru Shop  
Judy Robertson – Mosgiel Shop  
Lyn Hocking – Biographer  
Vera Smollett – Biographer  
Pam Wright – George Street Shop  
Alice Richards – Oamaru Shop  
Susan Gilbert – Oamaru Shop  
Beryl Jones – Biographer



**Sheryl Mitchell**  
KITCHEN VOLUNTEER

# Highlights

## BNI

Dunedin's BNI groups have continued to support us through the year with monthly biscuit drops, as well as many other fundraising efforts for the hospice.



## Bright Light Night

The big event of the year was a fantastic evening with Josh Emmett at Otago Polytechnic Hub.



## Farmers

The Farmers Tree of Remembrance Campaign is a significant fundraiser for Otago Community Hospice. Every year, Oamaru and Dunedin stores make a wonderful contribution collecting customer donations and selling a specially designed bauble.



## Dinner Club

Nidd Realty and Otago Community Hospice partnered to create a Dinner Club. The first one kicked off at Glenfalloch Gardens in March 2017.

## Hops for Hospice

Otago Community Hospice and Otago Polytechnic collaborated with Vicki Purple to create a unique craft beer, and then launched the beer at the Hops for Hospice event, which also showcased five other unique craft beers from around Otago.



## Shop Truck funding

A sizeable Dunedin Casino Charitable Trust Grant helped us buy a store truck for Dunedin



## Ram Race, Cromwell

Another good year for the Running of the Rams fundraiser in Cromwell.



## Balmacewen Golf Tournament

A great day had by all at the annual Balmacewen Golf Tournament. One of many tournaments around our region held in aid of hospice.

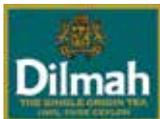


# Partners

Otago Community Hospice is proud of the relationships we have with our corporate sponsors. These businesses all support the values and philosophy of the Otago Community Hospice and we look forward to continuing to build these relationships.

As part of Hospice NZ, we are privileged to have the ongoing support of national partners, House of Travel and national supporters of Hospice, including the very generous contributions from Dilmah and Quest Apartment Hotels.

Here in Dunedin, we are very fortunate to have the keen support of several notable companies who contribute significantly both in volunteering man-hours, donating goods, and sponsoring us. Without their contributions, the Otago Community Hospice would not be the organisation it is today.



## Key Trust and Foundation Contributors

ANZ Staff Foundation  
Bendigo Valley Sports & Charity  
Community Organisations Grants Scheme  
Dunedin Casino Charitable Trust  
Healthcare Otago Charitable Trust  
JN Lemon Charitable Trust  
Lion Foundation  
Marsh Family Trust  
NZ Lottery Grants Board  
Otago Community Trust  
Otago Masonic Charitable Trust  
Otago Third Age Trust  
The Southern Trust



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 is receiving inpatient care. Investment Advisor Peter McIntyre is Chair of our Audit and Finance Committee and Greg Easton is the Deputy Chair of The Otago Hospice Foundation Trust.



This was the ninth 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. This year, the BNI groups have also kept our shop volunteers very happy with a steady flow of biscuits.



Local web, design and marketing agency Firebrand came on board as a partner this year. They have contributed significantly to the hospice's digital content, sponsorship strategy and website development, as well as bringing their expertise to our on-going fundraising strategy. Their involvement has been tremendous as we grapple with growing fundraising requirements.



The Farmers Caring Connections in our Community Campaign.

The Caring Connections in our Community campaign is supported by our great friends at Farmers in Dunedin and Oamaru. In the weeks leading up to Christmas, the Farmers stores host a Tree of Remembrance instore. Customers are given the opportunity to remember someone special during the festive season, and to make a donation to support their local hospice service. Our local Farmers stores always punch above their weight in this initiative – and we are very grateful for their continued support

# Otago Community Hospice Trust

## Notes to the Summary Financial Statements

For the year ended 30 June 2017

These are the summary financial statements of Otago Community Hospice Trust (the "Trust") for the year ended 30 June 2017. The specific disclosures included in these summary financial statements have been extracted from the full annual financial statements dated 31 October 2017. The full annual financial statements dated 31 October 2017 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 2017. A copy of the full Trust financial statements for the year ended 30 June 2017 can be found online at [www.otagohospice.co.nz](http://www.otagohospice.co.nz)

These summary financial statements were approved for issue by the Trustees on 31 October 2017.

### 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 Reduced Disclosure Regime ("PBE Standards RDR") and other applicable financial reporting standards as appropriate that have been authorised for use by the External Reporting Board for Tier 2 Not-For-Profit entities.

The accounting policies adopted in these financial statements are consistent with those of the previous financial year.

### Changes in Accounting Policies

There have been no changes in accounting policies. All policies have been applied on bases consistent with those used in the previous year.

### 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.



# Financial Report

## Summary Statement of Comprehensive Revenue and Expenses for the year ended 30 June 2017

<b>Revenue</b>	<b>\$</b>
Revenue from Non-Exchange Transactions	2,719,265
Revenue from Exchange Transactions	3,700,539
<b>Total Revenue</b>	<b>6,410,804</b>
Expenses	6,295,822
<b>Total Expenses</b>	<b>6,295,822</b>
<b>Surplus for the year</b>	<b>114,982</b>

## Summary Statement of Changes in Net Assets for the year ended 30 June 2017

	<b>\$</b>
Opening Balance at the beginning of the year	3,060,139
Changes in Accounting Policy	0
Adjusted Opening Balance	3,060,139
Plus Total Comprehensive Revenue and Expenses for the year	114,982
<b>Closing Equity 30 June 2017</b>	<b>3,175,121</b>

## Summary Statement of Financial Position as at 30 June 2017

<b>Assets</b>	<b>\$</b>
Cash and Cash Equivalents	588,599
Other Current Assets	534,701
<b>Total Current Assets</b>	<b>1,123,300</b>
Property, Plant, Equipment and Intangibles	2,752,432
<b>Total Non-Current Assets</b>	<b>2,772,432</b>
<b>Total Assets</b>	<b>3,875,732</b>
<b>Liabilities</b>	
Payables under Exchange Transactions	190,357
Other Current Liabilities	510,254
<b>Total Current Liabilities</b>	<b>700,611</b>
<b>Total Non-Current Liabilities</b>	<b>0</b>
<b>Net Assets</b>	<b>3,175,121</b>

## Summary Statement of Cash Flows for the year ended 30 June 2017

	<b>\$</b>
Net Cash Outflow from Operating Activities	412,168
Net Cash used in Investing Activities	(238,296)
Net Cash from Financing Activities	945
Net Decrease in Cash and Cash Equivalents	174,817
Cash and Cash Equivalents at 1 July 2016	413,782
<b>Cash and Cash Equivalents as at 30 June 2017</b>	<b>588,599</b>