OTAGO COMMUNITY HOSPICE

ANNUAL REPORT 2022









OUR HOSPICE SERVICE ENABLES PEOPLE TO LIVE THEIR LIVES TO THE END – OUR TEAM ARE EXPERTS, AND IT SHOWS WITH 95% OF OUR PATIENTS "COMPLETELY SATISFIED".

"You are all awesome and provide a service above and beyond expectations.

You appear to truly value and 'live' your statement

'Living every moment'."

"As it is something I have to face it was lovely for my son and myself to chat to a lovely friendly person who put our minds at rest."

"I have only admiration for the staff and the amount of care I have received."

"I have been blown away by the quality of service! So much on offer, so many good ideas, such nice people, so efficient and reassuring!"



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VISION & VALUES









OUR VISION Tō Mātou Whakakitenga

Te pairuri tāngata i te wā o te ora, i te wā o te mate.

Supporting people with terminal illness to live and die well.

OUR PURPOSE

Tō Mātou Pūtake

We provide care for people with terminal illness, enabling them to live their lives as fully as possible. We work in partnership with our community, offering education, support, care to family, whānau, carers and health and social service professionals, through a patient's illness and following death.

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 complex, within our
inpatient unit.
Where we can, we aim
to keep people in
their environment,
symptom-free, for as
long as possible.

We affirm life and believe in making the most of it, neither hastening nor postponing the natural progression of death.

OUR APPROACH

Ta Mātou Mahi

Te Whare Tapa Wha The Four Cornerstones of Health

Te Taha Hinengaro Mental Wellbeing

Te Taha Wairua Spiritual Health

Te Taha Tinana Physical Health

Te Taha Whānau Family Wellbeing

OUR VALUES

Ō Mātou Uara

Te whakamiha

Respect
We embrace and honour
the individual needs of all
those we deal with.

Te ngākau nui

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

Te ngaiotanga

Professionalism
We are accountable for our individual and collective actions, using our expertise with integrity.

Te mahi ngātahi

Inclusivity
We empower our
patients and whānau as
partners in their care.
We value working
collaboratively with
health professionals
and with the
wider community.

OUR YEAR AT A GLANCE

CHAIRMAN AND AUDIT REPORT

It is my pleasure to present the 36th Annual Report of the Otago Community Hospice Trust Board.

I would like to acknowledge and thank our staff and volunteers for their efforts over the year. Despite the economic and personal challenges arising from Covid-19 and with 50% of our staff being impacted by Covid, we are pleased that no patients, visitors or staff have contracted Covid from OCH contact.

Whilst the need for community-wide lockdowns has diminished, the continued prevalence of Covid-19 infections across the community and the subsequent requirement for self-quarantining has impacted our people and in turn placed pressure on our operation. This has been compounded by the return of widespread flu infections, affecting the health of our employees and their families.

We know this time has been particularly hard for families who could not visit their loved ones in the inpatient unit during the lockdowns and the continued restrictions on visiting.

We are once again thankful for the support we have received from the Gordon Allen Foundation Trust. We are very fortunate to have this Trust to fall back on, given the challenges faced over the last 12 months.

After a year of Covid restrictions, we are now welcoming back our very important volunteer army which is wonderful. Sadly we have lost around 20% of our volunteers in the last year, mainly to retirement. A concerted effort is underway to recruit more volunteers.

Despite all of the challenges, excellent patient care has continued throughout and no services have needed to be cut. This is due to our management being innovative in the way services have been provided and to the high level of professionalism and commitment from our staff.

Tony McKewen, a long standing Trustee, has indicated he will be standing down at the AGM after 16 years of service. When Tony joined our board, it was at a critical time with significant internal issues and he stepped into the acting-CEO until the appointment of Ginny. He has been a tremendous asset to the trust over his tenure. I would like to thank Tony for his dedication over a long period of time and wish him well in his retirement.

On behalf of the Board, I would like to thank all our exceptional staff and volunteers for all they do to ensure our patients are supported to live and die well.

Finally, I would like to thank my fellow Board members, Ginny and her Management Team for the advice and support given over the past year.

I look forward to working with you all in person over the coming year now restrictions have been lifted.



STUART MCLAUCHLAN CHAIRMAN

HOSPICE FINANCE FINANCIAL REPORT FY 2022

The Hospice's operating trust recorded a net deficit of \$161,884 (excluding the \$1.7m transfer to the Gordon Allen Trust) for the full year 2022.

Another financial year marked by continued disruption is the best way to describe the year, with Covid and inflationary pressures impacting greatly on the Hospice financial accounts. Covid impacted the operating revenue of all shop income, resulting in lower opening hours and patronage. Shop income has been integral to the financial success of the Hospice and will continue to be the financial bridge between contractual income from the DHB and the cash shortfall after operating expenditure is accounted for.

Inflation, as mentioned last year, has impacted greatly with rising costs of goods and services. The Hospice board has been proactive working hard to make sure staff are remunerated in a fair and equitable way for the good work that they do. Staff have also worked hard at creating efficiencies throughout the organisation.

We would like to thank and make special mention to all donors for their contributions and the ongoing support of our local community and volunteers.

As we move forward to 2023 the impacts of Covid lessen but we are still faced by challenges. Inflationary pressures are set to continue, staff shortages and funding shortfalls to operating income are key risks.

However, the Hospice remains resilient, fleet-footed in its operational model to cope with these stresses. It's in good financial heart thanks to the Hospice Foundation Trust which contributes monthly to the operating account, our network of regional shops and the efficiency and hard work of all staff.



PETER MCINTYRE
CHAIR FINANCE COMMITTEE

OUR YEAR AT A GLANCE

CEO'S REPORT

First and foremost for the last 12 months, I would like to recognise the incredible efforts of our dedicated team which has come through the darkest hours of Covid without our service being compromised. It has been no small feat given at times we were extremely close to breaking point.

I would like to single out patient facing staff who have done some extra heavy lifting throughout Covid in terms of managing patient and whānau expectations, especially with our restricted visitor policy. It's been a hard road, and there have been some very tough conversations which our staff have handled extremely well. It has taken a toll.

While we are not out of the woods yet, we have settled into a pattern of precaution which continues to keep our staff and our patients safe. Covid has made us acutely aware of how vulnerable we are with our staff numbers – it wouldn't take much to knock our workforce out, impacting our ability to serve our patient population - and so we will continue with these precautions until we are in the clear.

With Covid as an ever-persistent backdrop, we have also been working on all fronts to ensure our team is looked after as best we can. We have worked very hard to ensure our people are paid equitably. Our nurses are paid at level with, and in some cases more than, their colleagues in the hospital.

We are very proud we have the capacity to acknowledge our staff and their expertise in palliative care in this financial manner - although this also has taken a toll on our finances.

Hand-in-hand with our efforts to ensure our staff are well paid, we have also developed a strong strategic imperative to develop our own. That means ensuring everyone at Hospice has professional development opportunities, including palliative focussed inhouse education sessions to ensure staff are constantly upskilling. Alongside this, we have developed a forward-thinking and dynamic career pathway for nurse practitioners and clinical nurse specialists making OCH an attractive careeer option for motivated nurses. This new senior nurse team is already having a terrific impact on our service delivery.

The challenge moving forward will be to keep our team building from within as much as possible as recruitment increasingly becomes a key issue across the nation, as well as keeping abreast of Te Whata Ora, Te Aka Whai Ora and the changes that lie ahead in the health eco-system.

I know our committed team and board of trustees can step up to the challenges in front of us, ensuring the Hospice retains its reputation for being a quality, equitable service for all those requiring specialist palliative care in Otago.

Despite the rough time had throughout the last financial year, there are always bright moments to celebrate, and I've chosen some of my favourite stories from the last year below.

Ngā manaakitanga.

Hurihia tō aroaro ki te rā tukuna tō ātārangi kia taka ki muri i a koe. Turn your face toward the sun and the shadows fall behind you.



GINNY GREEN
CEO - OTAGO COMMUNITY HOSPICE



The final Brass Monkey Rally (its 40th) wound up and contributed \$50,000 to Hospice. These unexpected funds provided welcome relief at a time of low-level fundraising.



Staff mask up for a Christmas celebration like no other -Marie Morgan seen here making the most of a different mask.



Gully's (Kelvin Gallivan) golf tournament continues to go from strength to strength.



Volunteer Heather Hore celebrates 30 years of incredible volunteer service.



Christine and Louisa challenge Dunedin staff to partake in the ladies golf day.



Shorts for Hospice – provided staff some well-needed light relief...in the middle of winter.



Our Corporate Sponsors gather for the first time in a while and Colliers donate a staggering \$40,000.



Care Coordinators Marc Sescon and Christina Bowen with their freshly printed Postgraduate Diplomas in Health Sciences with Palliative Care focus. Staff kept up their studies right through Covid.



Paritai Samuel wins the prize for naming the new HR platform: Doogle.



The inaugural Edinburgh Realty Women's Golf Tournament – thanks to Merrin Bath from our Board and Edinburgh Realty.



It was encouraging to see fundraising events kicking off again. The Rotary Club of Taieri and Taieri Lions Club Annual Winter Crop Competition saw \$27,000 come our way.

SNAPSHOT OF HOSPICE SERVICE JULY 2021 – JUNE 2022

Total number of patients on programme in the year

750

Average number of patients on programme at any one time

247

Patients by disease

75% 25% CANCER

NON-CANCER

Male

Female

55% 45%

New referrals

546

Rural new referrals

222 -41%

(40% in 2020-21)

Patients by age bracket

Under 55

7%

55-64

26% 16%

65-74

75-84

85 and over

33%

18%

Admissions to the IPU

152

Community visits

3,705

Phone contacts

9,038

family support contacts

3,793

Kilometres driven

450,000

APPROXIMATELY

Kowhai Programme attendances

146

Otago Polytechnic Nurse Student Placements

CLINICAL DEVELOPMENTS

While our staff were dealing with the direct and knock-on effects of Covid, we also managed some amazing work at the coalface.

STRENGTHENING HOSPICE'S ARC OUTREACH

This last year has been one of crisis for the aged residential care (ARC) workforce. Given we work so closely with this workforce, we have built into our team increased support for the Otago ARC sector.

We are seeing a trend where New Zealanders are accessing residential care at a later stage, which means by the time they arrive at an aged care facility their stay will be shorter, but their need for expert care is more acute. We know expert nurses will need to be leaders in this sector to ensure our elderly get the appropriate care at end of life.

As a specialist provider, we take our responsibility to support partners in care very seriously. This is where our ARC Support Service team come into play, contributing significant education, advice and staff development in the ARC setting – and the ability to make a significant impact for both staff and patients.

We have had our ARC team working with the sector for five years now and in early 2022 we increased our ARC resources, pulling more nurses into the focused team. We also secured a fellowship from the Gordon Allen Foundation Trust and with that fund employed nurse Helena Lamb whose prime focus is developing palliative care skills in an ARC setting.



Helena is now under the ARC team's wing with on-the-ground training and will in the new year undertake a Diploma in Palliative Care, with a focus on aged care.

ENDING LIFE WELL PODCAST LAUNCHED

Denise van Aalst – our Kowhai Programme Coordinator – produced a 17-part podcast for carers called *Ending Life Well*. It was launched on June 16 and by the end of the month had over 600 downloads.

Ending Life Well takes our Kowhai programme and provides the key carer education content to listeners via short interviews with our educators. The content is very practical and developed with the carers in mind.

It was uploaded to several podcast platforms, and has been distributed via Te Kahu Pairuri o Aotearoa (Hospice New Zealand) as well as health providers around the country with the intention of being a valuable resource for all New Zealanders facing caring for a loved one.

We've had such exciting feedback from the release of the podcast, including this from respected palliative medicine specialist, Rod McLeod:

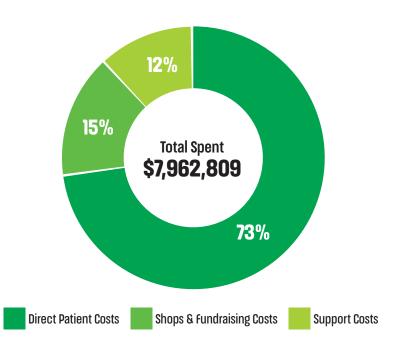
"Thank you so much for this, it is very exciting and a wonderful resource..."

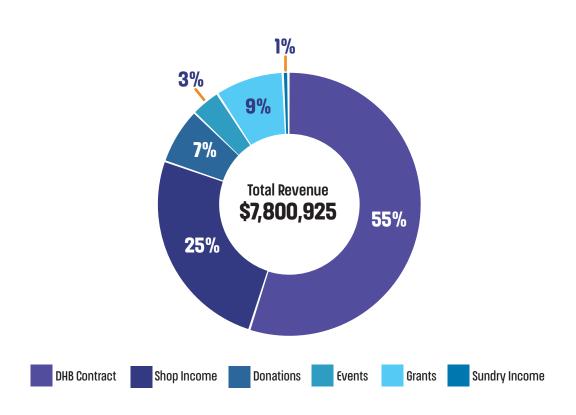
And these reactions via the our facebook community:





INCOME VS EXPENDITURE





VOLUNTEERS

We have been extremely lucky with volunteers over the last three decades – some of whom have been with us that whole time! But Covid, the job market and modern life are having an effect on our ability to boost our volunteer numbers and it is getting harder to recruit volunteers. And when we do recruit people, they are increasingly less available than previous volunteers.

This is a phenomena other organisations have been struggling to solve over the last few years and it is finally hitting OCH. This last year saw us testing out new ways of recruiting and then managing volunteers. As with everything, the first step is ensuring the community knows about the potential to volunteer with Otago Community Hospice so our social networks have been worked hard to rebuild our volunteer army. We ended the year with 20% less volunteers than we had in 2020, however the recruitment drive is starting to effectively rebuild, and we have high hopes that volunteer numbers will return to pre-covid levels by the beginning of 2023.

The volunteers continue to be a strong component of what makes Hospice work, and we all look forward to having the full contingent of volunteers back to all roles in the new financial year.

VOLUNTEER CELEBRATIONS

15 YEARS

Pat Moyle Monarch Afternoon Tea

10 YEARS

Gaylene Gardener	Gardener
Julia Witter	Reception
Natasha Harborne	Mosgiel Shop
Val Wilson (nee Degarnham)	Mosgiel Shop
Carol Bain	Mosgiel Shop
Gwenda Colloty	Mosgiel Shop
Gloria Barton	Mosgiel Shop
Anne Maree Wigley	Housekeeping
Maria McMahon	Oamaru Shop
Judy Robertson	Mosgiel Shop

5 YEARS

Sue PierreKitchenMaryam PurvisReceptionLindy HuntKitchenLauren FinchMilton ShopRuth LunnAlexandra ShopGlenda RuddenklauAlexandra ShopHelen DonMosgiel Shop









HOSPICE SHOP NETWORK

It's been a roller coaster year for the shops with Covid -19 requirements increasing the workload for staff hugely.

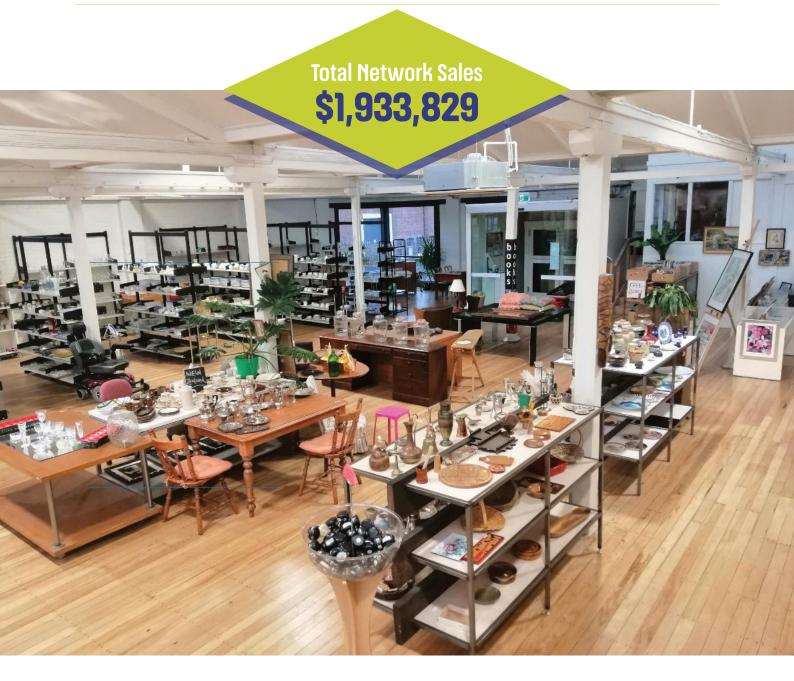
We had staff and volunteer vaccine mandates to navigate, shop closures under lockdown in August and Sept 2021 and a three month period of vaccine mandates for customers. All of this took its toll but the staff and volunteers came through bravely and just got on with the show as best they could.

The toughest period was February to May 2022 when most shops were running reduced hours and dealing with significant staff and volunteer absences. Looking back, it was very challenging. Looking forward we are in great shape staffing wise and are focusing on rebuilding our shops back to normal opening hours.

We closed the Cromwell shop in January 2022 after the end of our lease, and our inability to secure a new location. The shop was established in 2013 and over nine years had contributed \$337,000 to our fundraising needs. It was a very sad day.

We continue to focus on the Alexandra shop as our key fundraiser for the Central Otago region, and continue to keep a watchful eye on potential buildings for other shops in the Central region.

Despite all the disruption, the sales for the year across the shop network totalled \$1,933,829. Vogel St and Mosgiel continue to deliver high sales and great margins, with our three provincial stores doing incredibly well. We are excited about the year ahead and beyond.







TRUSTS AND FOUNDATIONS

This year, we had valuable and timely support from the following trusts and foundations:

Gordon Allen Foundation Trust

The Lion Foundation

Central Lakes Trust

The Bendigo Valley Sport and Charity Foundation

EMM Haynes Charitable Trust

Goodwill Charitable Trust

William Sheriff Charitable Trust

Link Upper Clutha

Upper Clutha Hospice Trust

Aotearoa Gaming Trust

Healthcare Otago Charitable Trust

John Lemon Charitable Trust

Dunedin Casino Charitable Trust

The Trusts Community Foundation

Grassroots Trust Central

William Stewart Downie Charitable Trust

Jessie Hill Charitable Trust

Dunedin City Council Community Grant



THANK YOU TO OUR AMAZING PARTNERS

CORPORATE SUPPORTERS

Thank you to our amazing partners who donated over



in sponsorships and gifting services and products.



Mercy Hospital Ltd



ODT Pioneer Energy Preens/Apparel Master



Total Carpet Services Pacific Fineline Mornington Taphouse Cooke Howilson Toyota



Edinburgh Realty Commercial Firebrand Kaans Catering Supplies Ltd Mackies Hotel Mosgiel Tavern Quartz Reef Speedprint Unichem Knox Pharmacy

NATIONAL PARTNERS

Otago Community Hospice is proud of the National Partnerships
that we hold very closely here in Dunedin.
As part of Te Kahu Pairuri o Aotearoa (Hospice New Zealand),
we are privileged to have the ongoing support of national partners:
BNI, House of Travel and Harcourts,
and national supporters of Hospice: Craigs Investment Partners and Dilmah.











FARMERS

The amazing teams at Farmers in Oamaru and Dunedin kicked off their annual Hospice campaign on 18 November.

A total of \$32,378.36 was raised through their add-a-donation campaign, alongside selling beautiful Christmas baubles designed for Farmers.





Notes to the Summary Consolidated Financial Statements for the year ended 30 June 2022

These are the summary consolidated financial statements of Otago Community Hospice Trust (the "Trust") for the year ended 30 June 2022. The specific disclosures included in these summary financial statements have been extracted from the full consolidated annual financial statements dated 17 October 2022. The full consolidated annual financial statements were approved for issue by the Trustees on 17 October 2022 and have been prepared in accordance with Tier 2 Not-For-Profit 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.

A qualified audit opinion has been received on the full consolidated financial statements for the year ended 30 June 2022. The modification is a qualification that is common with other entities of a similar nature, where control over donations, fundraising and other similar revenue prior to being banked is limited. A copy of the full Trust financial statements for the year ended 30 June 2022 can be found online at www.otagohospice.co.nz. These summary financial statements have been audited for the year ended 30 June 2022 and are consistent with the full financial statements. An unqualified audit opinion has been issued.

These summary financial statements were approved for issue by the Trustees on 17 October 2022.

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. The 2022 summary consolidated financial statements comprise Otago Community Hospice Trust and its controlled entity, The Gordon Allen Foundation Trust (the "Foundation"). The Foundation was previously called Otago Hospice Foundation Trust but changed its name on 29 May 2019 to recognise the contribution from Gordon Allen.

These summary consolidated financial statements and the accompanying notes summarise the financial results of activities carried out by Otago Community Hospice Trust and its controlled entity. The Trust provides hospice services in Otago and the Foundation receives and invests funds to provide specialist palliative care of the terminally ill in the province of Otago.

These summary consolidated financial statements 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.

Controlled Entity

The Gordon Allen Foundation Trust operates independently to Otago Community Hospice Trust. It receives donations, bequests and investment income and makes grants to support the Hospice. Certain investments owned by the Foundation are held in trust and are not available for the Hospice's operating activities.

Summary Consolidated Statement of Comprehensive Revenue and Expenses for the year ended 30 June 2022

	2022	2021
	\$	\$
Revenue		
Revenue from Non-Exchange Transactions	8,253,318	8,656,644
Revenue from Exchange Transactions	724,392	323,651
Total Revenue	8,977,710	8,980,295
Expenses	8,063,315	7,226,870
Total Expenses	8,063,315	7,226,870
Surplus for the year	914,395	1,753,425
Other Comprehensive Revenue and Expense	(1,011,640)	688,861
Total Comprehensive Revenue and Expense	(97,245)	2,442,286

Summary Consolidated Statement of Changes in Net Assets for the year ended 30 June 2022

	2022	2021
	\$	\$
Opening Balance at the beginning of the year	18,927,479	16,485,193
Plus Total Comprehensive Revenue and Expenses for the year	(97,245)	2,442,286
Closing Equity at the end of the year	18,830,234	18,927,479

The total comprehensive revenue and expense of (\$97,245) includes the Foundation. The net deficit for the Hospice before consolidation is (\$1,875,006).

Summary Consolidated Statement of Financial Position as at 30 June 2022

	2022	2021
	\$	\$
Assets		
Cash and Cash Equivalents	1,325,280	1,851,395
Other Current Assets	8,060,406	5,976,798
Total Current Assets	9,385.686	7,828,193
Investments, Property, Plant, Equipment and Intangibles	10,777,290	12,137,417
Total Non-Current Assets	10,777,290	12,137,417
Total Assets	20,162,976	19,965,610
Liabilities		
Trade and Other Payables	295,853	226,280
Other Current Liabilities	1,036,889	811,851
Total Current Liabilities	1,132,742	1,038,131
Total Non-Current Liabilities	0	0
Net Assets	18,830,234	18,927,479

Summary Consolidated Statement of Cash Flows for the year ended 30 June 2022

	2022	2021
	\$	\$
Net Cash from Operating Activities	1,022,521	1,772,653
Net Cash used in Investing Activities	(1,517,118)	(2,257,678)
Net Cash used in Financing Activities	(31,518)	(63,036)
Net Decrease in Cash and Cash Equivalents	(526,115)	(548,151)
Cash and Cash Equivalents at 1 July	1,851,395	2,399,546
Cash and Cash Equivalents as at 30 June	1,325,280	1,851,395

Auditors Report



Report of the Independent Auditor on the Summary Financial Statements

to the Trustees of Otago Community Hospice Trust

Our Opinion

The summary consolidated financial statements, which comprise the summary consolidated statement of financial position as at 30 June 2022, the summary consolidated statement of comprehensive revenue and expense, summary consolidated statement of changes in net assets and summary consolidated statement of cash flows for the year then ended, and related notes, are derived from the audited financial statements of Otago Community Hospice Trust for the year ended 30 June 2022. In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial statements, on the basis described in the notes to the summary financial statements.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required for the full financial statements. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon.

The Audited Financial Statements and Our Report Thereon

We expressed a modified audit opinion on the audited financial statements in our report dated 17 October 2022.

Trustees' Responsibilities for the Summary Financial Statements

The Trustees are responsible for the preparation and presentation of the summary financial statements in accordance with PBE FRS-43: Summary Financial Statements.

Auditors' Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised), *Engagements to Report on Summary Financial Statements*.

Other than in our capacity as auditor we have no relationship with, or interest in, Otago Community Hospice Trust.

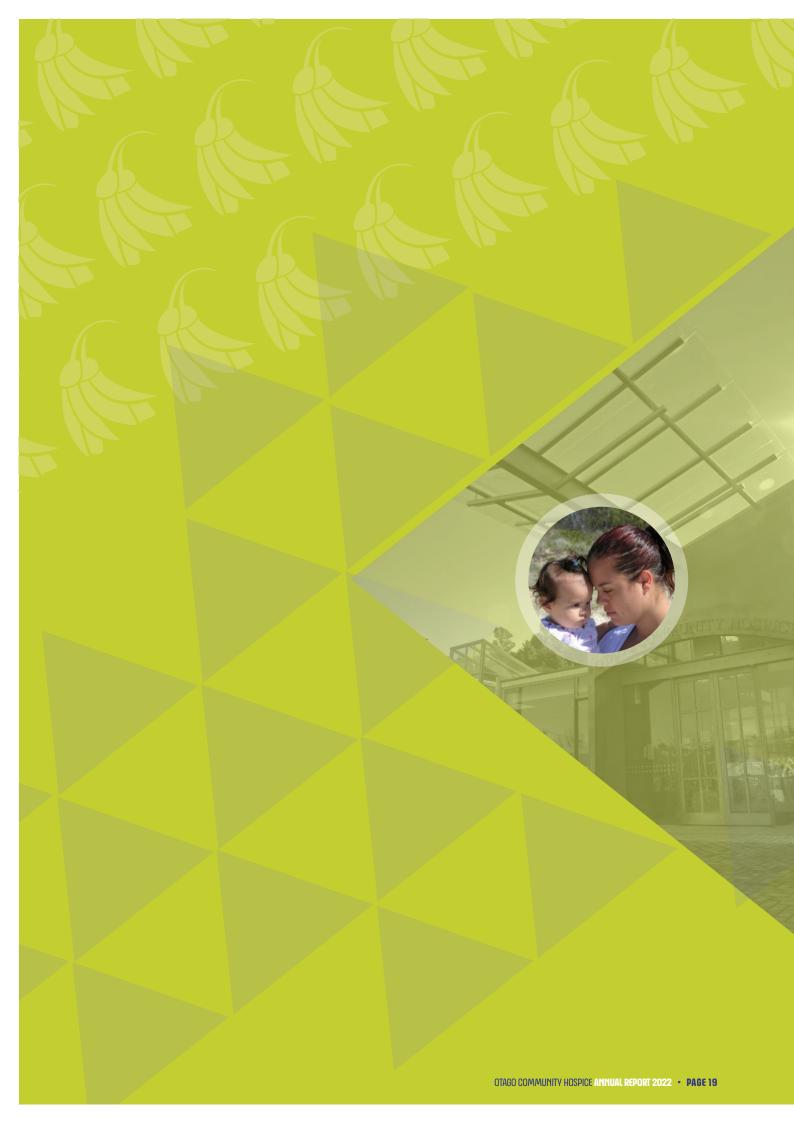
Restriction on Distribution or Use

This report is made solely to the Trustees as a body. Our audit work has been undertaken so that we might state to them those matters which we are required to state to them in an audit report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Trustees, as a body, for this report, or for the opinions we have formed.

Chartered Accountants 17 November 2022

Audit Professionals

Dunedin



COMMUNITY SERVICE CLUBS

This year we had terrific support from the Otago-wide community of Service Clubs, with 16 Service Groups.

Total Raised \$32,378.36

Lions Club of Milton

Oamaru Lions Club

Forbury Park Indoor Bowling Club - Social Club

Taieri Bridge Club

Halfway Bush Women's Fellowship

Lions Club of Palmerston

Lions Club Maniototo

Rotary Club Dunedin South

Rural Women Waikaka Valley

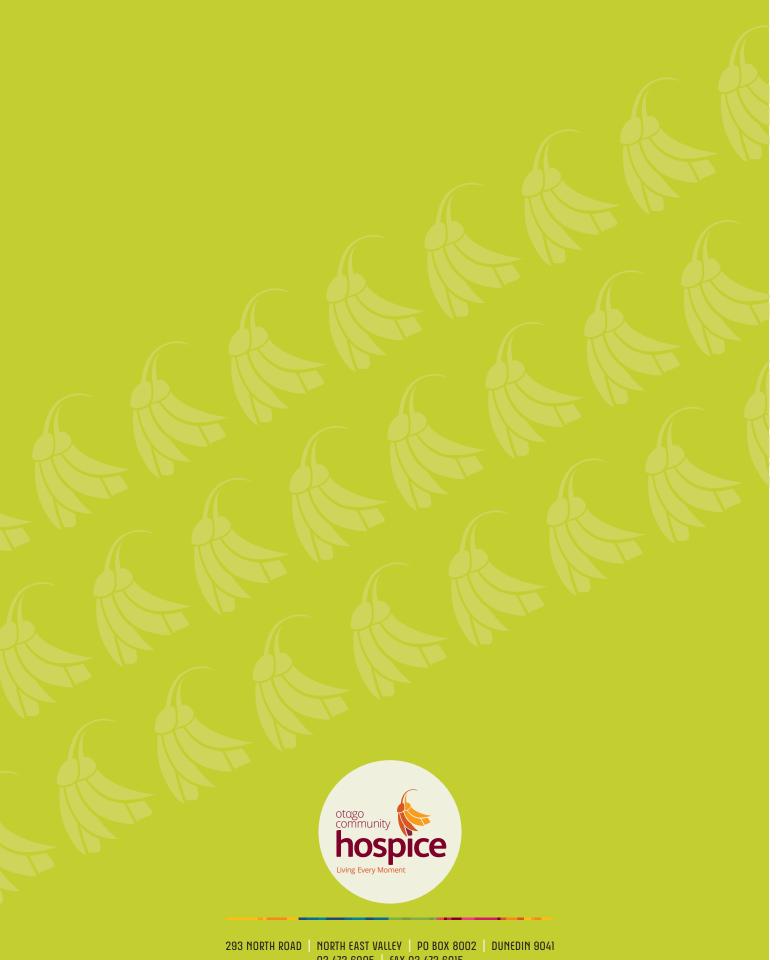
Woman's Institute of Kuriwao

Lodge St Patrick

Womens Institute Waihola/Clarendon

Rural Women NZ Henley

 $^{{}^{\}star}\text{Please let us know if you should be on this list, as we are always trying to improve our donor acknowledgement.}$



293 NORTH ROAD | NORTH EAST VALLEY | PO BOX 8002 | DUNEDIN 9041 03 473 6005 | FAX 03 473 6015 contact@otagohospice.co.nz otagohospice.co.nz