



ANNUAL REPORT 2018

Together, we are making Hospice happen

“ Thank you guys so much for all your help and support during our Mum’s hard time. You helped make the process so much easier by allowing us to be daughters rather than her carers. We cannot thank you enough. ~ Family member ”

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OUR VISION:

Honour living, dignify dying

OUR MISSION:

Provide leading edge hospice palliative care services to individuals and their families, care networks and communities

OUR VALUES:

Pride & Passion
Professionalism
Partnership & Inclusion
Compassion & Respect
Innovation & Collaboration

OUR OPERATING PURPOSE:

Operate a sustainable, high quality, high touch, outcomes based Hospice for the diverse communities of South and South East Auckland.

Compassion & Respect

Treating others with care, maintaining dignity. Demonstrating kindness and concern for the situation and circumstances of others

Partnership & Inclusion

Working alongside and with others. Treating people with respect and dignity: valuing individual and cultural differences and diversity

our values

Innovation & Collaboration

Constantly seeking new ideas and striving for better solutions. Achieving success by working together and valuing each other's skills and contributions

Professionalism

Acting with integrity and embracing the highest ethical standards

Pride & Passion

Stewardship of our vision and values and advocacy for our cause

“

We are proud that driven by our diversity and inclusion strategy we have an increasing mix of peoples, experience and culture across our workforce...

”

Totara Hospice CE Tina McCafferty (L) and Totara Hospice South Auckland Board Chair Barbara Astill

JOINT REPORT OF THE CHIEF EXECUTIVE AND CHAIR

Kia ora, Kia Orana, Talofa Lava, Malo e lelei, Fakaalofa Lahi Atu, Ni sa Bula Vinaka, Namaste, Ní hǎo, Hola, Warm Greetings to All.

It is our pleasure to provide the annual operating report for the FYE June 2018. This year we have made significant progress toward the attainment of our three key strategic goals: excellent and equitable care, sustainable hospice services into the future and a sector leading workforce. This is reflected in a number of ways.

Our excellent teams of multidisciplinary practitioners across nursing, medicine, allied health, pharmacy, psycho-social support, spiritual and cultural support provided care to 912 newly referred patients and their families. People living with a chronic or neurological disease made up 25% of our patient group and 75% of people who accessed our services had some form of cancer. This resulted in 2600 days of care in our IPU and 12,700 care contacts across our community services.

We have also successfully formed a new team supported by Ministry of Health Funding, to deliver an innovative package of support to (and learn back from) our colleagues across primary care and aged residential care. This initiative is called 'Poi'. Poi exists to support great palliative care being delivered across our community of healthcare providers. It's a collaborative alliance with four other leading hospices across Auckland. For Totara, it has also brought an opportunity to work with Te ORA Māori Medical Practitioners and Mary Potter Hospice to develop a Māori Framework for Palliative Care which we look forward to piloting in 2019. The mix of age, culture and ethnicity of patients, families and whānau accessing our services continues to grow.

Of the newly referred patients, 280 people were <65y, 229 were between 65y & 74y and 403 were over 75y. In terms of nationality and culture, those who identified as Pacifica made up 23% of service users, Māori 16%, Asian 13% European 9%, NZ Pākehā 36% and 3% were from other groups. This rich tapestry of peoples and cultures is a terrific indicator that as a hospice we are lessening barriers to care. Over the next year we will work to better understand the difference between access to care versus the experience of care, so that we continue to improve.

We are proud that driven by our commitment to diversity and inclusion, we have an increasing mix of peoples, experience and across our organisation, at every level from the Board of Trustees through. Currently there are 18 different nationalities of people working across Totara, four different age generations from millennials to baby boomers, a mix of religions, humanistic beliefs, lifestyles and abilities. This is important to us as we truly strive to have our hospice reflect the community it serves and be an inclusive place for all peoples; patients, family, whānau, workforce, visitors and supporters.

Many staff have achieved advanced qualifications, given sector leading presentations, been on leadership training, have had papers accepted for conference or have demonstrated new and exciting ways to work together. We are demonstrably building up a positive reputation and brand for the performance levels of our teams and services, and as a good organisation to work with and within.



“
As we enter the 2018-19 year we are energised, motivated and committed to our hospice’s secure future...
”

We have a steady financial position this year. Services are funded via a combination of public funding through our local DHB Counties Manukau Health (CMH). This year CMH funded approximately \$5.4million. Independent monies raised from within our local community of giving, (via the tireless work of fundraising staff, retail staff, volunteers, youth ambassadors and the very generous actions of those who chose to make individual donations or bequests), raised another \$4+million. We are grateful to all for the ongoing support of our work.

This year also heralded a refreshed approach to our partnership with CMH resulting in a series of clinical care, contracting, funding and patient and family outcomes workshops and agreements for the future. We are very motivated by the reaffirmed level of respect for and partnership with our services and we look forward to a review of funding levels and the overall contract cycle, to better reflect the quality of our relationship at services and systems levels. We contemporaneously acknowledge the progress being made whilst continuing to advocate for funding equity to ensure sustainable, quality services into the future across this very complex health sector.

Business support services that enable us to work so effectively and efficiently across Totara include, but are not limited to, the staff and volunteers across People and Culture, Finance, IT, Analytics, Administration, Facilities and House Services. We are very proud of the standards of business support delivered and through their efforts, along with the support of our clinical teams we have implemented our Café Aroha, opened our wedding loft shop, designed new fundraising events and made great connections with local business.

From a strategic perspective we have implemented a new electronic Patient Management System to capture outcomes

data and evidence the difference our services make to the lives of the patients, families and whānau who rely on us to provide great care and to evidence our value to the healthcare system.

As we enter the 2018-19 year we are energised, motivated and committed to our hospice’s secure future. There is a new government, new DHB leadership, a series of systematic healthcare reviews and the associated policy and funding promises that accompany such events. We intend to embrace these changes and be flexible and innovative in how we incrementally adapt and respond to challenges and opportunities.

In closing we also wish to thank the many community and business organisations, group and individuals sponsors and supporters (too many to list separately) from within our community and wider networks who donate time, resources and funds to supporting and sponsoring our work to ensure our sustainability. Thank you for continuing to make hospice happen in our community.

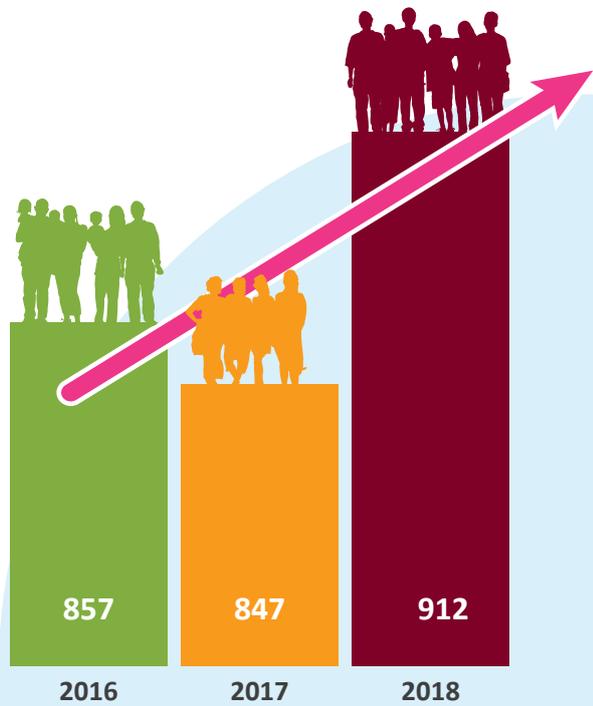
We would like to recognise the skills and commitment of the wider Board of Trustees, management’s senior and operational leadership teams and all of our staff, volunteers and youth ambassadors across every area; thank you for the care, support and advocacy you provide. The need to honour living and dignify dying is a wish shared and held in the hearts of us all. Without you all sharing that belief and living that aspiration every day, we would not be the Hospice that we are.


Barbara Astill- Board Chair

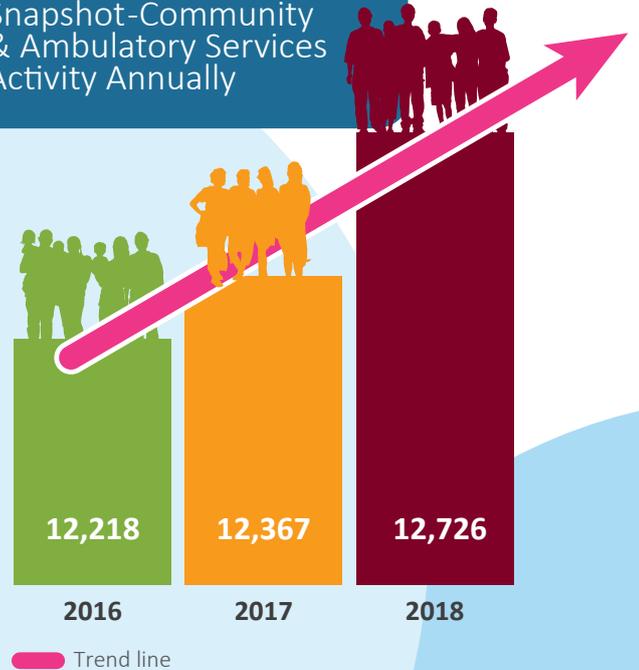

Tina McCafferty- CE

WHO WE ARE ENGAGING WITH

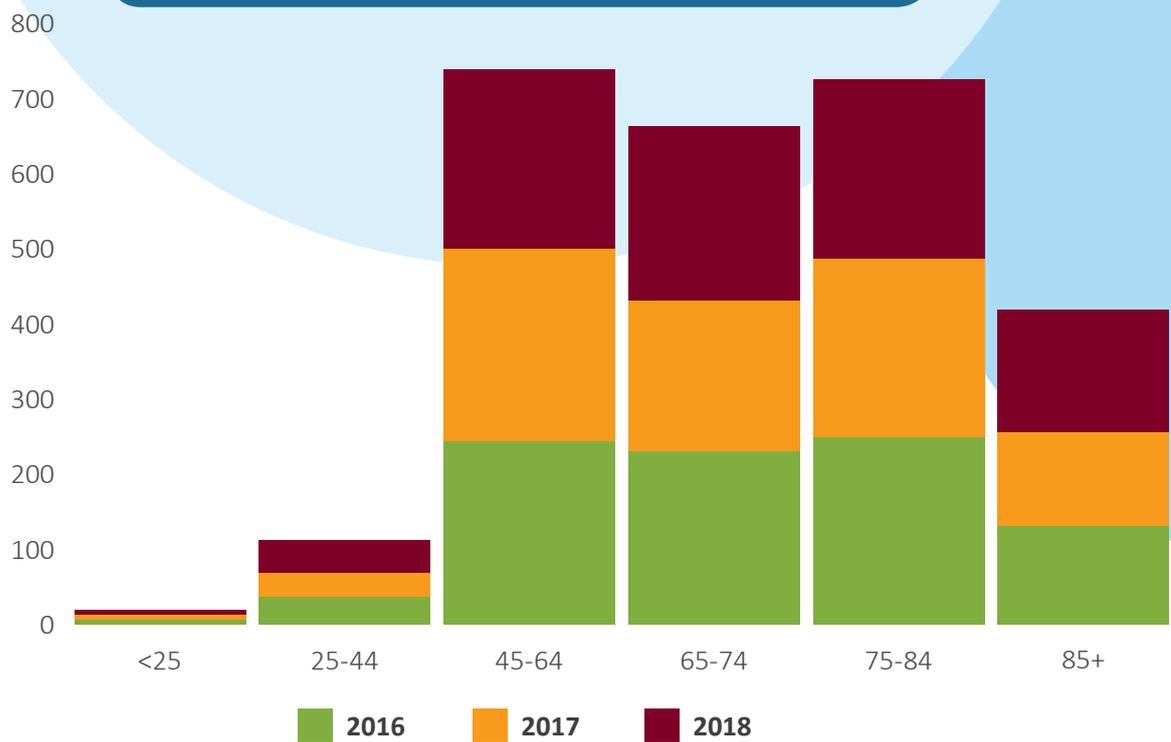
Snapshot- Total Referrals by year



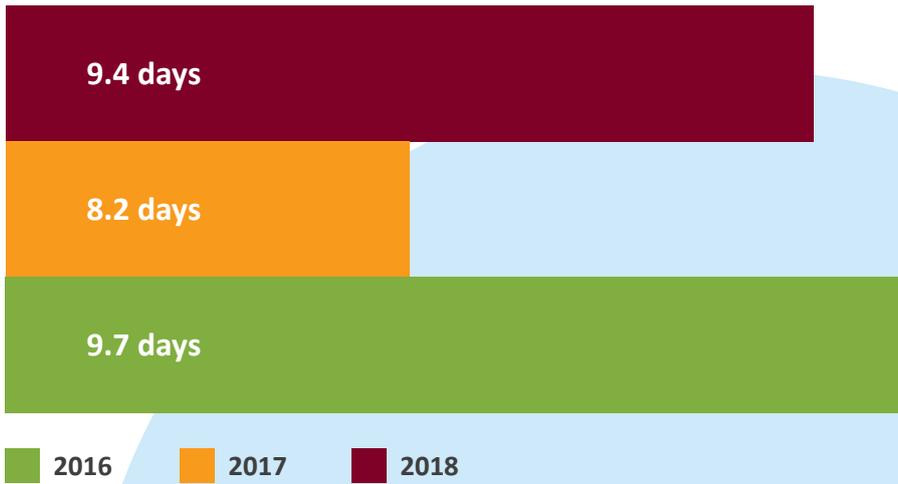
Snapshot-Community & Ambulatory Services Activity Annually



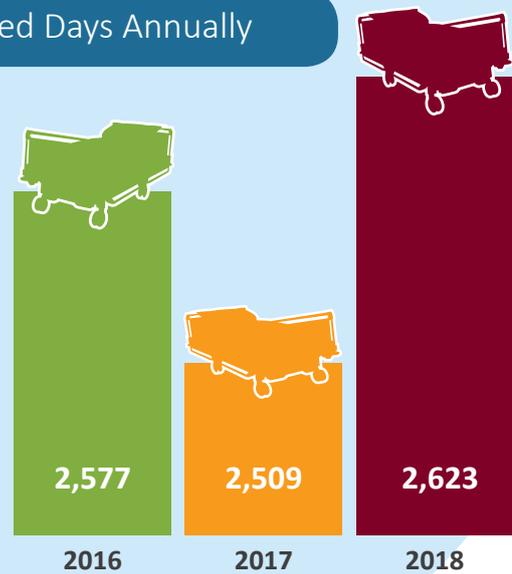
Snapshot-Total Referrals by Age Group Annually



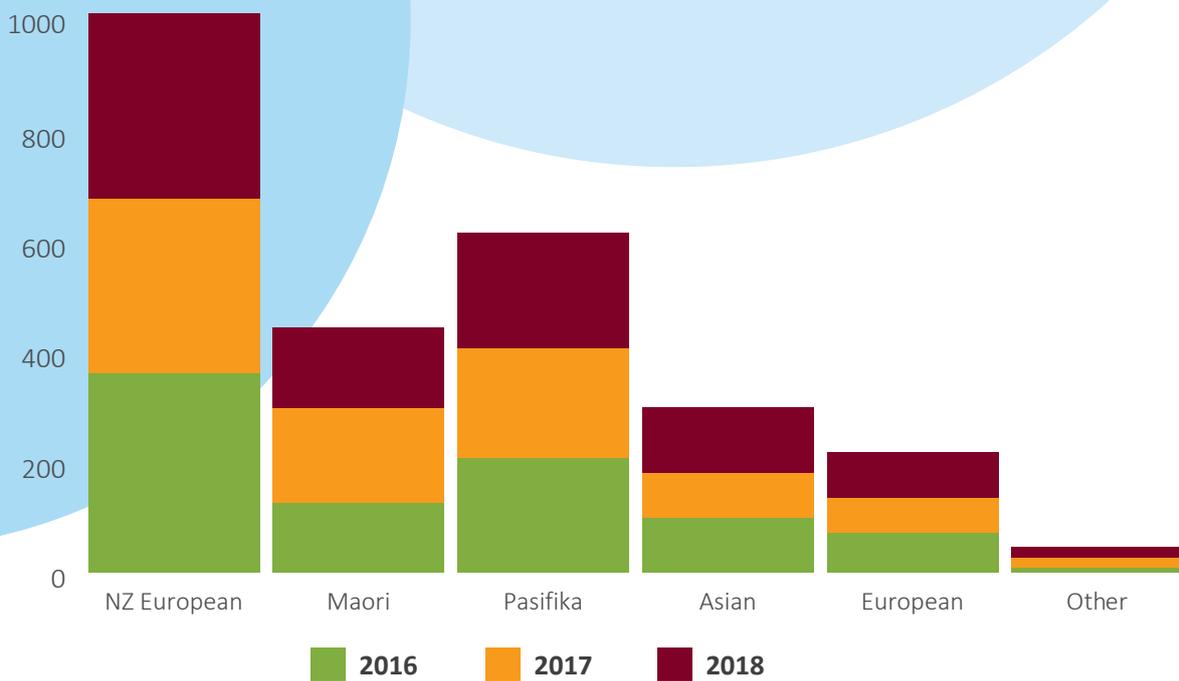
IPU Length of Stay Annually



IPU Bed Days Annually



Snapshot-Total Referrals by Ethnicity Annually



FROM THE SENIOR LEADERSHIP TEAM

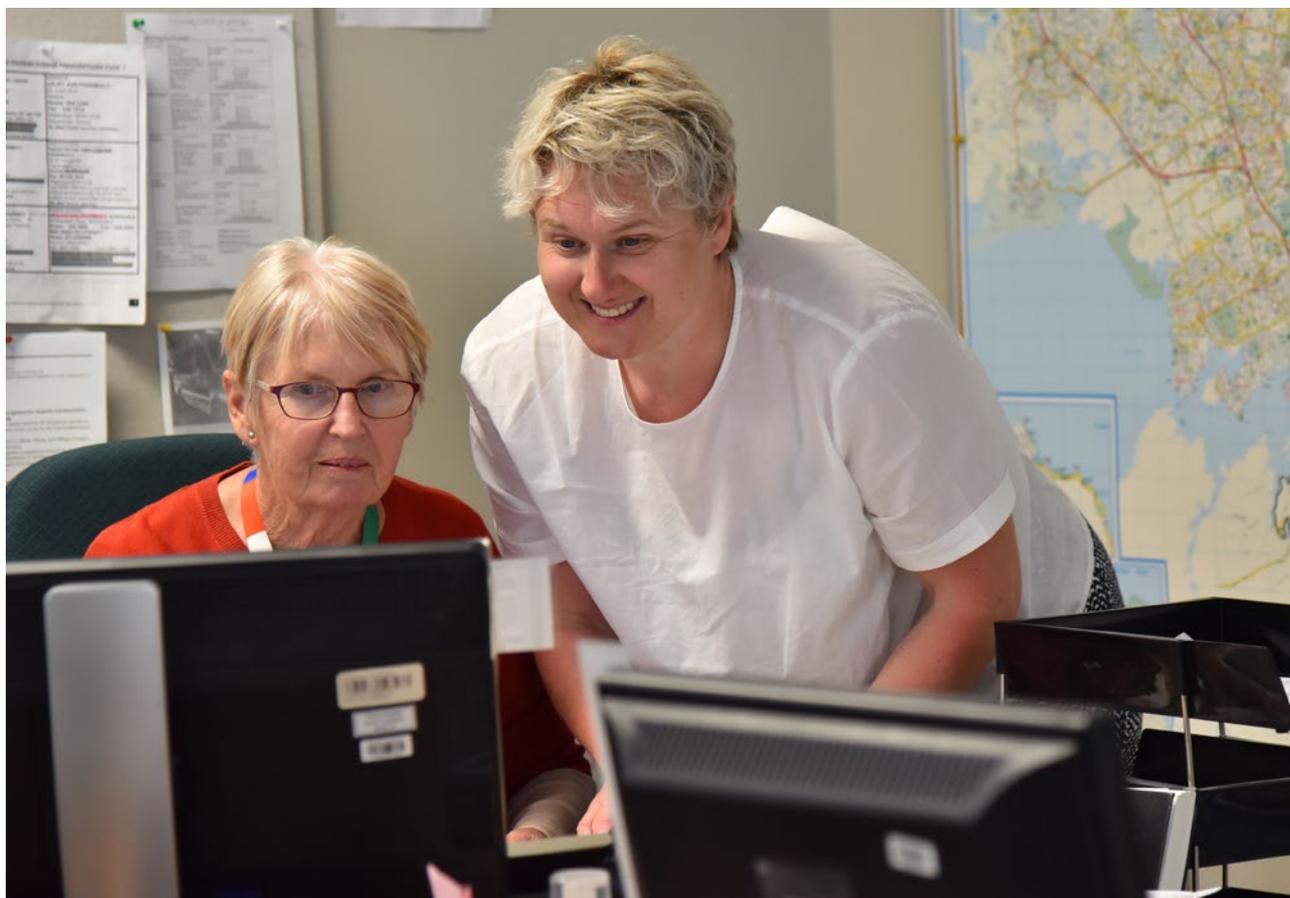
It has been another busy year as we continue to reflect on and adapt our services to ensure that we are providing great, holistic care, promoting the work of hospice, improving overall palliative care literacy, nurturing connections in our community and ensuring our sustainability for years to come.

This year two things have really come to the forefront in our work. The first, the importance of using data to assess progress, evidence value and help inform our decisions. The second, having an integrated approach across business units, professions and groups. Making hospice happen is dependent on us working together. This year more than any other has demonstrated that the frontline of clinical service truly needs the support of the second line of operations in order to prosper. The support services are vital in raising community awareness across the board. Working together as 'Team Hospice' is vital to 'getting things done well'.

We are delighted therefore to share in an integrated style, some of our key cross team achievements (clinical &, marketing & fundraising, volunteers, people & business and retail) for the 2017-18 year.

With regard to the frontline, clinically, we strengthened our multi-disciplinary approach to palliative rehabilitation, encouraging independence skills and ensuring patients and families had the right kind of emotional, spiritual, cultural, clinical and social support for them. Responding to national

and global trends for hospices' we also become more active enablers of building community primary palliative care capacity and capability. We reached out further to oncology, haematology, general medical and health of older people services across secondary hospitals, we began partnering in a recent management of heart failure initiative with secondary care and primary care partners to improve the well-being of heart failure patients. We increased our educational outreach and the number and range of student placements we offer. To better evidence our clinical impact we transitioned our patient management system supported by MedTech. In November, in partnership with the Poi Alliance (a collaboration of 5 hospices across Auckland) and supported by the regional programme manager, we launched the Poi Programme (www.poiproject.nz). The aim of Poi is to provide support to our community care partners in residential care and general practice fields. Within Poi we not only deliver education and support services to these partners but are also the training hub for General Practitioners with a Special Interest in Palliative Care (GPSI) Interns, we support link nurse development between Hospice, primary care and aged care and provide psycho-social internships.





Hospice Shop Pakuranga
1 Aylesbury Street

Hospice Shop Howick
61 Picton Street, Howick

Hospice Shop Manukau
29b Cavendish Drive

Hospice Shop Manurewa
153 Great South Road

Hospice Shop The Gardens
91-97 Charles Prevost Drive

Hospice Shop Takanini
198 Great South Road

0800 4HOSPICE WWW.HOSPICE.CO.NZ

BUENHAUF
日本フルハーフ

Ph 0800 4 HOSPICE
www.hospice.co.nz



hospiceshop



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 THE LION
FOUNDATION

We are delivering all components of the programme and are delighted with its progress. The willingness and commitment to care for patients and families from all staff across nursing, allied health, psychosocial support, cultural and spiritual support, pharmacy and medicine has been crucial to ensuring patients and whānau receive optimal care whether at home, day hospice, outpatient clinic or the inpatient services. To this end, we would like to acknowledge the contribution of Dr Willie Landman who retired this year after 20 years of service.

Across the second line of operational support Café Aroha established itself not only as a great 'little place' for patients and families, also it is frequented by staff and, we are delighted to say, our local community. It's proven a fantastic way to boost awareness of our hospice whilst providing patients and families with a way to share a small everyday activity together

Our shops were refurbished with more information on hospice available within them and we began two new enterprises – the wedding loft in Manukau and on line opportunities via Trade Me. All are progressing well supported by the data from a new group wide point of sale system.

Fundraising, Events and Marketing delivered an unprecedented work schedule with great results. This year we accessed more grants, supporters, donors and giving than in previous years and we are grateful for all. Relationships were further strengthened with local business and community groups including but not limited to Pub Charity, House of Travel, Rotary and BNI networks, bereavement and funeral services providers and community RSAs and sports clubs amongst many

People and Business continued to ensure that not only are we a great place to work but also to volunteer. Leadership, learning and professional development for all our staff, including volunteers continued as a priority for us ensuring we understand and apply our values to each other not just those in our care. Our colleagues across People & Business have worked tirelessly to ensure that we have the best skills and knowledge as well as the best infrastructure within our means to support the work we do. All of this could not have occurred without the core support of staff from ICT, finance, quality, house services, facilities and grounds maintenance, reception, administration support and of course our 'volunteer squad'. All of these necessary groups support every aspect of what we do and every initiative we undertake. We are all looking forward to another year of achievement together.

Dr James, Dr Kathy, Georgina, Chris, Mel and Laura.





OUR BOARD OF TRUSTEES

Our Board brings together a set of people with extensive professional backgrounds, allowing them to articulate the strategic direction and nature of collaborations required for the success of Hospice. Each member is here because they have unique and relevant insights or experience which directly benefit Totara Hospice.



Tina McCafferty- CE



Barbara Astill- Board Chair



Valerie Sugrue- Board Member



Kirsten Corson- Board Member



John Savory- Board Member



Stephanie Maitland- Board Member



Jatin Patel - Board Member



Dean Ogilvie – Co-opted Board Member
Ngāti Paoa / Te Rarawa



Joycelyn Tauevihi – Co-opted Board Member

OUR STRATEGIC LEADERSHIP TEAM

The key role of the team is to deliver the strategic objectives identified by the Board. Simultaneously the team is tasked with developing their own area of the hospice, while never losing sight of collaborative leadership, direction, development and encouragement of the overall Totara Hospice team.



Tina McCafferty- CE



Dr James Jap- Clinical Director



Dr Kathy Peri- Director of Nursing



Georgina Miller- Head of Allied Health & Social Support



Laura Marshall- Head of Retail



Chris Scott- Head of People & Business

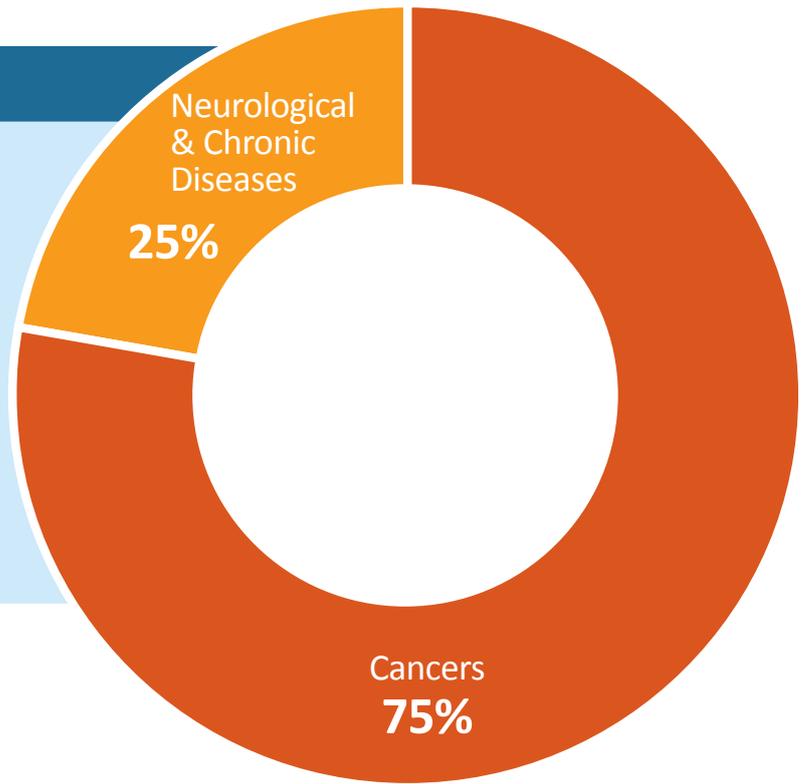


Melinda Seal- Head of Fundraising & Marketing

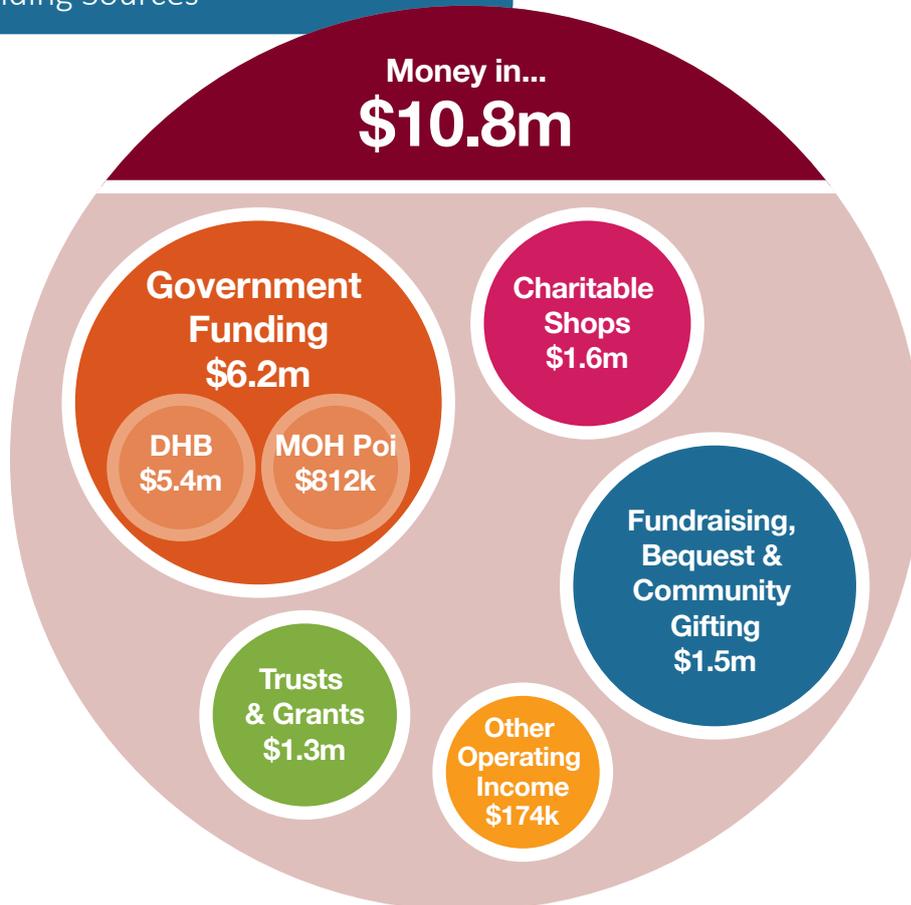
2018 KEY STATISTICS

Snapshot- Referrals by Illness

Totara Hospice provides multi-disciplinary, specialist palliative care to those with a range of life limiting illnesses including cancers, heart, lung or kidney failure or neurological diseases such as motor neurone disease.



Snapshot- Funding Sources



Facts and figures from the 2018 Annual Report

97,799

Bric-a-brac, homewares & collectables sold through the Hospice Shops.



27,500

Books sold through the Hospice Shops.



10,000

Toys sold through the Hospice Shops.



6,500

Banana boxes full of 126,573 items of clothing sold through the Hospice Shops.



2,500

Tagged and tested electrical items distributed through the Hospice Shops.



150

Kilometres of till receipts in a year.



186

New beds slept on from the Hospice Shops.



12

Tonnes of clothing sorted through the Distribution Centre.



8,576

Emails sent to supporters



Over 3,565

Hours of street appeal volunteers



312

Yarns of wool used for donated knitting items



1,352

Tickets issued to fundraising events



1,762

Average number of visitors per month.



1,168

Number of new Facebook likes.



39

Average number of phone calls per day



132

Highest number of visitors in one day.



Our Community Services Team of 14 skilled Register Nurses make over **10,000** visits each year, covering over **100,000** kms.



Totara Hospice provides free palliative care services to the South and South-East Auckland area that reaches far and wide. Our community of 486,500 people is one of New Zealand's largest and most diversely cultured.





Our Clinical team were excited to receive a new Bladder Scanner supported with funding from the Kelliher Trust.

YOUTH AMBASSADORS

Fangafua Pooi- Totara Hospice Head Youth Ambassador

I am proud to have been Totara Hospice's Head Youth Ambassador for 2 years now, it has been encouraging to see the growth of engagement and awareness amongst my peers and community through the Youth Ambassador Program. When I first started over 4 years ago we had a core team of 7 of a very similar age, I am proud to share that over 2017/18 we welcomed 35 Junior Youth Ambassadors (Intermediate), 18 Youth Ambassadors (Secondary School) and 16 Senior Youth Ambassadors (Tertiary & workplace). Our annual Careers Day where we welcome over 75 senior students from schools in our South and South East Auckland area continues to be a highlight for us, providing an opportunity for our

Youth Ambassadors to share and 'recruit' more support from our peers, also demystify the perception of Hospice amongst many our age. Volunteering at the annual events including Sunrise Walk, Ladies Lunch and Hospice Long Lunch continue to keep us motivated to support Hospice and raise funds. The amount of talent, passion and capability amongst the team is heartwarming. The work we do in the program each year where we have responsibilities for a number of projects provides invaluable developmental opportunities of working in a business and event environment that will support us in future years, whether it be University and/or in our future careers we are privileged to be involved.

Senior Youth Ambassador Erin Dench

Being a Totara Hospice Youth Ambassador gives me such a wonderful sense of giving back to the community. I am so proud to be a part of something that helps people when they are most in need of it. Although I may not encounter each patient that goes through hospice, I feel like I have made a difference in their lives and their families lives, which is a feeling you cannot describe.



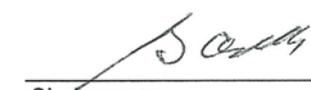
Totara Hospice Youth Ambassador team members at the 2017 Long Lunch

SUMMARY FINANCIAL STATEMENTS

STATEMENT OF FINANCIAL POSITION as at 30 June 2018

	2018	2017
Current assets		
Cash and cash equivalents	484,499	936,381
Cash held on behalf of HOA- Better Palliative Care project	1,902,157	1,176,971
Receivables from non-exchange transactions	638,297	524,515
Amounts due from related parties	-	4,011
	3,024,953	2,641,878
Current liabilities		
Payables under exchange transactions	139,179	158,009
Goods and services tax	114,696	278,273
Income in advance- tagged grants	360,226	239,155
Employee benefits liability	674,260	692,857
Funds held on behalf of HOA- Better Palliative Care project	1,902,157	1,176,971
	3,190,518	2,545,265
Working capital surplus/ (deficit)	(165,565)	96,613
Non-current assets		
Property plant and equipment	836,004	634,453
	836,004	634,453
NET ASSETS/ (LIABILITIES)	670,439	731,066
EQUITY		
Accumulated comprehensive revenue and expense	670,439	731,066
TOTAL EQUITY	670,439	731,066

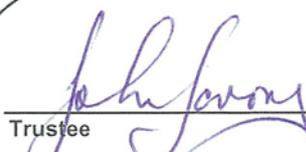
For and on behalf of the Board:



 Chairperson

27.9.2018

 Date



 Trustee

27.9.18

 Date

These financial statements should be read subject to the Audit Report on p23

SUMMARY FINANCIAL STATEMENTS

STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSES for the year ended 30 June 2018

	2018	2017
Revenue from non-exchange transactions		
Government Funding	6,205,016	5,424,294
Charitable Shops sales	1,624,046	1,608,794
Bequests	823,917	1,799,986
Fundraising and Donations	720,722	769,357
Trusts and Grants	1,280,522	547,596
Sundry income	173,916	200,307
Total revenue	10,828,139	10,350,334
Expenses		
Employee costs	(6,642,750)	(6,280,314)
Shop rents and utilities	(647,158)	(633,905)
Fundraising activities	(207,065)	(172,059)
Direct Patient care	(312,528)	(261,382)
Hospice property and grounds	(763,725)	(756,323)
Depreciation	(200,677)	(164,701)
Administration expenses	(425,948)	(353,384)
Audit Fees	(13,880)	(10,500)
Total expenses	(9,213,731)	(8,632,568)
Finance costs	(5,483)	(5,315)
Finance income	1,842	1,466
Net finance costs	(3,641)	(3,849)
Operating surplus	1,610,767	1,713,917
Other gains	-	-
Other losses	(21,394)	(12,324)
Surplus/(deficit) before non-operational donations	1,589,373	1,701,593
Specific donations received from/to related entity	(1,650,000)	(1,650,000)
Net surplus for the year	(60,627)	51,593
Other comprehensive revenue and expense	-	-
Total comprehensive revenue and expense for the year	(60,627)	51,593

These financial statements should be read subject to the Audit Report on p23

SUMMARY FINANCIAL STATEMENTS

STATEMENT OF CHANGES IN NET ASSETS/EQUITY for the year ended 30 June 2018

	Accumulated comprehensive revenue and expense
At 1 July 2016	679,473
Surplus/ (deficit) for the year	51,593
Other comprehensive revenue and expense	-
Total comprehensive revenue and expense for the year	51,593
Net transfers to/from other reserves	-
At 30 June 2017	731,066
At 1 July 2017	731,066
Surplus/ (deficit) for the year	(60,627)
Other comprehensive revenue and expense	-
Total comprehensive revenue and expense for the year	(60,627)
Net transfers to/from other reserves	-
At 30 June 2018	670,439

These financial statements should be read subject to the Audit Report on p23

SUMMARY FINANCIAL STATEMENTS

STATEMENT OF CASHFLOWS for the year ended 30 June 2018

	2018	2017
Cash flows from operating activities		
Receipts		
Receipts from non-exchange transactions	10,839,439	10,582,545
Receipts from exchange transactions	-	-
Donation from related party	-	-
Funds administered on behalf of Third Party- net	725,186	1,176,971
Payments		
Payments to suppliers	(2,394,617)	(1,873,596)
Payments to employees	(6,661,347)	(6,348,877)
Donation made to related party	(1,650,000)	(1,650,000)
Net GST paid	(163,577)	-
Net cash flows from operating activities	695,084	1,887,043
Cash flows from investing activities		
Receipts		
Proceeds from sale of property plant and equipment	9,525	-
Interest received	1,842	1,466
Purchase of property, plant and equipment	(433,147)	(120,276)
Net cash flows from investing activities	(421,780)	(118,810)
Net cash flows from financing activities		
Repayment of borrowings	-	-
Proceeds from related party borrowings	-	-
Net cash flows from financing activities	-	-
Net increase/(decrease) in cash and cash equivalents	273,304	1,768,233
Cash and cash equivalents at 1 July	2,113,352	345,119
Cash and cash equivalents at 30 June	2,386,656	2,113,352
Represented by:		
Cash and cash equivalents	484,499	936,381
Cash held on behalf of HOA- Better Palliative Care project	1,902,157	1,176,971
	2,386,656	2,113,352

These financial statements should be read subject to the Audit Report on p23

SUMMARY FINANCIAL STATEMENTS

NOTES TO THE FINANCIAL STATEMENTS for the year ended 30 June 2018

The Summary Financial Statements are for Totara Hospice South Auckland (the trust) for the year ended 30 June 2018.

REPORTING ENTITY

Totara Hospice South Auckland was formed on 11 October 1982 through the creation of a trust deed. The Trust is registered under the Charitable Trust Act 1957 for the purpose of providing care to the terminally ill, and their families within New Zealand. Totara Hospice South Auckland (the "Trust") is a public benefit entity for the purposes of financial reporting in accordance with the Financial Reporting Act 2013.

BASIS OF PREPARATION

The Summary Financial Statements are presented in summary form and therefore do not give all information required by New Zealand General Accepted Accounting Practice. They are prepared in accordance with Public Benefit Entity Financial Reporting Standard 43- Summary Financial Statements (PBE FRS 43). The full Financial Statements have been prepared in accordance with Public Benefit Entity Accounting Standards Reduced Disclosure Regime. A full copy of the Financial Statements and Audit Report are available in hard copy from Totara Hospice South Auckland's registered office.

The Summary Financial Statements are presented in New Zealand dollars, which is the Trust's functional currency, rounded to the nearest dollar.

These Summary Financial Statements have been extracted from the full Financial Statements dated 27 September 2018. They cannot be expected to provide as complete an understanding as provided by the full Financial Statements.

RELATED PARTY TRANSACTIONS AND BALANCES

Totara Hospice South Auckland has three common trustees with The Totara Foundation. The following transactions have been entered into with The Totara Foundation and other related parties as indicated.

Related party	Nature of transaction	2018	2017
The Totara Foundation	Rental expense (note 1)	(500,000)	(500,000)
The Totara Foundation	Administration fee (note 2)	48,000	48,000
The Totara Foundation	Specific donations (note 3)	(1,650,000)	(1,650,000)
The Totara Foundation	Primary Options Acute Care income (note 4)	9,088	19,360

Note 1- The Trust has entered into a lease agreement with The Totara Foundation for the premises at 140 Charles Prevost Road, The Gardens, Manukau. The rent paid for the premises is as stipulated in the lease agreement.

Note 2- The administration fee paid by the Trust to The Totara Foundation is as stipulated in the management agreement between the two entities.

Note 3- During the year, the Trust paid specific donations to The Totara Foundation. The donation does not have any "use or return" conditions attached.

Note 4- The Totara Foundation sub-contracted the Trust to provide the patient care services for the Primary Options Acute Care project. The terms and condition of the sub-contract is stipulated in the management agreement between the two entities.

	2018	2017
Balance derived from the above transactions		
Receivable from The Totara Foundation	-	4,011

These financial statements should be read subject to the Audit Report on p23

SUMMARY FINANCIAL STATEMENTS

NOTES TO THE FINANCIAL STATEMENTS (continued) for the year ended 30 June 2018

OPERATING LEASE COMMITMENTS

The Trust has entered leases for seven premises operated as Charitable shops, including a warehouse. In addition, the Trust leases the premises at 140 Charles Prevost Road, The Gardens, Manukau from The Totara Foundation. There are no restrictions placed upon the Trust by entering into this lease.

Operating lease payments, where the lessors effectively retain substantially all the risks and rewards of ownership of the premises, are included in the determination of the operating surplus in equal instalments over the respective lease terms. The operating leases are of a rental nature and are on normal terms and conditions.

Future minimum rentals payable under non-cancellable operating leases are, as follows:

	2018	2017
Within one year	869,045	836,213
After one year but not more than five years	512,761	260,544
More than five years	55,335	112,365
	1,437,141	1,209,121

CONTINGENT ASSETS AND LIABILITIES

There are no contingent assets or liabilities at the reporting date. (2017: \$Nil).

EVENTS AFTER THE REPORTING DATE

The Trustees are not aware of any other matters or circumstances since the end of the reporting period, not otherwise dealt with in these financial statements that have significantly or may significantly affect the operations of the Trust (2017: \$Nil).

GOING CONCERN

The Trust has the confirmed, formalised and ongoing financial support of the Totara Foundation and as such has surety and continues as a going concern.

Given the above, the Trustees have prepared the financial statements on a going concern basis.

COMPLETENESS OF INCOME

Controls over charitable shop sales, fundraising and donations prior to being recorded are limited. There are no practical procedures to determine the effect of this limited control.

RECLASIFICATION OF PRIOR YEAR PRESENTATION

Certain prior year amounts have been reclassified to ensure consistency with the current period. These reclassifications had no effect on the reported results of operations.

These financial statements should be read subject to the Audit Report on p23

Report of the Independent Auditor on the Summary Financial Statements

Opinion

The accompanying summary statement of financial position as at 30 June 2018, summary statement of comprehensive revenue and expense, summary statement of changes in net assets/equity and summary statement of cash flows for the year then ended, and related notes, are derived from the audited financial statements of Totara Hospice South Auckland for the year ended 30 June 2018.

In our opinion, the accompanying summary financial statements is consistent, in all material respects, with the audited financial statements, in accordance with PBE FRS 43: Summary Financial Statements issued by the New Zealand Accounting Standards Board.

Summary financial statements

The summary financial statements does not contain all the disclosures required by Public Benefit Entity Standards Reduced Disclosure Regime ("PBE Standards RDR"). 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 summary financial statements and the audited financial statements do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial statements.

The audited financial Statements and Our Report Thereon

We expressed a qualified audit opinion on the audited financial statements in our report dated 5 October 2018. The Trust's reported income includes charitable shop sales, fundraising and donation received in cash over which limited controls exist prior to the cash received being recorded in the Trust's accounting records. There were no practical procedures available to us to confirm the completeness of this revenue, and accordingly, we were unable to obtain sufficient appropriate audit evidence in this regard.

Trustees' Responsibility for the Summary Financial Statements

Trustees are responsible on behalf of the entity for the preparation of the summary financial statements in accordance with PBE FRS 43: Summary Financial Statements.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements is 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 the capacity as auditor, the firm has no other relationship with, or interests in, the Totara Hospice South Auckland.

Who we report to

This report is made solely to the trustees. Our audit has been undertaken so that we might state to the trustees those matters we are required to state to them in an auditor's 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 Trust and the trustees, for our work, for this report, or for the opinions we have formed.

**RSM Hayes Audit**

Auckland

5 October 2018

THE POWER OF BEING UNDERSTOOD
AUDIT | TAX | CONSULTING

RSM Hayes Audit is a member of the RSM network and trades as RSM. RSM is the trading name used by the members of the RSM network. Each member of the RSM network is an independent accounting and consulting firm which practises in its own right. The RSM network is not itself a separate legal entity in any jurisdiction.

We would like to thank the following Trusts and Foundations for their valued support over the past 12 months:

ARA Lodge No. 348 I C Charitable Trust

Auckland Council

Four Winds Foundation Limited

Freemasons South Auckland Hospice Charitable Trust

Hospice New Zealand

Louisa and Patrick Emmett Murphy Foundation

Maurice Paykel Charitable Trust

New Zealand Lottery Grants Board

Pub Charity

The Lion Foundation

The Trusts Community Foundation

Whitehouse Tavern Trust

Whitford Community Charitable Trust

Delany Trust

Kelliher Charitable Trust

NR Thomson Charitable Trust Fund

Sir John Logan Campbell Trust Residuary Estate

St Joan's Charitable Trust

Stevenson Village Trust

Support for Volunteering Fund

Ted & Mollie Carr Endowment Trust and Estate of Ernest Hyam Davis

Transpower New Zealand

A special thank you to Pub Charity Ltd for their generous contribution to supporting our volunteer services and housekeeping of Totara Hospice. Additionally covering the costs that relate to the operational costs of delivering the palliative care services we provide to the community of South and South East Auckland.



We would like to make special mention of our partnerships through Hospice New Zealand with:

BNI Metro

BNI Connect

BNI East Auckland

BNI Howick

BNI Papakura Business Growth

House of Travel Botany

House of Travel Howick

Farmers Botany, Pakuranga, Papakura and Manukau

Dilmah NZ



L-R: Katrina from House of Travel, Totara Hospice CE Tina McCafferty and Karen and Alison from House of Travel



BNI Metro's Trivia Night Fundraiser - 10th August 2018



Farmers Trees of Remembrance instore at Manukau

Thank you for making the unbearable bearable - not just for my Uncle, but also for my Dad as he slowly watched his only brother and best friend slip away.

Family member

“ Hospice you are an amazing organisation, the heart of what you give out to make people comfortable in a time of discomfort is inspiring. Lots of love and respect for all your loving work to let people feel at ease in your lovely setting at Totara Hospice, what a peaceful way of leaving to a new dimension.

Family member

“ One big word love shine peace - hospice, you are an amazing organisation the heart what you give out to make people comfortable in that time of comfort is inspiring what do people without you lots of love and respect for all your loving work to let people feel at ease in your lovely settings at Totara Hospice what a peaceful way of leaving to a new dimension blessings to you all

Family member

“ Totara Hospice gives people important comfort and dignity. They are a wonderful support for the families too so thank you for your all your wonderful help

Family member

“ I have not visited this place or met any of the staff/ doctors, however I have found out they have provided counselling for my sister who's fighting brain tumour and helping my niece to become her caregiver. It is because of this I have decided to become a life time supporter and am eternally grateful to you all.

Family member

“ They sure care for their patient's right up until they take their last breath. The care and love the patients receive at Totara Hospice is unforgettable for their families.

Family member



Totara Hospice South Auckland

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