

Together, we are making Hospice happen



“ At such a sad time you provide such a beautiful service. My cousin and I talked about how hard a job it must be, but then I realised you were there for people that needed you at their most vulnerable time. Thank you Totara Hospice for making my Uncle comfortable and for looking after our whānau. ~ 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

“
Compassionate and informed communities that can offer and receive support around death and dying make stronger communities overall.
”



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

CHAIR & CHIEF EXECUTIVE REPORT

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

On behalf of the Board of Trustees and Senior Leadership Team of Totara Hospice South Auckland, it is our pleasure to provide this operating report for the 2016-17 business year.

High quality, outcomes based hospice services for the diverse communities of South and South East Auckland were provided at record levels this year. At the frontline it was our privilege to be able to support over 1200 patients and their whānau/loved ones. Delivered by our integrated team of doctors, nurses, allied health practitioners and psychosocial support staff, services took the form of 2509 bed days, over 11,000 hospice at home visits and over 800 Day Hospice attendees and approximately 350 Out Patient appointments. All our clinical services are supported by our dedicated volunteers.

We recognise that hospice being relevant to all people is fundamental to our philosophy. Compassionate and informed communities that can offer and receive support around death and dying make stronger communities overall.

We are delighted that we are increasingly able to demonstrate how users of hospice services reflect the rich diversity of our wider community, 63% of all patients referred identified with cultures other than NZ Pakeha. A focus for 2017-18 and beyond will be to ensure that we continue to best meet the needs of diverse groups within our community of service.

Support to the frontline was again provided by retail, fundraising, people and culture and business services. Their efforts to raise the bar on our overall efficiency and effectiveness and raise enough funds for our core services was significant. We are very proud of the standards of business support delivered.

At an organisational level we continued to build on the refreshed strategy, culture and values that we set out in 2015 by investing in our people; recognising them as being central to our success. We are working through a review of volunteer services to ensure that we continue to engage and value our volunteers in meaningful ways. Across the organisation we



“ We continued to articulate and evidence that we are nonetheless grossly underfunded comparative to other like Hospices and in the context of the needs of our population. ”

have encouraged and enabled shared learning approaches and peer network support and supervision. As a result we are demonstrably building a positive reputation for the performance levels of our teams and services and as a good organisation to work with and within.

From a strategic perspective we continue to grow and evolve in our approach to what we do, measuring the difference we make, the outlook we hold and the connections we nurture. Our adoption of a more overt practice of strategic assessment has proved vital. Our prediction that the need for a defined ‘next level’ of operations for the Hospice sector has emerged as accurate.

We continue to work with our District Health Board on shared goals for our shared population and to make our case for fair funding. Across 2016-17 although we were appreciative of DHB funding equating to approximately 60% of our total costs, we continued to articulate and evidence that we are nonetheless grossly underfunded comparative to other like Hospices and in the context of the needs of our population. In the coming years as costs continue to grow annually for all businesses our level of funding shows no signs of material change. The ratio of funding to funds required will again decrease. Our continued dialogue with the DHB is key to finding the solution. In the meantime our people have

continued to participate at every level of the organisation in efficiency and effectiveness drives, providing creative and innovative solutions to the challenges we face, without compromising our care or service quality.

In closing we would like to recognise the skills and commitment of the wider Board of Trustees, Senior Leadership Team and all of our staff and volunteers. Without you, we would not be the Hospice that we are. Special thanks to retiring trustees David Jones and Ann Linton for their many years of excellent contributions to our work; always reminding us that everything we do is for our patients and their loved ones. Acknowledgement also to Jessie Mravicich who earlier this year, after over a decade of service handed over the Director Of Nursing baton to Dr Kathy Peri.

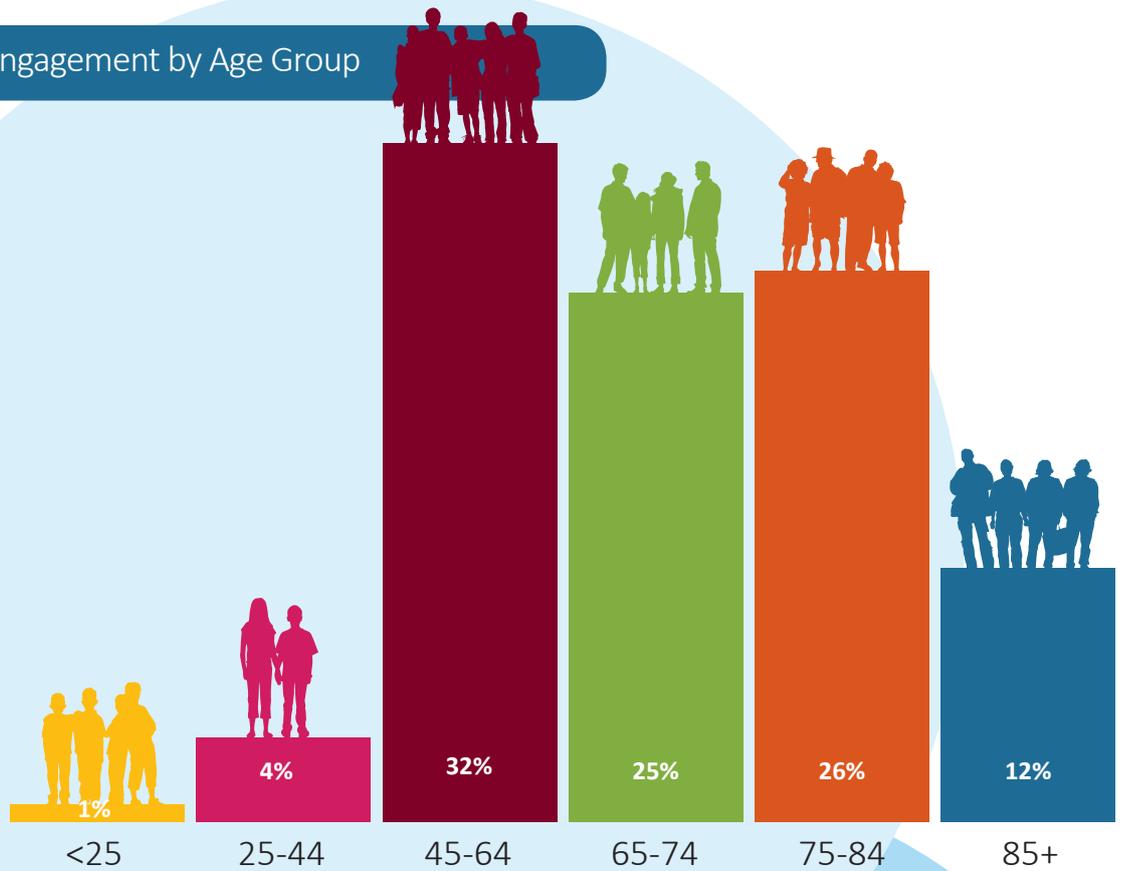
We also wish to thank the many organisations, business supporters, Trusts, Foundations and individuals from within our community and wider networks who donate time, resources and funds to supporting our work to ensure our sustainability. Thank you for continuing to make hospice happen for South and South East Auckland.


Barbara Astill - Board Chair

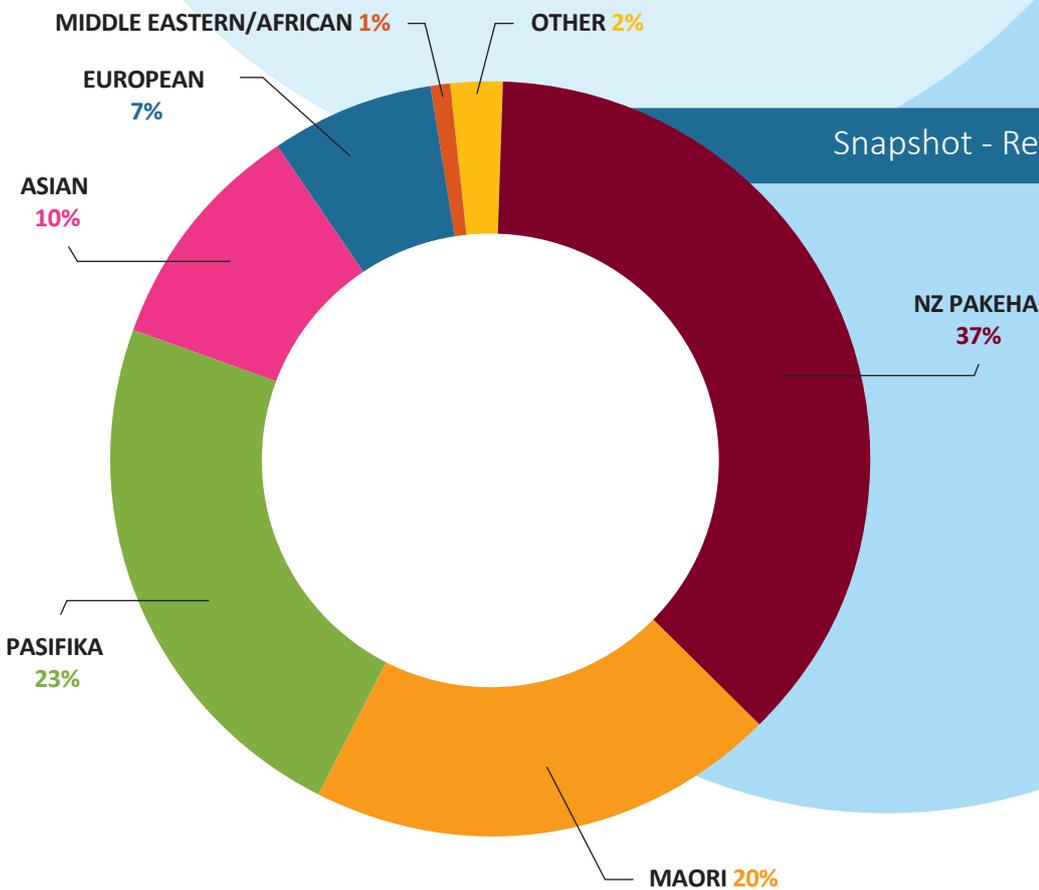

Tina McCafferty - CE

WHO WE ARE ENGAGING WITH

Snapshot - Engagement by Age Group



Snapshot - Referrals by Ethnicity



Snapshot - Part of the team – our Volunteers



628

Totara Hospice currently has **628 volunteers** working across the organisation in a variety of roles.



180,000

In a financial year, Totara Hospice's volunteer workforce contributes approximately **180,000 hours** to the work of Totara Hospice.



\$4M

If we were to pay in labour what their volunteering provides, we would have additional operating expenses **in excess of \$4million per year.**



Totara Hospice volunteer Chris Ridley

“ You get 110% back, because the sense of satisfaction and usefulness coming out of being able to do something constructive and productive is overwhelmingly satisfying. If you're prepared to give the gift of your time then it is worth gold... ”

“ I love the opportunity to make a difference in others' lives. It's sort of an extension of my nursing I think – I love the caring, I love the people, I like the whole concept of hospice – I think it's amazing what they do for the dying, and the living. ”



Totara Hospice volunteer Christine Ferguson

CLINICAL SERVICES REPORT

Key clinical advancements.

The Minister for Health released his system level Action Plan for palliative care improvements across NZ and in the same year provided the Auckland region with an opportunity to respond to a call for innovative business proposals to further the reach of palliative care. This has resulted in the **Palliative Outcomes Initiative (Poi)**; a **collaboration between six hospices and three DHBs across the Auckland metro** that seeks to attain a **consistent approach to palliative need identification** and needs assessment across the region, supported by local level work programmes that build capacity and capability and supports better **collaboration in care across community** and specialist services providers.

Poi provides us with an excellent opportunity to further our use of **outcomes data** to demonstrate **service impact** at personal and population health levels.

We have enhanced our **clinical integration approach** and our role as coaches and consultants to colleagues **across the health system**. These are vital components of our operating model and ongoing success.

Our **model of care** continues to evolve incrementally across our range of services. It is outcomes focused and ensures we deliver to our purpose and this year resulted in a **full outpatient service** and reviewed **suite of day hospice programmes**; all supported by our volunteers.

Across our professional clinical teams there has been an increasing **focus on clinical education, quality and governance**. This supports a fit for purpose workforce for a changing service landscape.

This year has also seen a consolidation of a number of projects from the previous year including the **Nurse led out-patients service**. This is expanding to include multidisciplinary early client contact.



“ Having only been here a few months I have enjoyed an extremely busy, challenging and also exciting time. I have been totally supported by the hospice team across the services from CE and Board to the Hospitality staff as I have enjoyed settling into the ‘Hospice way’. My focus currently is looking beyond the hospice and engaging with the wider community and health providers within South Auckland. Director of Nursing – Dr Kathy Peri ”



“Our heartfelt thanks to you – our amazing community – we couldn’t do what we do without your generous support. As a team we are providing an integrated multi-professional clinical service and this you will see is reflected in our key achievements.”

(L-R) Dr Kathy Peri, Dr James Jap, Georgina Miller

“ We are entering an exciting phase in our organisation’s development in which we are striving towards a hospice that is ‘fit for purpose’ for the current health care world and which will remain for a new era of collaboration in which we open up our hospice’s doors and build relationships with our community care partners in joint efforts to increase the capability and capacity of primary palliative care provision. Thank you again for Making Hospice Happen in your community. ”
Clinical Director - Dr James Jap

“ The vision, values and operating purpose here in Totara Hospice resonate strongly with my own lifelong desire to work with and for people enabling them to live life well. It is exciting and fulfilling to work in this organisation with all of the services and staff sharing a common purpose and to have been able to implement key clinical developments. ”
Head of Allied Health & Social Support - Georgina Miller

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



Ann Linton - Board Member



David Jones - Board Member



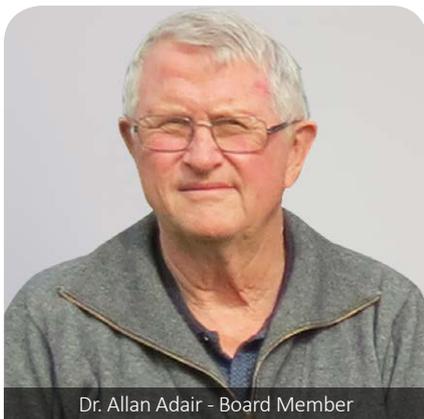
Kirsten Corson - Board Member



John Savory - Board Member



Stephanie Maitland - Board Member



Dr. Allan Adair - Board Member



Tracey Reason - Co-opted Board Member



Dr Kulvant Singh - 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



Roberta Maxwell - Head of Business Support Services



Dr Kathy Peri - Director of Nursing



Georgina Miller - Head of Allied Health & Social Support



Laura Marshall - Head of Retail



Chris Scott - Head of People and Culture

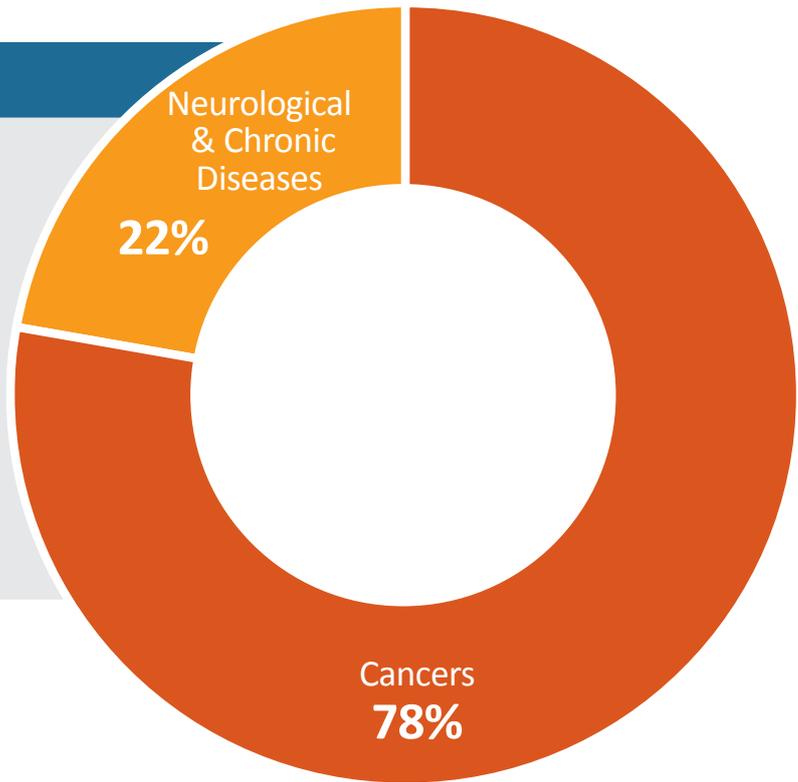


Melinda Seal - Head of Fundraising, Sponsorship & Marketing

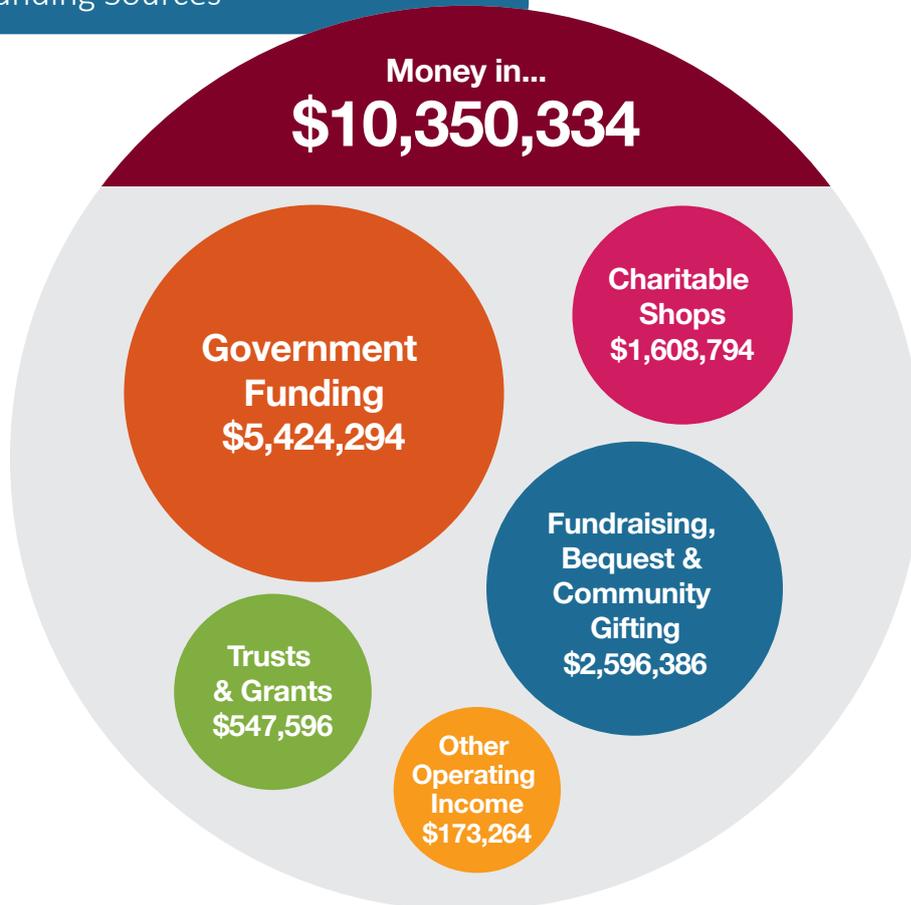
2017 KEY STATISTICS

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



Our Community Services Team of over 20 staff made **11,432 visits** to patients in their own homes, 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 470,480 people is one of New Zealand's largest and most diversely cultured.



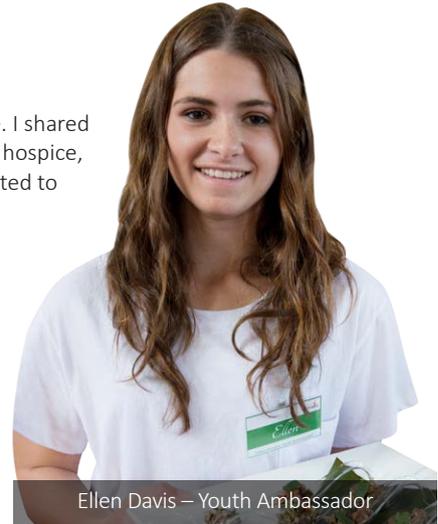
YOUTH AMBASSADORS

Youth Ambassador raises record amount of \$58,478.89

I am Ellen Davis, as a Totara Hospice Youth Ambassador, I have learnt that death doesn't discriminate against the young, old, male, female or any culture – and it affects everyone. I shared my story of losing my dad when I was 13 in the hope that people would donate and help hospice, I would like to personally thank all those in the community who have so generously donated to Totara Hospice after reading my story.

What my family learnt was that hospice is there for the whole family. They knew how to be there for both my mum and dad; respecting my father's wishes whilst caring for him at home, and also providing a quiet assurance for mum. They talked to her and helped her to know she was not alone in caring for dad, and this allowed her to be there for him as his partner, not just a carer.

I continue to be part of the Totara Hospice Youth Ambassador team knowing the time I donate to raise money will help ensure that patients and families are cared for and supported at a time when they need it most.



Ellen Davis – Youth Ambassador



Head Youth Ambassador Fangafua Po'oi

Being Totara Hospice's Head Youth Ambassador was the next step in a very special connection with Hospice for Fangafua Po'oi and her family.

Just months after volunteering at a Totara Hospice event, Fangafua's uncle became ill and went into Totara Hospice for care. She said it was at this point she understood the importance of what Hospice offers. "We could relate to the actual services that Hospice provided and got a better understanding of the importance of palliative care. From there on we just had that connection with Hospice and have stuck with it ever since." For Fangafua, there is the satisfaction of knowing her efforts are making a real difference, but also the opportunities it brings her. Part of her role as Head Youth Ambassador is to encourage other young people to join the programme, which she is passionate about.

I am so proud of our team, the volunteering we do contributes directly to costs that would have to be incurred by the Hospice if we didn't give them our time. We continue to grow as a team and are looking forward to another year of supporting Totara Hospice.



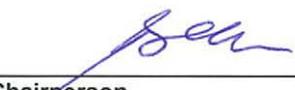
Totara Hospice Youth Ambassador team members 2016 Long Lunch

SUMMARY FINANCIAL STATEMENTS

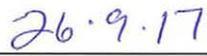
STATEMENT OF FINANCIAL POSITION as at 30 June 2017

	2017	2016
Current assets		
Cash and cash equivalents	936,381	345,119
Cash held on behalf of HOA - Better Palliative Care project	1,176,971	-
Receivables from non-exchange transactions	524,515	521,582
Amounts due from related parties	4,011	-
	2,641,878	866,701
Current liabilities		
Payables under exchange transactions	158,009	113,685
Goods and services tax	278,273	84,385
Income in advance - tagged grants	239,155	-
Employee benefits liability	692,857	680,360
Funds held on behalf of HOA - Better Palliative Care project	1,176,971	-
	2,545,265	878,430
Working capital surplus/ (deficit)	96,613	(11,729)
Non-current assets		
Property plant and equipment	634,453	691,202
	634,453	691,202
NET ASSETS/ (LIABILITIES)	731,066	679,473
EQUITY		
Accumulated comprehensive revenue and expense	731,066	679,473
TOTAL EQUITY	731,066	679,473

For and on behalf of the Board:



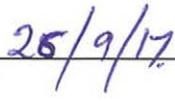
 Chairperson



 Date



 Trustee



 Date

These financial statements should be read subject to the Audit Report on p19

SUMMARY FINANCIAL STATEMENTS

STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE for the year ended 30 June 2017

	2017	2016
Revenue from non-exchange transactions		
Government Funding	5,424,294	5,371,530
Charitable Shops sales	1,608,794	1,538,353
Bequests	1,799,986	475,976
Fundraising and Donations	796,400	750,906
Trusts and Grants	547,596	293,400
Sundry income	173,264	95,482
Total revenue	10,350,334	8,525,647
Expenses		
Employee costs	(6,361,374)	(6,136,982)
Shop rents and utilities	(520,513)	(559,846)
Fundraising activities	(217,199)	(198,185)
Direct Patient care	(200,524)	(207,659)
Hospice property and grounds	(768,372)	(749,696)
Depreciation	(164,701)	(171,298)
Administration expenses	(394,700)	(396,659)
Audit Fees	(10,500)	(13,500)
Total expenses	(8,637,883)	(8,433,825)
Finance costs	-	-
Finance income	1,466	2,926
Net finance costs	1,466	2,926
Operating surplus	1,713,917	94,748
Other gains	-	-
Other losses	(12,324)	(11,970)
Surplus/(deficit) before non-operational donations	1,701,593	82,778
Specific donations received from/to related entity	(1,650,000)	250,000
Net surplus for the year	51,593	332,778
Other comprehensive revenue and expense	-	-
Total comprehensive revenue and expense for the year	51,593	332,778

These financial statements should be read subject to the Audit Report on p19

SUMMARY FINANCIAL STATEMENTS

STATEMENT OF CHANGES IN NET ASSETS/EQUITY for the year ended 30 June 2017

	Accumulated comprehensive revenue and expense
At 1 July 2015	346,695
Surplus/ (deficit) for the year	332,778
Other comprehensive revenue and expense	-
Total comprehensive revenue and expense for the year	332,778
Net transfers to/from other reserves	-
At 30 June 2016	679,473
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

These financial statements should be read subject to the Audit Report on p19

SUMMARY FINANCIAL STATEMENTS

STATEMENT OF CASHFLOWS for the year ended 30 June 2017

	2017	2016
Cash flows from operating activities		
Receipts		
Receipts from non-exchange transactions	10,582,545	8,170,152
Receipts from exchange transactions	-	-
Donation from related party	-	250,000
Funds administered on behalf of Third Party - net	1,176,971	-
Payments		
Payments to suppliers	(1,873,596)	(1,882,841)
Payments to employees	(6,348,877)	(6,194,752)
Donation made to related party	(1,650,000)	-
Interest paid	-	-
Net cash flows from operating activities	1,887,043	342,559
Cash flows from investing activities		
Receipts		
Proceeds from sale of property plant and equipment	-	5,660
Interest received	1,466	2,926
Purchase of property, plant and equipment	(120,276)	(201,767)
Net cash flows from investing activities	(118,810)	(193,181)
Net cash flows from financing activities		
Repayment of borrowings	-	(156,250)
Proceeds from related party borrowings	-	-
Net cash flows from financing activities	-	(156,250)
Net increase/(decrease) in cash and cash equivalents	1,768,233	(6,872)
Cash and cash equivalents at 1 July	345,119	351,991
Cash and cash equivalents at 30 June	2,113,352	345,119
Represented by:		
Cash and cash equivalents	936,381	345,119
Cash held on behalf of HOA - Better Palliative Care project	1,176,971	-
	2,113,352	345,119

These financial statements should be read subject to the Audit Report on p19

SUMMARY FINANCIAL STATEMENTS

NOTES TO THE FINANCIAL STATEMENTS for the year ended 30 June 2017

The Summary Financial Statements are for Totara Hospice South Auckland (the trust) for the year ended 30 June 2017.

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 ERS 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 dollar, 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 2017. 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.

Balances	Nature of transaction	2017	2016
		-	
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)	250,000
The Totara Foundation	Primary Options Acute Care income (note 4)	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.

	2017	2016
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 p19

SUMMARY FINANCIAL STATEMENTS

NOTES TO THE FINANCIAL STATEMENTS (continued) for the year ended 30 June 2017

OPERATING LEASE COMMITMENTS

The Trust has entered leases for eight 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 as at 30 June 2017 and 2016 are, as follows:

	2017	2016
Within one year	836,213	923,047
After one year but not more than five years	260,544	298,449
More than five years	112,365	106,868
	1,209,121	1,328,364

CONTINGENT ASSETS AND LIABILITIES

There are no contingent assets or liabilities at the reporting date. (2016: \$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 (2016: \$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. Our auditor's report has been modified accordingly.

These financial statements should be read subject to the Audit Report on p19

Report of the Independent Auditor on the Summary Financial Statements

Opinion

The accompanying summary statement of financial position as at 30 June 2017, 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 2017.

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 modified audit opinion on the audited financial statements in our report dated 27 September 2017.

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.

A stylized, handwritten-style signature of the letters 'RSM' in blue ink.

RSM Hayes Audit
Auckland

27 September 2017

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:

- | | |
|---|--|
| Anstiss-Garland Charitable Trust | NZ Community Post |
| Ara Lodge No. 348 | Pelorus Trust |
| Auckland Council –
Manurewa Local Board | Pub Charity Ltd |
| Auckland Council –
Mangere-Otahuhu Local Board | Sir John Logan Campbell
Residuary Estate |
| Four Winds Foundation | Sky City Community Trust |
| Geoffrey and Nell Erne Adams
Charitable Trust | Stevenson Village Trust Board |
| Grassroots Trust Ltd | Ted & Mollie Carr Endowment Trust
& Estate of Ernest Hyam Davis |
| Infinity Foundation | The Southern Trust |
| Lottery Grants Board | The Trusts Community Foundation |
| Lottery Minister’s Discretionary Fund | VMD Collier Charitable Trust |
| Mt Wellington Foundation | Whitford Community Charitable Trust |
| North & South Trust Ltd | Wiri Licensing Trust |

A special thank you to Pub Charity Ltd for their generous contribution to the frontline services of Totara Hospice. Their donation ensured clinical services including the Inpatient Unit, Community and Patient and Family Support could continue to deliver palliative care services to our community.



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



BNI Metro annual cheque presentation



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



Farmers Trees of Remembrance 2016 cheque presentation

“

As a hospice we offer dignity, calm, affirmation and holistic care and support for persons who access our services and for their family/whānau; understanding that while death is inevitable, dying unsupported is unacceptable.

Totara Hospice

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The integrated services we provide recognise that those who are dying have different needs at different times of their end of life journey. Our approach ensures people get the right care at the right time by the right team in the right place and that their families/whānau are supported throughout.

Totara Hospice

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Words are not enough to say how grateful we were for the wonderful way our loving husband and father was cared for during his final few weeks in June 2017. Everyone from volunteers, house staff to nurses and doctors provided compassionate care and you all live up to your values! It was a great comfort to us that he was looked after in such a calm tranquil surrounding by such a dedicated and caring team of staff.

Family member

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On Behalf of our Whanau we would like to thank all the wonderful staff for all you do. The home care visits, to the Occupational Therapist services and Nursing staff. We are forever grateful and have so much gratitude that this facility goes above and beyond to welcome everyone. We can't thank you all enough.

Family member

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The care given exceptional, the surroundings magnificent, the staff phenomenal - I can never thank you enough for the support and assistance you gave my family and especially my beloved sister.

Family member

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Heroes for Hospice 2017 – Gardens School fundraisers



Totara Hospice South Auckland

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