



2023/24
IMPACT
REPORT



**WITH
YOU**
we're making a difference

Our Vision and Values

honour living, dignify dying

our vision

**to ensure that patients
and their families/whānau receive
leading edge specialist palliative care
from their community Hospice**

our purpose



professionalism

great people in a great place,
acting with respect and integrity,
embracing the highest standard
of ethics and care



inclusion

a safe place for all
people, where diversity
is expected and valued



compassion

treating others with care,
dignity and empathy, showing
kindness and concern for the
situation and circumstances of
others, without judgement

our values



pride

in our vision, purpose
and community



innovation

seeking new ideas and striving for better
solutions, acknowledging and harnessing
each other's skills and contributions

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MESSAGE FROM THE CHAIR AND CHIEF EXECUTIVE

*Kia ora, Kia Orana,
Talofa Lava,
Malo e lelei, Malo ni,
Fakaalofa Lahi atu,
Fakaalofa atu, Ni sa Bula
Vinaka, Namaste, Ní hǎo,
Hola, Greetings to All*

“ Nationally and internationally, Tōtara Hospice continues to play a key role in sector advocacy and in advancing equity... ”

”

Impact Report Year End June 2024

Kia ora koutou,

It has been a year filled with many challenges, however we are filled with immense pride and gratitude for the first-class work of our staff across all areas of Te Kahu Pairuri o Tōtara | Tōtara Hospice.

Your unwavering commitment to putting patients, whānau, and the community at the heart of everything you do is truly inspiring.

We want to extend our heartfelt thanks for your dedication to supporting the strategic outcomes of our ‘Shaping Horizons Gen 3’ strategy – Hospice for All, Great People, Great Place, Sector Leading, and Sustainable. Your efforts in these areas have been instrumental in advancing our mission and ensuring we continue to provide the highest quality of care to those who need it most.

Nationally and internationally, Tōtara Hospice continues to play a key role in sector advocacy and in advancing equity. This year the Equity & Sustainability Pathway (ESP) into which we make significant strategic contributions, has made noticeable progress. A national sector strategy, collaborative operating models, conceptual funding models and variance analysis across services have all been

completed, with the aim of having hospice services and support available to all New Zealanders who need it, regardless of where they live. We recognise Hospice NZ’s support for this group.

At a regional level we currently hold the Chair role for the Specialist Hospices of Auckland (SHOA) collaborative. Building on the success of the Poi programme, SHOA is now considering how to apply ESP strategic recommendations at a regional level.

Work has evolved in partnership with Manurewa Marae, Papakura Marae and the South Seas led La Afio’ Aga o Aotearoa locality, with shared clinics and service supports focussed on better meeting the needs of Māori and Pacific patients and families. All of these partnerships are crucial as we navigate the complexities and challenges of our healthcare environment. Tōtara also continues to be the only hospice in New Zealand to support assisted dying as a fully integrated part of palliative care services.

“

*Thank you once again for your
unwavering support and dedication.
Together, we will continue to honour living,
ease suffering and dignify dying; we will
continue to make a difference...*

”



L – R; Tina McCafferty, Chief Executive and Kirsten Corson, Chair of Board of Trustees

Impact report

clinical services

people & corporate

commercial

community support

financial statements

It is important to acknowledge our concerns in our long-term financial sustainability given the significant health system crisis and economic challenges we are facing. We will continue to pursue all necessary avenues, including innovation and independent revenue generation, to ensure that we do not need to begin the process of service reductions, and that we can continue to meet the needs of our community. We are committed to providing the public with the information needed to engage with their local MPs and advocate that hospice services are available for all who need them.

We would also like to express our deep appreciation to all our supporters, donors, sponsors, volunteers, youth ambassadors, fellow trustees, leaders and all of you in the wider community. Your generosity and support are the lifeblood of Tōtara Hospice. Your contributions enable us to continue providing essential care and support to those who need it most.

Thank you once again for your unwavering support and dedication. Together, we will continue to honour living, ease suffering and dignify dying; we will continue to make a difference.

Ngā mihi,
Chair and CE

**Kirsten Corson – Heamana o te Poari Kaitiaki /
Chair of Board of Trustees**

Tina McCafferty – Tumu Whakarāe / Chief Executive

Impact Report

Statement of Service Performance – YE June 2024, Tötara Hospice Group



1. WHY WE EXIST

We exist to honour living and dignify dying.

Within our group the Tötara Hospice has the public facing, front line role as the operating trust that provides hospice care and associated services to our community. We provide free specialist palliative care services to people diagnosed with a terminal illness e.g. cancer, heart, lung or kidney failure or neurological diseases such as motor neurone disease.

Our services are holistic; our diverse and skilled workforce provide physical, emotional, psychological and social care and support. We work in a 'care-partnership' approach to ensure that the person defines what is important to them, along with 'what, why and how' of their care. The focus is on enabling as much enjoyment and independence as possible for the remainder of their life and that when their death inevitably comes, that it is experienced with comfort, care and dignity.

We support whānau through the provision of counselling, social and cultural support, education and information.

We work with health and social care partner organisations, e.g. general practice and aged care, to support their capacity and capability in the provision of palliative care across the wider system of care.

Tötara Foundation has an administrative and stewardship role in direct support of the work of the Hospice in the present and for future decades, through good governance, proactive advocacy and resource management.

The Foundation's goals are to advocate for and promote hospice services and to ensure sustainability of the hospice. Its central means of doing this is via an investment portfolio, from which it can support Tötara Hospice.

The Tötara Foundation supported Tötara Hospice in the following ways:

	2024	2023
Administration & Management Fees	\$79,740	\$79,740
Bequest Funding	\$42,000	\$42,000
Dang Bequest	\$10,000	\$10,000
Cashflow loans	Nil	Nil
Event underwritten cashflow (repaid 2023)	Nil	(\$50,000)
Received Rent from Tötara Hospice	Nil	(\$500,000)
Received Loan Repayment from Tötara Hospice	(\$400,000)	Nil

2. OUR VISION AND VALUES

ko te whakahōnore i te ora,
ko te whakarangatira i te mate

tō mātau whāinga

honour living, dignify dying

our vision

ki te whakarite ka whakawhiwhia ngā
tūroro e mate haere ana me ō rātau whānau
ki te manaakitanga mātanga ā mohoa noa
nei i tō rātau whare manaaki ā-hapori

ko tā mātau kaupapa

operate a sustainable, contemporary
and integrated hospice that is
connected to its community.

our purpose



3. HIGH LEVEL OUTCOMES AND STRATEGIC GOALS WE WANT TO ACHIEVE

There are 3 key strategic goals to progress attainment of those outcomes



3.1 WHAT WE DID THIS YEAR

Goal 1 Accessible and equitably available care

We delivered the following range of services to patients and their whānau across a dynamic mix of care domains reflecting:

- Symptom management
- Palliative rehabilitation
- Psychosocial care
- End of Life Care – natural death
- End of Life Care – assisted death

These services were delivered in a range of places depending on the needs and choices of the patient and their whānau:

- Hospice at home
- Te Puna Ora Living Well Centre
- Inpatient unit
- Tötara Hospice Hub

HOW MUCH CARE WE DELIVERED

The following data is reflective of the volume and reach of our services. Approximately 3300 deaths occur in Counties Manukau each year and approximately 35% at any one time would benefit from having palliative care input.

HOSPICE CARE SERVICES	YE 2024	YE 2023	YE 2022
Number of new referrals	1,104	1,092	1,120
Number of patients continuing from previous year	473	404	353
Number of community care interventions	35,458	34,135	30,611
Number of in patient bed days	2,708	2,082	1,722
Number of Te Puna Ora – Living Well Centre Interventions	928	724	591
Number of assisted deaths supported	10	6	8

HOW WELL WE DID IT - EQUITY IN ACCESS TO CARE

The following data reflects our progress in attaining equity of access to our services.

REACH & RESPONSIVENESS OBJECTIVES	YE 2024	YE 2023	YE 2022
Number of new referrals accepted at no less than 1000 new patients per year	1,056	1,057	1,089
Active average quarterly caseload of 360 patients	442	400	374
Percentage of new referrals contacted within 3 working days at 95%	95%	96%	91%

ACCEPTED REFERRALS BY POPULATION EQUITY								
	YE 2024		YE 2023		YE 2022		% equity by number of deaths and population by Ethnicity*	
Referrals by given primary ethnicity	Accepted referrals by number	% of accepted referrals by ethnicity	Accepted referrals by number	% of accepted referrals by ethnicity	Accepted referrals by number	% of accepted referrals by ethnicity	% of number of deaths nationally	Counties Manukau (service coverage area)
NZ European	339	30.7%	370	34%	380	34%	65%	31%
Pacific People	307	27.8%	263	24%	287	26%	4.7%	22%
Māori	167	15.1%	154	14%	181	16%	12.6%	16%
Asian	164	14.8%	142	14%	163	15%	4.7%	30%
European	78	7.1%	93	8%	88	7%	% captured in NZ Euro	
*MEALA	13	1.2%	14	1%	18	2%	2%	2%
Other/withheld	36	3.3%	56	5%	3	1%	Not used	
Totals	1104	100%	1092	100%	1120	100%		

*MEALA - NZ stats coding for Middle Eastern, Latin American, African. National & local population do not = 100% as people can identify with more than one ethnicity

DECLINED REFERRALS BY YEAR		
YE 2024	YE 2023	YE 2022
48	31	35

This shows that in 2024 we received 1,104 referrals and accepted 1056. Declines as a percentage of all referrals was 4.4%. The main reasons for rejection were 'out of area' or 'not meeting criteria for palliative care need'.

Goal 2 Inclusive and culturally safe

We provided a range of training to our workforce to increase knowledge about and experience of difference. Organisational development is focussed on assisting us to competently reflect a culture of inclusion of all peoples, and the experience of a culturally safe and welcoming organisation. **This is mandatory training for all staff.** It includes;

- Biculturalism in practice
- Working with Rainbow communities
- Communication & De-escalation skills
- Health, Safety & Wellbeing

Name	# Sessions	Total Staff Attended
Bi cultural workshops	2 cohorts 4 sessions = 8 sessions	61
Pride Pledge workshop	2 sessions	29
Communication & De-escalation	2 sessions	20
Communication & De-escalation applied learnings	2 sessions	14
Manual Handling	1 session	11
HS&W	Online	85
Rainbow Communities	Online	86
Te Reo Māori	Online	68
Manual handling (non-clinical)	Online	6

Additionally this year we have undertaken Decolonized Trauma Informed Practice = 11 staff

To further a culturally safe experience and maintain strong connections with the rich diversity of our community we aim to have our workforce reflect the community served. This is based on national population death equity profile for NZ.

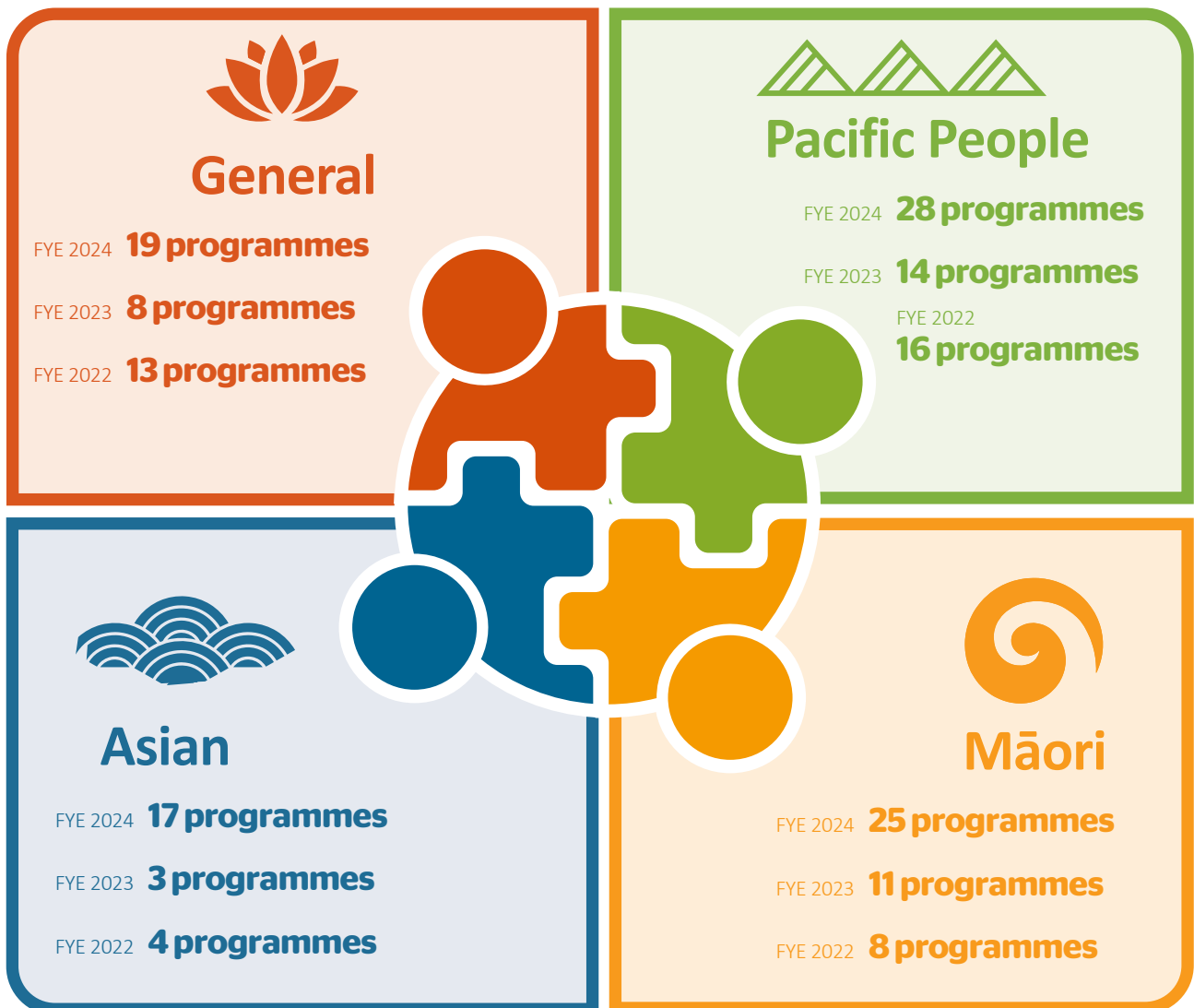
WORKFORCE DIVERSITY			
Target per ethnic group By %	YE 2024*	YE 2023*	YE 2022*
NZ/European <65%	34%	53%	46%
Māori 12.6%	3%	11%	6%
Pacific People 4.7%	9%	7%	8%
Asian 4.7%	19%	22%	12%
MEALA < 2%	3%	4%	4%
Not given < 25%	34%	3%	24%

Notes* only primary ethnicity identified, people can identify with multiple ethnicities or choose to not respond.

Goal 3 Demystifying death and dying

Over the course of this year we continued to proactively engage across our community and provide information, education, training and discussion forums across a wide range of stakeholder groups to talk about terminal illness, palliative care, living every moment and dying well.

COMMUNITY ENGAGEMENT



The number of volunteers who support us is important for our organisation in two key ways. The first is that volunteering is a good proxy for engagement with community on palliative care death and dying. Our volunteers mainly come from within the service coverage community and are advocates and educators in their day to day about 'Hospice'.

The second is that our operating model assumes a core number of hours per week, per area will be offered by each individual volunteer over the course of a year, e.g. that each retail volunteer will be able to support us by giving 4 hours per week for circa 26 weeks of the operating year.

The table below reflects the number of volunteering hours within our organisation.

Volunteering by area	YE 2024 Total Volunteer Hours	YE 2024 Total Regular Volunteers	YE 2023 Total Volunteer Hours	YE 2023 Total Regular Volunteers	YE 2022 Total Volunteer Hours	YE 2022 Total Regular Volunteers
In Patient Unit	1,120	41	1,139	39	1,260	55
Hospitality	1,243	28	1,328	29	1,540	20
Te Puna Ora Living Well Centre	787	20	966	22	750	22
Patient Biography	507	10	596	42	540	12
Community Programmes	120	13	576	36	135	21
Administration	34	3	104	2	96	1
Patient Driving	762	18	1,286	19	735	17
Gardening	1728	7	1,512	9	520	4
Floral Art	156	13	176	21	208	38
Retail	28,588	242	28,248	171	29,110	220
Total	35,045	395	35,931	390	34,894	410

CLINICAL SERVICES

“

*Our supporters help ensure
we continue to deliver free leading
edge palliative care services to our
local community*

*~ Georgina Miller,
Clinical Services Director*

”

“ *Equity of access to, experience of, and outcome of care from our services underpins our clinical approach...* ”

Clinical Services

In line with the expectations of the second year of our ‘Shaping Horizons Gen 3 Hospice’ strategy we continue to flex and adapt to our environment to sustain delivery of high quality, holistic, specialist palliative care services to patients and whānau.

This is not limited to physical support but rather an holistic approach that seeks to ensure that every individual and their whānau receive care that supports their emotional, spiritual and practical needs in a way that is experienced as culturally safe. We acknowledge and respect the needs of whānau Māori and a wide range of other ethnicities, cultural world views and practices.

For YE 2024 the Statement of Service Performance provided within this report evidences that:

- The need for clinical services continues to grow in the context of international healthcare workforce challenges and suboptimal resourcing from

Government.

- That equity of access to, experience of, and outcome of care from our services underpins our clinical approach and is successful, as evidenced in the care equity profile of our services.
- The diversity of age, ethnicity, cultural world view, needs profile and health conditions are defining attributes of the needs of our communities and our corresponding services ‘make up’, reflecting our continued progress towards evidencing that we are indeed a ‘Hospice for all’.



L-R Tōtara Hospice Clinical Team; Dr Amy, Dr James, Cecilia

Clinical Data Overview

Clinical data showcases reach, diversity and complexity of patients across community:

Referrals by locality

Locality	FY24	FY23	FY22	FY21	FY20	% of all patients referred
Manukau	423	359	352	321	343	38.3%
East	289	299	278	286	264	26.2%
Mangere/Otara	304	291	343	308	242	27.6%
Aged Care	83	140	144	137	102	7.5%
Out of area inc. Franklin	5	3	2	2	6	0.5%
Totals	1104	1092	1119	1054	957	

Referrals by ethnicity

Ethnicity	FY24	FY23	FY22	FY21	FY20	% of all patients referred
NZ European	339	370	380	406	344	30.7%
Pacific People	307	263	287	244	223	27.8%
Māori	167	154	181	178	150	15.2%
Asian	164	142	163	127	141	14.8%
Other European	78	93	88	73	69	7.1%
MEALA	13	14	18	16	16	1.2%
Other/Not Stated	36	56	3	11	14	3.2%
Totals	1104	1092	1120	1055	957	

Referrals of patients by age band

Age	FY24	FY23	FY22	FY21	FY20	% of all patients referred
75-84	329	359	326	280	271	29.8%
45-64	273	245	261	269	248	24.7%
65-74	237	245	261	274	229	21.4%
85+	206	189	224	182	152	18.7%
25-44	53	51	45	46	44	4.8%
<25	6	3	3	4	13	0.5%
Totals	1104	1092	1120	1055	957	

The data shows that there are defined areas of gender, generational and cultural needs that require bespoke care responses for their palliative journey to be positive and well supported, e.g. 30% of the patients we cared for were under 65 years of age and 48.5% were older than 75 years. 40% of patients referred identified as Māori or Pacific People and just under 15% were of Asian ethnicities.

Referrals of patients by diagnosis

Diagnosis	FY24	FY23	FY22	FY21	FY20	% of all patients referred
Cancer	748	701	687	739	668	68%
Non-Malignant	356	391	433	316	289	32%
Totals	1104	1092	1120	1055	957	

Referrals of patients by gender

Gender	FY24	FY23	FY22	FY21	FY20	% of all patients referred
Female	570	572	575	562	456	51.6%
Male	529	511	539	493	497	47.9%
Gender diverse or not stated	5	9	6	0	4	0.5%
Totals	1104	1092	1120	1055	957	

As a service we provided 33,955 care episodes via hospice at home, 2708 days of care within our Inpatient unit, 928 episodes of care via outpatients and our living well programmes. We supported 10 people to have an assisted death and provided information to over 200 patients who wished to know more about their legal right to choose.

Of importance was the fact that many referrals to our service are still coming very late in the palliative journey of the patient, and we urge all partner providers to refer early. The median length of time in service is less than 5 months for those with cancer and less than 7 months for those with chronic conditions such as kidney, heart or lung failure or motor neurone disease.

At the time of first assessment over 80% of patients are presenting in an unstable or deteriorating condition. Their whānau are often distraught and feeling poorly resourced to cope. This situation forces us to have an urgent, crisis based complex response. When referral is made much earlier in a patient's journey we are enabled to provide care and support in a less overwhelmed situation thereby helping patients and their family to live well and plan well.



L-R Tōtara Hospice Staff; Clarice, Andrea, Ed, Genevieve

Continuous Quality Improvement

From a strategic lens, our drive to sustain and where possible increase our reach, impact, and value, has been demonstrated this year by a continuous quality improvement work programme that has focussed on key aspects of care. We have made changes across the following domains:

Clinical Effectiveness

- Reviewed our clinical governance framework and reporting.
- Achieved a 4-year accreditation under the new standards for health and disability care in New Zealand.
- Invested in data analytics capability and enhanced data collection, collation and analysis to better inform/ support our decision-making.

Outpatient Services

- Increased the availability of out-patient appointments.
- Increased specialist palliative care medicine availability for direct consultation at home to patients who have highly complex needs.

Patient and Family Feedback

We focussed on seeking and receiving episodic feedback related to Inpatient stays along with the all-of-service experience survey allowing us to better understand and address:

- Fears and misconceptions.
- Pain management support.
- Improving accessibility and engagement.

In response we:

- Reviewed all service information and materials and updated where appropriate.
- Created a Welcome to Tōtara Hospice Inpatient unit video supported with multi-language subtitles.
- Had all Clinical Nurse Educators and senior clinical staff develop and deliver internal education focusing on holistic pain management.
- Delivered culturally-aligned engagement programmes through our living well centre, reducing initial anxiety and misconceptions around hospice.

Poi services

Poi services continue as a regional collaboration with the Specialist Hospices of Auckland. The programme is founded on building the capacity and capability of partner providers across community organisations, aged care, and general practice to better identify and respond to palliative need amongst their communities of service; it is a shared learning environment. This year we sought external evaluation from the professional agency MartinJenkins. Their review highly rated the Poi programme's effectiveness, locally and regionally, in building system capacity, capability and relationships. Confirming that effectiveness results in many patients being able to be cared for appropriately and avoiding many visits to the Emergency department.

Conclusion

Our commitment to providing compassionate, comprehensive specialist palliative care remains steadfast. We look forward to continuing our mission to support patients and their whānau in our community to live well and to die well with care and dignity.

Honouring Te Tiriti o Waitangi and Cultural Safety

With the strategic objective of honouring Te Tiriti o Waitangi and delivering diversity, inclusion, and cultural safety, the clinical services have:

- Focussed on nursing recruitment via formal partnerships with the Manukau Institute of Technology for new graduate Māori and Pacific nurses.
- Contributed to the national Advanced Care Planning work, resulting in the publishing of an ACP book for Samoan peoples – Tofa Fetāla'i.

Community Engagement and Transformative Leadership

Community networking and engagement, supporting partner capability and shared care have all increased this year. We have progressed collaboration with:

- The Ōtara Papatoetoe locality partner village Le Afio'aga o Aotearoa S, led by South Seas. This has resulted in a contract for Tōtara Hospice to provide subject matter expertise and working group collaboration for the next financial year, and explore joint clinics on patients of concern.
- Papakura Marae Clinical Services completing case reviews for patients of concern as well as shared care and learning sessions.
- Papakura East Medical Centre in understanding the care needs of our older Indian community with support from the Manukau Indian Association.
- Our Departure Lounge workshops for Tōtara Hospice staff, with plans to offer the programme externally.
- The Fundamentals of Palliative Care education workshops with Aged Residential Care teams, General Practice teams, and District Nursing to support their ability to talk with patients and families.

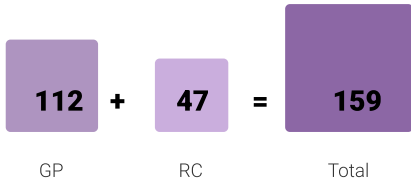
Tōtara Hospice: Poi Programme Delivery

Edition: Totara Hospice data end of June 2024

The Poi programme is about "Living well before dying". It is achieved by supporting Residential Care (RC) and General Practice (GP) in the Auckland region, to use evidence-based clinical tools to identify people sooner who are palliative. The Lead Clinician completes a plan (PPA - Palliative Pathway Activation) and receives free expert advice from the Poi Multi Disciplinary Team (PAS - Proactive Advisory Service). Poi also increases sector capability in palliative care by providing education and service development.

All numbers and percentages refer to PPA /PAS from Jul 1 2023 to Jun 30 2024 unless otherwise stated

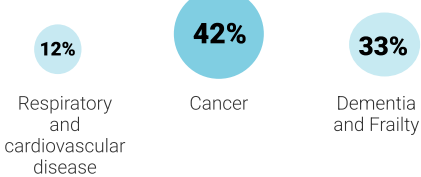
POPULATION CHARACTERISTICS



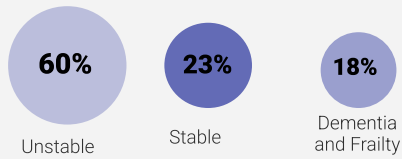
60%
Identified as non NZ European

75%
Aged more than 65 years

PROPORTION OF PPAS AND THEIR PRIMARY SPICT* CLINICAL CONDITIONS



PHASES OF ILLNESS**



44% Of people had the most clinically appropriate severity score, with an AKPS*** of 40 or 50

24% Of ARC providers have activated a PPA for at least one resident

CLINICAL IMPACT

DATA FROM JUL 1 TO JUN 30

89% Of people in the Poi programme complete the approach in less than 2 weeks (from beginning the PPA to completing the PAS response)

5% Died within 1 month of the PPA being completed

DATA TO DEC 2023

80% Of all people with a PPA submitted who live longer than a month do not use ambulance or hospital services

DATA TO MAR 2023

8.2% Of those in Poi die in hospital

DATA TO DEC 2023

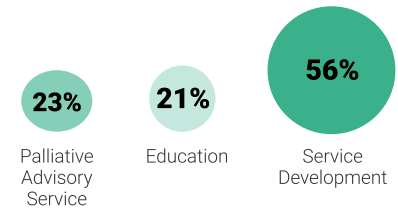
2% Of people with a PPA use the Emergency Department in any quarter

CLINICAL SERVICE DEVELOPMENT

90% Of people do not require a referral to Specialist Palliative Care at the time of Poi Multi Disciplinary Team review

100% Primary Health Organisations have at least one enrolled patient receiving a PPA

RANGE OF ACTIVITY SESSIONS DELIVERED



942 Hours of activity per year is spent on Education, Service Development**** and PAS

174 Attendees per month on average at Poi education and service development sessions

STAFF TRAINED SO FAR



KEY / DEFINITIONS

- *SPICT: The SPICT (Supportive and Palliative Care Indicator Tool) is an internationally validated tool for determining that a patient may be near their end of life.
- **Phase of illness: One of three Palliative Care phases when assessed by the clinician (Dying / Deceased is removed for the purpose of this programme).
- ***AKPS Score (Australian Karnofsky Performance Status): A score from 0% to 100% measures the patient's overall performance status across the 3 dimensions: activity, work and self care.
- ****Service Development: Includes Stakeholder relationships and meetings, Link Nurse coaching and mentoring, Resource development, targeted Poi activity that is not directly related to a PPA, PAS or formal Education session.
- *****GPSIs: General Practitioners with Special Interest

PEOPLE & CORPORATE

Team Tōtara would like to thank our hundreds of regular volunteers, who contribute over

35,000
hours annually.



Some of our Long Service Award recipients

Volunteering

As a leading hospice in Aotearoa New Zealand, we serve one of the most diverse and socioeconomically complex regions of the country.

Our operations depend on a hybrid workforce of 110 employees and over 400 volunteers. Our volunteer workforce contribute approximately 35,000 hours annually showcasing how essential they are to our mission. They enhance our capacity, community engagement, financial efficiency, and innovation. They strengthen social cohesion and assist in research and evaluation, ultimately fostering long-term sustainability.

Our volunteer strategy, aligned with our 'Shaping Horizons Gen 3 Hospice' strategy, aims to attract, recruit, and retain volunteers. It emphasises diversity, equity, inclusion, and adherence to the Treaty of Waitangi principles.

Key objectives include:

- 1. Volunteer Attraction, Recruitment, and Retention:** Targeted marketing and streamlined processes to attract diverse volunteers, along with robust retention programs.
- 2. Community Engagement and Added Value:** Recognising volunteers as vital to community engagement and regularly evaluating their impact.
- 3. Diversity, Equity, and Inclusion:** Promoting a diverse volunteer workforce and ensuring equitable and inclusive practices.
- 4. Treaty of Waitangi:** Operating under Treaty principles and developing culturally inclusive opportunities for Māori communities.
- 5. Stability and Innovation:** Encouraging volunteer contributions to foster innovation and provide continuous learning opportunities.

- 6. Applied Learning - Future Trends and Alignment:** Adapting to international volunteering trends and leveraging digital platforms.
- 7. Volunteer Appreciation and Recognition:** Maintaining a comprehensive appreciation program and communicating volunteer achievements.
- 8. Training and Development:** Offering comprehensive training for employees and volunteers to optimise contributions and foster collaboration.

Volunteers are the backbone of Te Kahu Pairuri o Tōtara, playing a pivotal role in our mission. Our aim is to have our volunteer workforce mirror the diversity of our community, ensuring the continued success and impact of our organisation.

This year saw us celebrate significant milestones with a number of volunteers, capturing a sense of joy and fulfilment as some of our volunteers reached anniversaries of 5, 10, 15, 20, 25, and even 30 years of loyal service.

We feel a strong sense of stewardship and accountability to continue to develop the vision of our founding volunteers. We are honoured to have the Master Guild that is made up of a team of volunteers, many of whom have been volunteering for over 41 years. This year we hosted a strategic session with them ensuring that those who helped create Tōtara Hospice for our community; walk with us, sharing knowledge and experiences, whilst looking to and embracing the future.

BIOGRAPHERS 	HOSPITALITY 	LIVING WELL CENTRE 	NAIL ARTISTS 	FLORAL ART 	COMPLIMENTARY THERAPIES 	COMMUNITY SUPPORT VISITS
CARING CALLERS 	HAIRDRESSERS 	INPATIENT UNIT 	DRIVERS 	RETAIL STORES AND DISTRIBUTION CENTRES 	GARDENERS 	ADMINISTRATION

Staff

Recruiting talented people into a variety of working roles continues to present significant challenges for organisations, both locally and globally, and this includes Tötara Hospice. These difficulties arise from a combination of demographic trends, economic factors, and competitive labour markets, complicating efforts to attract and retain qualified professionals. Government pay parity contributions – whilst attempting to redress some inequities – are not equitable and in fact produce further inequities by favouring one or two professional groups over the range of others.

Our key challenges of skills shortages, an aging workforce, economic pressures, migration & immigration issues, and cultural fit & diversity – continue to be juggled every day.



L-R Tötara Hospice Staff; Erika and Ray

Our turnover of staff remains at <11% , which is lower than the national average, reflecting our efforts to provide staff with a safe and healthy work environment, acceptable workloads, career & skills development, work-life balance options, and tangible benefits.

Data gathered over a 12-month period shows a committed and consistent approach to recruitment, revealing almost 1600 applications for employment resulting in just 45 job acceptances, and demonstrating a strong employment brand. In the face of larger public sector and private healthcare organisations, offering higher salaries, Tötara Hospice continues to attract, recruit and retain committed professionals, who place patient care, patient choice, and patient needs above all else.



Some members of Tötara Hospice Staff

Business Support Services

Economic factors faced by all, continue to place pressure on us, particularly when contract uplifts are woefully inadequate at 0% - 2.5% from Te Whatu Ora - Health New Zealand. With gas and electricity prices – as well as supplier-imposed price increases skyrocketing, we are not shielded from extreme costs, including the aforementioned pay parity exercises that are imposed, as well as our need to generally meet market rates for our staff.

Our facility remains warm and welcoming to whānau seeking comfort while they visit patients 24 hours a day, 7 days a week. A capital repairs and maintenance programme looks to keep the facility safe, functional,



Tötara Hospice Staff lined up in front of Electric Vehicle fleet

and a peaceful oasis. Our Hospice building, designed and built several decades ago, relies on the generosity of the community to help support the costs to maintain. We continue to build relationships with strategic providers who partner with us, or guide us, to deliver the best return on investment. Tötara Hospice introduced an Electric Vehicle fleet in 2023 which has now become a familiar sight in South & South-East Auckland, demonstrating our commitment to both people and planet. The Electric Vehicle fleet has saved 10,503kgs CO₂ in the period from Feb 24 to June 24 alone, in addition to the obvious savings on fuel costs.

Smart use of IT across all areas of the organisation, have resulted in cost-savings and appropriate deployment of clinical staff, based on capacity demand. Upgraded and sophisticated security systems at the facility together with targeted workshops focussed on de-escalation techniques and protocols to keep our staff safe while out in the community, help ensure the safety of our team, and our vulnerable patients.

Best practices are applied for managing accounting functions, including appropriate separation of duties. These result in considered and responsible management of funds, strong relationships with suppliers and providers of services, and careful stewardship of funds from Government, sponsors & donors.

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 Tötara Hospice. Each member is here because they have unique and relevant insights or experience which directly benefit Tötara Hospice.



Our Senior Leadership Team

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



COMMERCIAL

“

*Great food served for a great cause
by great people. Wonderful little
eatery tucked away near the Gardens,
in a serene spot where you can focus on
what's really important - the delicious food,
great atmosphere, and great company.
The family loves an excuse to pop in and
have a leisurely brunch
~ Family member*

”

Commercial

Given that Government funding only partially meets our operational requirements and is declining proportionate to inflation and overall costs, in 2023 Te Kahu Pairuri o Tōtara introduced a Head of Commercial Development position to operate a portfolio of activity committed to diversifying revenue streams through improving current and implementing new commercial initiatives to secure long-term viability, whilst expanding community impact and reach.

This role leads and manages the growth and development of our retail group, hospitality and catering services, patient food services, conference facilities, and digital innovation at Tōtara Hospice. It exists to drive innovation, efficiency, and growth by identifying smarter ways of working and leveraging unconventional revenue opportunities beyond traditional methods.

Over the past year, this role, alongside a dedicated team, has improved the performance of retail, catering, café, and hire services, while spearheading digital health and clinical system improvements that enhance operational efficiency through digital innovation. Several ongoing projects are set to introduce exciting initiatives in the upcoming financial year.

Patient Food Services

Patient Food Services plays a pivotal role beyond just sustenance, serving as a vital component in the care of palliative patients by addressing nutritional needs, providing comfort, maintaining quality of life, and supporting emotional well-being. Our Patient Food Services team has remained dedicated to enriching the patient's experience through offering an expanded range of initiatives.

Our menus are dietician certified, ensuring we deliver the nutritional requirements through carefully approved selections tailored to a patient's unique needs and preferences. This personalised approach extends to symptom management, where food choices are thoughtfully adjusted to accommodate tolerance levels and enhance overall comfort. Recognising the role of food as a source of pleasure and normalcy, the Patient Food Services team prioritise creating menus that not only nourish but also cater to emotional and cultural needs. Attention to taste, texture, and presentation ensures that mealtimes are anticipated moments of enjoyment and satisfaction for our patients.

In response to evolving patient preferences, we have continued to expand our variety of meal plan options, accommodating cultural preferences and dietary restrictions with flexibility and sensitivity. We have adjusted meal sizes, featuring smaller, more frequent servings, which has allowed patients with reduced appetites or difficulty eating larger portions to still receive optimal nutrition throughout their stay.

Beyond nutrition, Tōtara Hospice provides various spaces - from lounges to dining rooms - to foster emotional and social connections during mealtimes, enhancing the overall wellbeing of patients and their whānau. Respecting patient autonomy, including flexibility around meal times, further supports dignity and empowerment in care.

Our Patient Food Services team continues to be committed to sustainability, implementing practices this year that have minimised environmental impact while promoting community engagement. Initiatives include cultivating our own vegetables, salad produce, and herbs, creating a garden-to-plate experience that reduces our



carbon footprint and supports local sustainability efforts. Collaboration with local communities has been integral, with donated seeds, garden supplies and volunteer efforts significantly contributing to our sustainable food practices. Programmes focusing on food waste management, such as careful planning, portion control, and composting, have further reduced our landfill contributions and promoted environmental stewardship.

Our recycling initiatives include the use of recyclable or compostable packaging materials, complemented by our eco-bin stations. The implementation of energy-efficient kitchen appliances and optimised cooking practices has

Aroha Eatery

Te Kahu Pairuri o Tötara | Tötara Hospice's onsite café, now known as 'Aroha Eatery,' has undergone a transformative journey in recent years, evolving from a cosy pop-up spot into a vibrant hub catering to our patients, visitors, staff, volunteers and the wider community. This past year has seen significant changes, including a rebranding initiative encompassing our name, logo, and physical space, alongside a complete overhaul of our menu offerings for dine-in and takeaway options. The introduction of our Aroha Eatery website and active social media presence has expanded our customer base, which is essential for bridging the funding gap left by Government support and ensuring our sustainability.

This financial year, we have achieved sales growth and expanded our customer base, resulting in a nearly 20% increase in total orders compared to the previous year. Several key initiatives have driven this success. These include extending indoor and outdoor seating, introducing a volunteer role to support our barista during peak times, partnering with Manurewa High School to educate gateway students in a hospitality setting, and providing ongoing staff training through Service IQ to enhance their hospitality and business skills. Introducing new local favourites, such as 'Wednesday Bake Day' and our 'Grab and Go' options, have been particularly well-received.



maximised our energy savings, reflecting our commitment to sustainable resource management and our dedication to both people and planet.

Our Patient Food Services team exemplifies our commitment to holistic palliative care. We prioritise personalised service, exceptional taste, and sustainability to ensure each meal not only nourishes the body but also uplifts the spirit and supports environmental stewardship. Through ongoing innovation and community collaboration, we are dedicated to enhancing our patients' quality of life while responsibly managing our environmental impact.



Our commitment to sustainability extends throughout Aroha Eatery. We continue to utilise eco-friendly packaging and compostable coffee cups, and actively promote recycling with dedicated bin stations. Our expanded seating capacity encourages the use of reusable utensils and dishware, helping to minimise waste and advance our environmental objectives. As we continue to grow and innovate, our dedication to sustainability and community engagement remains at the forefront of our efforts at Aroha Eatery, ensuring a positive impact on both our customers and the environment.

Aroha Eatery Catering

Aroha Eatery Catering is a key revenue stream for our Hospice. We have supported the growth of this service through expanded, bespoke menu options designed to meet the increasing demand for culturally diverse culinary experiences. Notable additions such as Kale Mōa (Samoan Chicken Curry) and Mainese (Island Potato Salad) have been regularly requested and well received by our customers.

To cater to a broad range of dietary preferences and restrictions, including vegetarian, vegan, gluten-free, and allergy-friendly options, our menu is continually evolving. We place a strong emphasis on accommodating cultural preferences, ensuring a diverse and inclusive dining experience that continues to expand.

Our service offerings have been enhanced to include buffet services as part of our comprehensive catering solutions. With our conference facilities equipped to support this expansion, we are well positioned to cater to a broader audience. Our catering services now extend to schools, corporate clients, and a variety of events.

As with Aroha Eatery, environmental sustainability remains a priority for Aroha Eatery Catering. We use eco-friendly,

recyclable, and compostable disposable cutlery and packaging. Recycling bin stations are strategically placed, and we encourage the use of dishware to minimise single-use waste.

Through these initiatives, Aroha Eatery Catering not only contributes significantly to our revenue but also aligns with our commitment to sustainability and cultural inclusivity.

Retail Group

As a vital revenue stream for our Hospice, the Tōtara Hospice Retail Group has achieved notable success over the past 12 months. Exceeding our revenue target this year by a nearly 2.5-fold increase compared to the previous fiscal year, our retail operations have effectively emerged from a recovery phase and are now generating essential funds for Tōtara Hospice.

The evolving economic landscape has posed challenges for the retail sector, including for the Tōtara Hospice Retail Group. In response, we strategically decided to close our Manukau store this year as part of our recovery efforts, reallocating resources to improve efficiency across our remaining four stores. This adjustment has proven successful, with the remaining stores now achieving strong operational performance. Our results are largely due to the commitment of our exceptional staff and volunteers, who have adapted to these changes, ensuring that we continue to support Tōtara Hospice through sustainable retail operations.

Over the last year, we have continued to proactively pursue revenue-boosting initiatives through our retail events, such as the Sip and Shop and Shop Crawl. These events not only foster community engagement through sustainable shopping options but also enhance awareness of hospice services in our local communities. Our strategic focus on expanding our social media presence has generated growth, with ongoing developments planned for the upcoming financial year.

Revamping our store displays to effectively showcase donated goods and enhance the shopping experience has been a significant achievement, driven by ongoing dedication of our staff and volunteer workforce. Our stores now feature improved aesthetics, as evidenced by increased sales and positive customer feedback. This year we implemented customer satisfaction surveys, resulting in actionable improvements at our stores based directly on customer input.

This year, we have intensified our efforts to minimise our environmental impact through the implementation of several new initiatives. These include enhancing efficiency in truck collections, optimising waste management, improving shop floor space utilisation, and refining seasonal stock storage. We are continually exploring innovative strategies to reduce our carbon footprint and are committed to supporting our people and planet.

The success of the Tōtara Hospice Retail Group relies on the generous support of our communities, who donate both new and pre-loved items in an environmentally responsible manner. With a growing influx of high-quality donations, we can adjust pricing tiers and maintain a balanced cost structure across our stores. The variety of donated goods allows us to serve a broad spectrum of shoppers, offering experiences ranging from boutique to megastore. Our ability to curate quality products enables us to raise awareness for hospice care and generate essential funds to deliver first-class palliative care services for patients and their whānau.



Tōtara Hospice Retail Team

COMMUNITY SUPPORT

“

My mother spent her last days in this beautiful place. I will always be thankful and grateful for the care we received. I will always support this place!

~ Family member

”

Fundraising Services

On any given day, Te Kahu Pairuri o Tōtara / Tōtara Hospice touches the lives of hundreds of individuals with a terminal illness, their spouses, partners, children, wider whānau, friends, neighbours and colleagues.

We could not deliver our specialised palliative care services to our community without the essential support of many fundraisers. Individuals, whānau, service clubs, community groups, and businesses choose to donate, support, sponsor and raise money for our Hospice. We are extremely thankful for their commitment, passion, time, and generous donations.

For our Hospice, charitable trusts particularly provide essential financial support. This year, 27+ trusts have funded the purchase of critical clinical equipment and covered essential salaries for roles not supported by Government funding. This past year, we gratefully welcomed eight new charitable trusts to our network.

A special acknowledgement to the following charitable trusts who generously supported more than one funding application over the year:

Auckland Local Council Boards | Wiri Licencing Trust | Trillian Trust | Bluesky Community Trust | Grassroots Trust.

Grant funding from the Manurewa Local Council supported Tōtara Hospice to be able to have important patient resources and videos translated into various languages including Māori. Our Māori Cultural Liaison Selwyn shares,

“This is important mahi as it will lead to more equitable provision of Māori palliative health care. This initiative helps to create trust for all cultures, not just Māori, who come into contact with Te Kahu Pairuri o Tōtara / Tōtara Hospice. The presence of te reo information signals to everyone that Te Kahu Pairuri o Tōtara embraces the indigenous culture of Aotearoa and therefore has respect for cultures beyond the dominant discourse of English.”

Digital fundraising continues to grow and drive our successful peer-to-peer campaigns, e.g. our Auckland Marathon campaign that raised \$8,461 from 150 donors or our #40for40 campaign focussed on gifting the cost of providing meals for a day to a patient receiving care in our Inpatient unit, attracted 286 donors.



Customisable wheelchair that was donated from Honda New Zealand



Tōtara Hospice Volunteers with new donated sweeper



L-R Tōtara Hospice Melinda Seal with Rotary Members

Each year we host a number of events to connect our supporters with the work that we do, to share information and fundraise. This year the Ladies Lunch was, for the first time since it began 10 years ago, hosted offsite at Karaka Pavilion. On the day fabulous women gathered together and collectively raised over \$45,000!



Participants enjoying the annual Tōtara Hospice Long Lunch event



Annual Ladies Lunch event



Tōtara Hospice Long Lunch



Mike Puru at the Ladies Lunch

This year, we launched our Legacy Circle to acknowledge those who have chosen to leave a gift in their Will for Tōtara Hospice. We welcomed Legacy Circle members onsite, shared stories of care and community and our views on the future for the specialised palliative care services that we provide to the community. Showcasing our work and engaging in this way demonstrates to members just how important their legacy gift is in ensuring the long term sustainability of our services.

Leaving a gift in a Will is a wonderful way to support the work of Te Kahu Pairuri o Tōtara. It's a gesture of kindness that means a great deal to the people we care for, and helps to ensure our services remain free to all.

Understanding our donors' motivations is important. We run an annual survey, as one of the key ways to remain informed and connected to this vital network of supporters, and hear about their needs and drivers.

We value the time that our supporters put into the survey, and the feedback is used to ensure we continue to refine and enhance their giving experience with Tōtara Hospice.

We would like to acknowledge the big-hearted generosity of our team of fundraising volunteers who, over the year, dedicated many hours of their time to our Trees of Remembrance and May Street Appeals.

Without their aroha and dedication we could not run



these successful campaigns that raised over \$17,000 for Tōtara Hospice. We also thank our local supermarkets and shopping centres for welcoming our volunteers and providing free space to engage with our community.

Marketing

Marketing communications play a crucial role in demystifying our hospice services, building awareness in our local community, and supporting the success of fundraising campaigns.

Our Facebook (www.facebook.com/totarahospice/) and Instagram (@totara_hospice) platforms are integral to staying connected with our supporters. Through these channels, we share our work and host initiatives like ‘Thank you Thursdays’, where we recognise special community supporters – from local Gardens School mufti day fundraisers to Manurewa-Papakura ward Councillor Daniel Newman delivering blankets for our patients. ‘Wishlist Wednesday’ is where we ask for donated goods and our generous social media followers respond by donating biscuits, jams, cereals, canned breakfast items, and more, saving our Hospice thousands of dollars annually in food costs.

Our Facebook follower base continues to grow every year, enhancing our community interaction. A recent post shared that,

“Tōtara Hospice made my husband's last few days very easy and were very supportive of me during the six months of his illness nineteen years ago. Thank you once again.”

Our internet (www.hospice.co.nz) and social media platforms also encourage customers to visit our retail shops, enjoy delicious food at Aroha Eatery, or order catering (www.arohaeatery.co.nz).

We've had great success recruiting volunteers via Facebook, with over 300 enquiries from our advertising.

We are thrilled that NZ On Air has confirmed funding for a documentary series on the work of our Hospice. This is set to air in 2025 and will play a crucial role in raising awareness about our Hospice care from clinical services to retail shops, fundraising, volunteering, etc. Critically it will tell the stories of patients and whānau. It will help demystify the essential work conducted not only by Te Kahu Pairuri o Tōtara | Tōtara Hospice, but by all partner hospices throughout the country.

The Board, Chief Executive, staff and volunteers at Te Kahu Pairuri o Tōtara | Tōtara Hospice extend our heartfelt gratitude to the incredible community of south and southeast Auckland. Their unwavering support and generous donations have been instrumental in raising the vital funds that enable us to continue our work.

We remain committed to transparency and accountability, ensuring that every dollar entrusted to us is maximised for the benefit of our patients and their whānau. Supporter kindness empowers us to provide essential hospice care, and for that, we are profoundly thankful. Together, with our community we are making a meaningful difference in the lives of those living with a terminal illness and their whānau, honouring our vision to honour living and dignify dying.



Students from The Gardens School that raised money for Tōtara Hospice



The crew from CLM at the annual Run to Liv event



The team at Farmers that raised money during the annual Farmers Christmas Charity Campaign



L-R Melinda Seal and Daniel Newman with donated crocheted knee rugs for patients



The incredible marathon runners that ran for Tötara Hospice

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 - Howick Local Board
 Auckland Council - Manurewa Local Board
 Auckland Council - Otara - Papatoetoe Local Board
 Auckland Council Papakura Board
 Bluesky Community Trust Ltd
 Dragon Community Trust
 Estate of Ernest Hyam Davis &
 The Ted and Mollie Carr Endowment Trust
 Four Winds Foundation
 Gloray Charitable Trust
 Grassroots Trust
 Lion Foundation
 Louisa & Patrick Emmett Murphy Foundation
 Mazda Foundation
 N R and J H Thomson Charitable Trust
 New Zealand Lottery Grants Board
 NZ Community Trusts

One Foundation
 Pageo Charitable Trust
 The Jogia Charitable Trust
 Trillian Trust
 Un Cadeau Charitable Trust
 Wiri Licensing Trust
 Auckland Local Grants Boards

We would like to give special mention to Pub Charity who for many years now have supported Tōtara Hospice services in the community.

**Pub
Charity** 

Thank you to our national partners that continue to Make Hospice Happen in the Community

BNI



 **Farmers**

HOUSE OF TRAVEL

TŌTARA HOSPICE SUMMARY FINANCIAL STATEMENTS 2023/24

SUMMARY FINANCIAL STATEMENTS

STATEMENT OF FINANCIAL POSITION as at 30 June 2024

	2024	2023
Current assets		
Cash and cash equivalents	1,418,068	1,578,195
Funds held on behalf of Better Palliative Care project	554,778	1,170,185
Receivables from non-exchange transactions	1,014,892	875,975
Prepayments	27,762	11,105
	3,015,501	3,635,460
Current liabilities		
Payables under exchange transactions	465,958	283,601
Goods and services tax	165,892	145,221
Income in advance- tagged grants	122,526	157,219
Employee benefits liability	1,354,219	1,226,359
Lease Liability- Current	5,263	11,946
The Totara Foundation- Loan	250,000	650,000
Funds held on behalf of Better Palliative Care project	554,778	1,170,185
	2,918,636	3,644,531
Working capital surplus/ (deficit)	96,865	(9,071)
Non-current assets		
Property plant and equipment	794,607	755,872
Financial assets- held to maturity	-	-
Financial assets at fair value through surplus or deficit	-	-
	794,607	755,872
Non-current Liabilities		
Lease liability	-	5,263
Long Service Leave Accrual- Non Current	71,914	71,914
	71,914	77,177
NET ASSETS/ (LIABILITIES)	819,558	669,624
EQUITY		
Accumulated comprehensive revenue and expense	655,692	505,758
Francis Fennel Scholarship Fund	163,866	163,866
TOTAL EQUITY	819,558	669,624

For and on behalf of the Board:



Chairperson

12 September 2024

Date



Chairperson, Finance, Risk & Audit Committee

12 September 2024

Date

These financial statements should be read subject to the Audit Report on p39-40

SUMMARY FINANCIAL STATEMENTS

STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSES for the year ended 30 June 2024

	2024	2023
Revenue from Government Contracts (non exchange)	9,635,382	8,149,777
Patient Care	(6,892,122)	(5,349,533)
Allied Health & Family Support Services	(829,363)	(810,580)
Education and Training	(61,890)	(91,878)
Facility Costs	(558,645)	(979,745)
Depreciation	(230,156)	(227,184)
Administration	(2,729,959)	(2,242,012)
Operating Deficit	(1,666,751)	(1,551,155)
Revenue from Hospice shop sales	1,558,821	1,447,245
Retail expenses	(1,378,283)	(1,408,377)
Surplus from Hospice Shop Sales	180,538	38,868
Revenue from Fundraising (non exchange)	853,447	1,128,315
Trusts and Grant (non exchange)	229,274	521,086
Fundraising & Marketing expenses	(479,521)	(635,583)
Bequest Income (non exchange)	679,837	412,187
Surplus from fundraising	1,283,036	1,426,006
Revenue Hospitality & Catering (exchange)	174,299	173,604
Hospitality & Catering Expense	(160,189)	(155,070)
Surplus from Hospitality	14,110	18,533
Other income (non exchange)	342,032	659,132
Surplus/Deficit before finance income	152,967	591,385
Finance Income (exchange)	479	4,025
Finance Costs (exchange)	(3,510)	(2,959)
Investment income	-	-
Total Finance income	(3,031)	1,066
(Deficit) / Surplus for the year	149,935	592,451

These financial statements should be read subject to the Audit Report on p39-40

SUMMARY FINANCIAL STATEMENTS

STATEMENT OF CHANGES IN NET ASSETS/EQUITY for the year ended 30 June 2024

	Accumulated comprehensive revenue and expense	Francis Fennell Scholarship Fund	Total
At 1 July 2022	(86,692)	163,866	77,174
Surplus for the year	592,451	-	592,451
Other comprehensive revenue and expense	-	-	-
Total comprehensive revenue and expense for the year	592,451	-	592,451
At 30 June 2023	505,758	163,866	669,624
At 1 July 2023	505,758	163,866	669,624
Surplus/ (deficit) for the year	149,935	-	149,935
Other comprehensive revenue and expense	-	-	-
Total comprehensive revenue and expense for the year	149,935	-	149,935
At 30 June 2024	655,692	163,866	819,559

SUMMARY FINANCIAL STATEMENTS

STATEMENT OF CASH FLOWS for the year ended 30 June 2024

	2024	2023
Cash flows from operating activities		
Receipts		
Receipts from non-exchange transactions	13,304,314	12,572,869
Funds administered on behalf of Third Party- net	(615,407)	(85,072)
Payments		
Payments to suppliers	(3,236,628)	(3,200,919)
Payments to employees	(9,622,924)	(8,166,001)
Net GST Received / (Paid)	21,307	51,282
Net cash flows from operating activities	(149,338)	1,172,159
Cash flows from investing activities		
Receipts		
Proceeds from sale of property plant and equipment	-	-
Dividends received	2,548	3,030
Interest received	479	4,025
Payments		
Purchase of property, plant and equipment	(229,222)	(270,324)
Cash movement in Portfolio held	-	-
Advances from related parties	(400,000)	(50,000)
Net cash flows from investing activities	(626,195)	(313,269)
Net cash flows from financing activities	-	-
Net increase/(decrease) in cash and cash equivalents	(775,533)	858,893
Cash and cash equivalents at 1 July	2,748,380	1,889,489
Cash and cash equivalents at 30 June	1,972,847	2,748,380
Represented by:		
Cash and cash equivalents	1,418,068	1,578,195
Cash held on behalf of Better Palliative Care project	54,778	270,184
Term Deposit held on behalf of Better Palliative Care project	500,000	900,000
	1,972,847	2,748,380

These financial statements should be read subject to the Audit Report on p39-40

SUMMARY FINANCIAL STATEMENTS

NOTES TO THE FINANCIAL STATEMENTS for the year ended 30 June 2024

The Summary Financial Statements are for Tōtara Hospice for the year ended 30 June 2024.

REPORTING ENTITY

Totara Hospice (the "Trust") 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 is a public benefit entity for the purposes of financial reporting in accordance with the Financial Reporting Act 2013. On 1 July 2019 the Trust changed its name from Totara Hospice South Auckland to Totara Hospice.

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 (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'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 12 September 2024. They cannot be expected to provide as complete an understanding as provided by the full Financial Statements.

RELATED PARTY TRANSACTIONS AND BALANCES

Tōtara Hospice has control of The Tōtara Foundation. The following transactions have been entered into with The Tōtara Foundation and other related parties as indicated.

Related party	Nature of transaction	2024	2023
The Tōtara Foundation	Rental expense (note 1)	-	(500,000)
The Tōtara Foundation	Administration fee (note 2)	79,740	79,740
The Tōtara Foundation	Bequest Funding (note 3)	42,000	42,000
The Tōtara Foundation	Dang Bequest (Note 4)	120,000	120,000
The Tōtara Foundation	Long Lunch loan (note 5)	-	(50,000)
The Tōtara Foundation	Cashflow loan (note 6)	(400,000)	-

Note 1 - The Trust has entered into a lease agreement with The Tōtara Foundation for the premises at 140 Charles Prevost Drive, The Gardens, Manukau.

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

Note 3 - Bequest Funding was paid by The Tōtara Foundation to the Trust in order to develop this source of funding on an ongoing basis.

Note 4 - Under the terms of a bequest from the Dang family, The Tōtara Foundation makes a payment back to the Trust to cover operating expenses. This amount has been agreed by the trustees as \$10,000 per month.

Note 5 - During the 2023 year, The Totara Foundation underwritten the Long Lunch cost due do the delay in the event- This was repaid in 2023.

Note 6 - During the 2024 year, Totara Hospice prepaid part of loan from The Totara Foundation \$400,000. As at 30 June 2024 there was a balance owing of \$250,000

	2024	2023
Balance derived from the above transactions		
Receivable from The Tōtara Foundation	-	-

These financial statements should be read subject to the Audit Report on p39-40

TŌTARA HOSPICE & GROUP SUMMARY FINANCIAL STATEMENTS

NOTES TO THE FINANCIAL STATEMENTS (continued) for the year ended 30 June 2023

OPERATING LEASE COMMITMENTS

The Trust has entered into 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 Tōtara Foundation. There are no restrictions placed upon the Trust by entering into this lease. During the 2020 year the Trust entered into a 5 year lease with Canon for printing and copying equipment located within the main office. In Oct 23 the Trust entered into a 48 month lease for Electric Vehicles.

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 2024 and 2023 are, as follows:

	2024	2023
Within one year	546,199	504,106
After one year but not more than five years	691,207	439,791
More than five years	-	-
	1,237,406	943,897

CONTINGENT ASSETS AND LIABILITIES

There are no other contingent assets or liabilities at the reporting date. (2023: \$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, or may, significantly affect the operations of the Trust (2023: \$Nil).

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.

GOING CONCERN

Tōtara Hospice has presented a profit for the 2024 and profit for the 2023 financial year and forecasts a loss for the 2025 financial year. In the group context the Tōtara Foundation's constitutional purpose is to support the operations of the Tōtara Hospice and on this basis annually provides a letter of support to Tōtara Hospice outlining its commitment to Tōtara Hospice to provide a. specific funding at agreed upon intervals; b. provide additional top up funding for any unforeseen cash shortfalls; and c. provide an underwrite to ensure that its obligations are met as they fall due. Due to the listed mitigating factors, the Trustees have prepared these financial statements on a going concern basis.

INDEPENDENT AUDITOR'S REPORT

To the Trustees of Totara Hospice

Report on the Summary Financial Statements

Opinion

The accompanying summary statement of financial position as at 30 June 2024, summary statement of comprehensive revenue and expenses, summary statement of changes in net assets/equity, summary statement of cash flows and statement of service performance for the year then ended, and related notes, are derived from the audited consolidated financial statements of Tōtara Hospice and Group for the year ended 30 June 2024.

In our opinion, the accompanying summary financial statements on pages 33 to 38 and the statement of service performance on pages 6 to 11 are consistent, in all material respects, with the audited consolidated 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 do 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 consolidated financial statements and the auditor's report thereon.

The summary financial statements and the audited consolidated financial statements do not reflect the effects of events that occurred subsequent to the date of our report on the audited consolidated financial statements.

The Audited Financial Statements and Our Report Thereon

We expressed a modified audit opinion on the audited financial statements in our audit report dated 12 September 2024. The report includes:

- A qualification noting that the financial statements includes charitable shop sales received in cash over which limited controls exist before the cash received is recorded in the group's accounting records. There were no practical procedures available to us to confirm the completeness of the revenue, and accordingly, we were unable to obtain sufficient appropriate audit evidence in this regard. Consequently, we were unable to determine whether any adjustments to the amount of the charitable shop sales received in cash recorded were necessary.
- An other matter noting that the financial statements of Tōtara Hospice & Group for the year ended 30 June 2023 were audited by another auditor who expressed a modified opinion on those statements on 4 Oct 2023.

Other Information

The Board of Trustees is responsible for the other information. The other information comprises the information on pages 2 to 5, 12 to 32 and 41 but does not include the statement of service performance, summary financial statements and our auditor's report thereon, which we obtained prior to the date of this auditor's report.

Our opinion on the summary financial statements of Tōtara Hospice & Group does not cover the other information and we do not express any form of audit opinion or assurance conclusion thereon.

In connection with our audit of the summary financial statements, our responsibility is to read the other information identified above and, in doing so, consider whether the other information is materially inconsistent with the summary financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed on the other information that we obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Trustees' Responsibility for the Summary Financial Statements

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

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 consolidated 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, Tōtara Hospice and its subsidiary.

Restriction on Responsibility

This report is made solely to the Trustees, as a body, in accordance with section 42F of the Charities Act 2005. 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 audit work, for this report, or for the opinions we have formed.

PKF Kendons

PKF Kendons
Lower Hutt
17 October 2024

**ko te whakahōnore i te ora,
ko te whakarangatira i te mate**

tō mātau whāinga

**ki te whakarite ka whakawhiwhia
ngā tūroro e mate haere ana me ō
rātau whānau ki te manaakitanga
mātanga ā mohoa noa nei i tō rātau
whare manaaki ā-hapori**

ko tā mātau kaupapa



ngaiotanga

he tino tangata kei te tino wāhi,
e mahi ana i runga i te whakaaro
nui me te pono, e tauawhi ana i
te tino taumata o te matatika
me te manaakitanga



whai wāhitanga

he wāhi haumarū mā
ngā tāngata katoa, e
whāia ana, e uaratia
ana te kanorautanga



aroha

ko te manaaki, ko te
whakarangatira, ko te ngākau nui ki
te tangata, ko te whakaaro nui ki te
pēheatanga me te āhua noho o
tāngata kē, kāore he whakawātanga

ko ō mātau uara



manawaroatanga

in our vision, purpose
and community



auahatanga

ko te rapu whakaaro hou, ko te whai huarahi
pai ake, ko te whakamihi me te whakamahi
i ngā pūkenga me ngā mahi a tāngata kē



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