



2022/23
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 hăo,
Hola, Greetings to All*

“ In the face of poor funding, global workforce shortages, rising costs and health system instability, we have focussed on great stewardship of resources, innovation and collaboration to continue to successfully navigate our course. ”

Impact Report Year End June 2023

Kia ora koutou,

We are delighted to welcome you to our Impact Report for the fiscal year ending June 2023.

Staying true to our vision to honour living, dignify dying, and provide exceptional palliative care services to those who need them; it is with immense pride and gratitude that we reflect upon how far we have come over the last two strategic periods. We hope you see this progress clearly reflected in the content of the coming pages.

Over the past year, we have continued to enhance our clinical services across various settings; from the comfort of patients' homes to our inpatient facilities, outpatient clinics, and the Te Puna Ora Living Well Centre. We have remained steadfast in our commitment to improving the quality of life for individuals and families/whānau facing serious illnesses, providing them with the support they need during this most challenging of times.

We proudly continue to honour and support the lawful choice of cognitively competent adults with a terminal illness to access assisted dying if they wish to do so. We remain the only hospice in the country to provide this comprehensive and integrated service. This is a significant undertaking as we receive no funding to do so, but we have an unwavering commitment to offering compassionate choices to our patients.

Our strategic progress, as directed by our ‘Shaping Horizons’ strategy, is a testament to our dedication to creating a more equitable and sustainable future. We are making significant strides in our drive for equity of access to, experience of and outcomes from hospice care for all who need it across our community. In our commitment to sustainability, through our ‘People and Planet’ programme, we are working diligently and innovatively to reach the goal of net carbon neutrality by 2035. We have made better use of our facilities, reduced waste, up-scaled recycling and reduced printing and paper use. In October 2023 we will transition one third of our fleet to electric vehicles and have invested in the infrastructure to support this. We take our responsibility to protect our environment seriously and these concrete steps in carbon reduction are a meaningful contribution to a healthier planet for generations to come.

In the face of poor funding, global workforce shortages, rising costs and health system instability, we have focussed on great stewardship of resources, innovation and collaboration to continue to successfully navigate our course. Our dedicated workforce have embraced a number of new programmes and initiatives to deliver new revenue streams, create efficiencies and ensure we are ‘working smart’ and drawing on our collective capability.



L-R: Tina McCafferty, Chief Executive and Kirsten Corson, Chair

“ It is essential to emphasise that without drastic changes in government funding for hospice care, our work, despite its significant impact, faces an uncertain future. ”

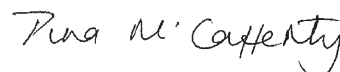
The pivotal role we play in sector leadership, especially in national work programs, political advocacy, and championing the cause of equity and sustainability has earned us respect and enabled us to be a demonstration site for positive and necessary change. To proactively partner with the new health system we have been working nationally and regionally, strengthening networks and alliance-based activities. We are proud that our relationship within the Specialist Hospices of Auckland Alliance and its shared Poi programme are making such a difference to the patient journey and overall health services capacity and capability. Working together in this way has not only improved our internal operations but also expanded the reach of our services and set a solid foundation for ongoing collaboration and innovation in this new era. Our relationship network has extended to the Kuaka Alliance of the Hospices of Northland. Together with Auckland partners we will drive consistency of hospice services across the regional network.

It is essential to emphasise that without drastic changes in government funding for hospice care, our work, despite its significant impact, faces an uncertain future. We need sustained support to ensure that palliative care remains accessible to all who require it, and that our services continue to provide comfort, dignity, and solace to those who need it most.

In closing we wish to express our heartfelt gratitude to our dedicated team of staff and volunteers, our loyal supporters, and our incredible community for making all our achievements possible. Together, we have made a difference in the lives of countless individuals and families/whānau. We are confident that our commitment to excellence, equity, and sustainability will lead us to do more this coming year.

Thank you for your continued trust in Tötara Hospice | Te Kahu Pairuri o Tötara. We look forward to sharing our journey and achievements with you in this annual report.

Ngā mihi,
Chair and CE



Tina McCafferty – Tumū Whakarae / Chief Executive



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

Statement of Service Performance - YE June 2023, Tötara Hospice Group



1. Why we exist

We exist to honour living and dignify dying

We provide free specialist palliative care services to the terminally ill, e.g. patients with cancer, heart, lung or kidney failure or neurological diseases such as motor neurone disease. Our services are holistic; our broad team of staff provide physical, emotional, psychological and social care and support. We focus on a partnership in care that seeks to ensure that over the remaining months of a person's life they can maintain as much quality of life and independence as possible and that when death inevitably comes, that it is experienced with comfort, care and dignity. We support the loved ones of patients 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. Within our group the Tötara Hospice has the public-facing

front line role as the operating trust that provides hospice palliative care and associated goods and services to our community.

As part of the group, The Tötara Foundation exists to support the operating trust. Its primary goals are to advocate for and promote hospice services and to ensure sustainability of the operating trust through stewardship of resources and financial investment where required to ensure going concern. The Tötara Foundation is also public-facing but within the group. It has an administrative and stewardship role in direct support of the work of the hospice in the present and for future decades through the means of good governance, proactive advocacy and good resource management. This ensures sustainability and going concern.

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



ko ō mātau uara



our values

“ Our services are holistic; our broad team of staff provide physical, emotional, psychological and social care and support. ”

3. High level outcomes and strategic goals we want to achieve

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



What we did this year – Tōtara Hospice

Goal 1 Accessible and equitably available care

We delivered a range of services to patients and their whānau/family 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 number of places depending on the needs and choices of the patient and their whānau/family:

- Hospice at Home
- Te Puna Ora Living Well Centre
- Inpatient Unit
- Tōtara Hospice Hub

HOW MUCH CARE WE DELIVERED

The following data is reflective of the volume and reach of our services. There are approximately 2,500 deaths in Counties Manukau each year and approximately 35% at any one time would benefit from having been cared for by hospice.

HOSPICE SERVICES	YE 2023	YE 2022
Number of accepted referrals	1,092	1,120
Number of care interventions delivered at home	34,135	30,611
Number of inpatient bed days	2,082	1,722
Number of interventions in Te Puna Ora Living Well Centre	724	591
Number of assisted deaths hosted and supported	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 2023	YE 2022
Number of new referrals accepted at no less than 1000 new patients per year	1,092	1,120
Active average quarterly caseload of 360 patients	400	374
Percentage of new referrals contacted within 3 working days at 95%	96%	91%

ACCEPTED REFERRALS BY POPULATION EQUITY

Referrals by given primary ethnicity	YE 2023		YE 2022		% Population by Ethnicity*	
	Accepted referrals by number	% of accepted referrals by ethnicity	Accepted referrals by number	% of accepted referrals by ethnicity	Nationally	Counties Manukau (service coverage area)
NZ European	370	34%	380	34%	70%	31%
Pacifica	263	24%	287	26%	8%	22%
Māori	154	14%	181	16%	16%	16%
Asian	142	14%	163	15%	15%	30%
European	93	8%	88	7%	% captured in NZ Euro	
*MEALA	14	1%	18	2%	2%	2%
Other/withheld	56	5%	3	1%	Not used	
Totals	1092		1120			

*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

REJECTED REFERRALS BY OPERATING QUARTER					
FY23	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	TOTAL YE 2023
Number	4	17	6	8	35
Reasons	2 do not meet clinical criteria, 1 out of catchment area, 1 deceased	10 do not meet clinical criteria, 4 outside the catchment area, 3 not eligible for healthcare services in NZ	4 do not meet the clinical criteria, 1 out of catchment area, 1 DHB hold	3 do not meet the clinical criteria, 4 outside the catchment area, 1 uncontactable	

REJECTED REFERRALS BY OPERATING QUARTER					
FY22	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	TOTAL YE 2022
Number	9	4	5	13	31
Reasons	1 non-resident, 2 out of catchment area, 3 do not meet clinical, 3 were uncontactable	1 non-resident, 3 do not meet clinical criteria	4 out of catchment area, 1 do not meet clinical criteria	6 do not meet clinical criteria no palliative care needed, 5 out of catchment area, 2 DHB holds	

This shows that in 2023 we received 1,127 referrals and accepted 1,092. In 2022 we received 1,151 and rejected 31. Rejections as a percentage of all referrals was 3.1% and 2.7% respectively. The main reason for rejection across both years was '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.

LEARNING AND DEVELOPMENT PROGRAMMES

YE 2023 provided 7 cohorts of learning and development, building on the previous 5 cohorts in YE 2022



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.

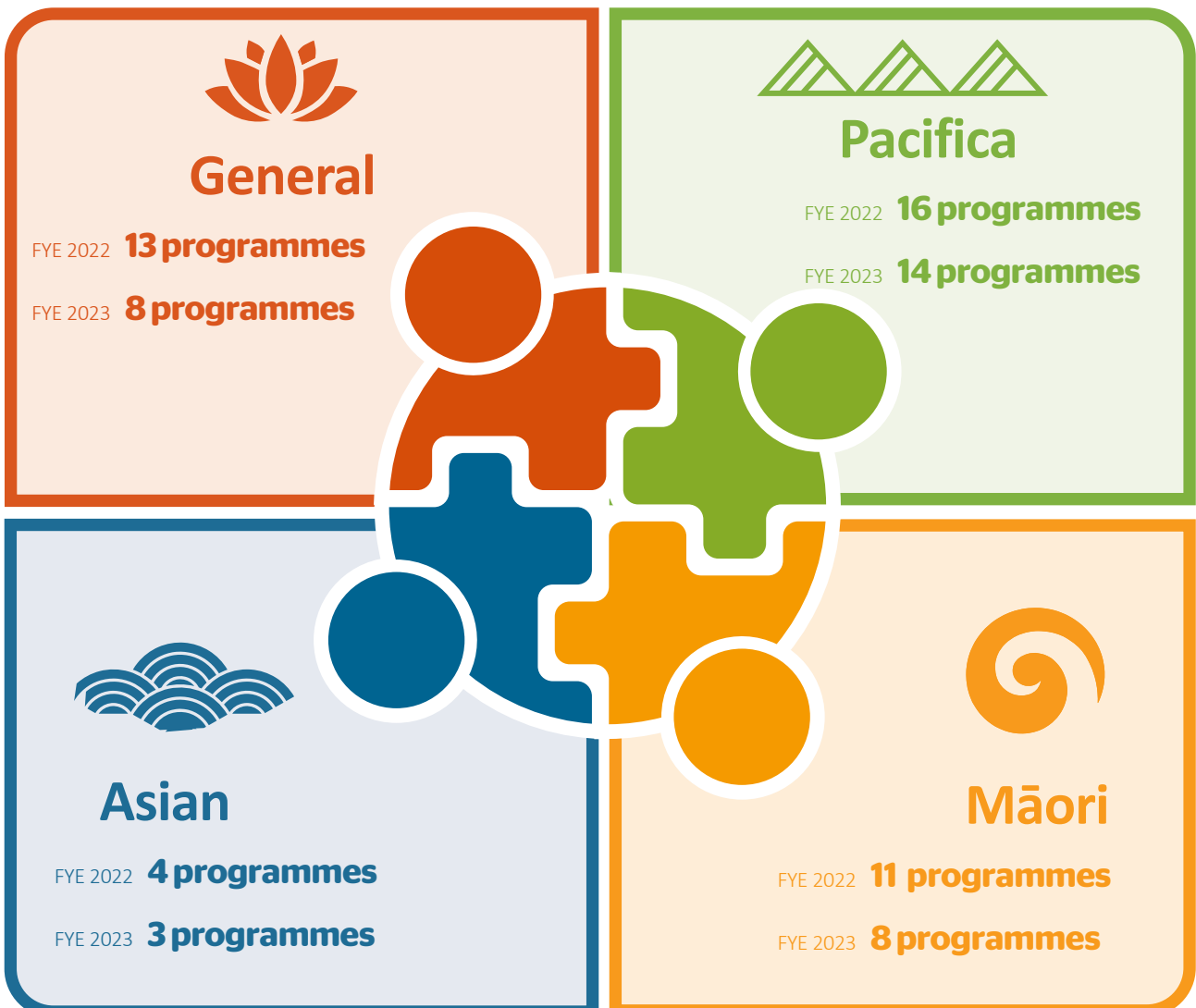
Target per ethnic group by %	YE 2023		YE 2022	
	Employee	Volunteer	Employee	Volunteer
NZ/European - 40%	53%	46%	46%	48%
Māori - 16%	11%	8%	6%	6%
Pacifica - 23%	7%	9%	8%	11%
Asian - 21%	22%	14%	12%	21%
MEALA - 5%	4%	9%	4%	0%
Not given - 0%	3%	14%	24%	16%

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. The tables below demonstrate the programmes delivered (programmes may be repeated during the year):

COMMUNITY ENGAGEMENT - Number of programmes delivered Financial year ended 2022 and 2023



The number of volunteers who support us is also a good proxy for engagement with the community on palliative care, death and dying. Our volunteers mainly come from within the service coverage community, and are advocates and educators about 'Hospice' in their day to day activities. The table below reflects the estimated number of volunteering hours within our organisation:

Volunteering by area	YE 2023 Total Volunteer Hours	YE 2023 Total Regular Volunteers	YE 2022 Total Volunteer Hours	YE 2022 Total Regular Volunteers
In Patient Unit	1,139	39	1,260	55
Hospitality	1,328	29	1,540	20
Te Puna Ora Living Well Centre	966	22	750	22
Patient Biography	596	42	540	12
Community Programmes	576	36	135	21
Administration	104	2	96	1
Patient Driving	1,286	19	735	17
Gardening	1,512	9	520	4
Floral Art	176	21	208	38
Retail	28,248	171	29,110	220
Total	35,930	390	34,894	410

What we did this year – The Tōtara Foundation

This year, The Tōtara Foundation supported the operating trust in the following ways: \$42,000 (2022: \$42,000) in annual operating contributions by way of bequest – for general opex, \$79,740 (2022: \$79,740) in administration and management fees. The Tōtara Foundation received \$500,000 (2022: \$500,000) in rent from the operating trust and an event underwritten short term cashflow was repaid, \$50,000 (2022: \$-50,000).



L-R Pene and Kay volunteering in our Inpatient Unit



Paul (L) volunteers as a patient driver, and also helps in the garden when needed

WITH YOU, WE ARE DELIVERING THE BEST POSSIBLE PALLIATIVE CARE SERVICES

“ *This place, we are so privileged to have a place like hospice, so supportive, I had a close friend-sister at Tōtara Hospice, I was allowed to stay with her overnight, she passed a couple of years ago, and now they have visited another friend-sister of mine, who is ready to go there as well.*

We as Māori get a little whakamā, it's because we don't know, this is the best place for your loved ones, they are treated with respect, manaakitanga and tautoko awhi we could go on forever, it gives your whānau relief knowing they have everything there to keep your whānau comfortable for their last journey.

”

~ Whānau member

“ Living with your diagnosis and disease and under hospice care has enabled us to return to some normality of life. It's not how we envisaged life at this stage but we are not alone – we have Tötara Hospice support. ”

Clinical Services

The clinical report is inextricably linked to the statement of service performance. Clinical data is available on pages 8 and 9. We hope that you can see that the need for hospice services is significant and that we have material reach into our community. We are proud and privileged to work with so many patients and their loved ones at such a vulnerable time.

As this year recognised the 40th year of clinical services delivered by Tötara Hospice I Te Kahu Pairuri o Tötara we have been able to reflect on the depth and ongoing focus on our vision that commenced with the founders of our hospice; a focus that continues to adapt and evolve around the needs of the terminally ill across our district. We must always ask ourselves are we delivering on our vision and how do we know? We know through the data evidenced in the statement of service performance and we also know through benchmarking, referral volumes and experience surveys.

The patient and whānau experience survey is one of the important ways that we measure and judge whether our services are meeting needs and staying true to our vision and mission whilst constantly ensuring that what we deliver is contemporary best practice and reflects the current communities with whom and for whom we work.

The patient and family/whānau experience survey completed in May 2023 is a small tangible measure of answering that question. One respondent articulated their experience so very well:

“We understand why people take that initial deep breath when hospice is suggested. It is the end of the road – OR IS IT? Hospice makes a huge difference. Living with your diagnosis and disease and under hospice care has enabled us to return to some normality of life. It's not how we envisaged life at this stage but we are not alone – we have Tötara Hospice support.”



L-R Dr Bart- Lead Medical Officer, and Cecilia- Associate Charge Nurse



A collection of wooden toys made by the Men's Fellowship Group and their Vegie Pod that was kindly donated by the Counties Hauraki Freemasons



This year we are proud to have maintained our focus on continuous quality improvement:

Having stewardship of fiscal and sustainability activity, we reviewed the clinical supply chain function that is so necessary for patient care delivery across both the community and inpatient settings. A business case was constructed to streamline the process, realise value and partner with a new provider that would better meet our needs.

As part of our objective to demystify death and dying we revitalised a programme called 'the Departure Lounge' which is Tōtara Hospices' brand of the internationally known 'Death Cafe' where people are supported to explore, discuss and consider death and dying, their own perspectives, social and cultural norms and their needs and hopes. Next year we will increase the span of this activity to the community.

In the latter part of the year, a new programme was commenced – the Men's Fellowship Group. This Group has embodied the objective of Te Puna Ora | Living Well Centre where people meet in group programmes and experience positive aspects of humanity that may have become

constrained as a result of their health issues. Socialisation, shared experiences and particularly for this men's group, the opportunity to engage in a meaningful occupation and have fun while supporting each other.

Review of our Hosting Assisted Dying Service.

Two years on we are proud to have supported 17 cognitively competent, terminally ill adults to access a legal choice to meet the end of life in their own terms. We constantly reflect on our activities and learnings in this new era of palliative care and update our approach accordingly. The service is needed, valued and has brought great comfort and safety to patients and their families. Patients accessing the service have been of mixed ages, genders and ethnicities. They have presented with different types of terminal illness. Some have been our own patients. Many have been patients who have been denied care and support for this choice by other healthcare facilities. At Tōtara we hold to our vision that the patient is the pilot of their journey and no-one dies alone or unsupported. We are delighted to have built an international network of people and organisations who respect the right of a patient to choose. We will continue to build this network in support of patient choice.

"I think we were all blown away by how good it was, and that [good experience] was about everything they [Tōtara personnel] were doing in the background".

"It all happened quite fast in the end, but it was calm - the room was filled with love and care and empathy".

"It was beautiful, really beautiful, and it all happened like that because they [Tōtara staff] knew what we needed".

We commenced a compassionate care service for non-residents of New Zealand and other groups who are ineligible for New Zealand health services. This is on a case-by-case basis and provides clinical and family assessment, care support and information.

As we look forward to the coming year, we will maintain our commitment to equity, to meeting the challenge of continuing to meet the growing palliative care needs of our communities with ever decreasing funds and doing so in continually relevant ways. Still, in 2023 many patients are referred very late in their journey. We implore all care partners to recognise symptoms early and refer early, giving all patients the opportunity to live every moment in the best quality they can whilst managing a terminal diagnosis.

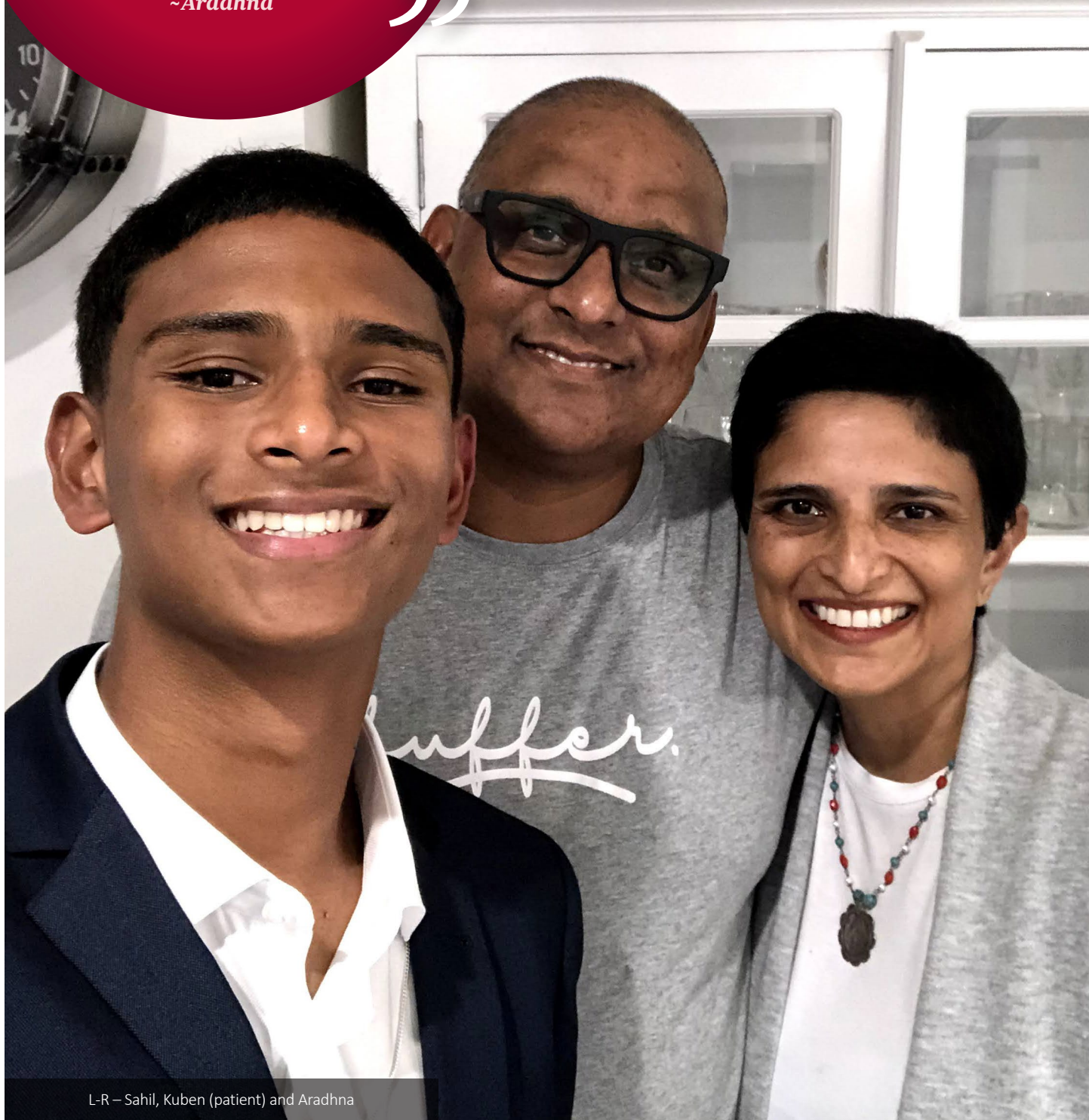


“

It was such a relief to have people I could call at any time. At night and weekends when you couldn't call the GP's office, Tōtara Hospice was there

The holistic nature of Tōtara Hospice care has meant we were supported in so many ways. The team was behind us, supporting us, talking us through the process. We were never alone.

~Aradhna

”

L-R – Sahil, Kuben (patient) and Aradhna

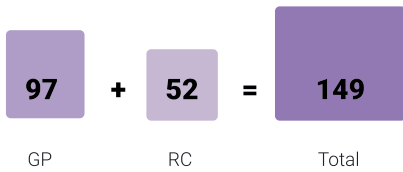
Tōtara Hospice: Poi Programme Delivery

Tōtara Hospice is proud to collaborate with the specialist hospices of Auckland with the aim of supporting palliative care capacity in primary care (general practice and residential care facilities).

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 2022 to Jun 2023 unless otherwise stated

POPULATION CHARACTERISTICS



54%

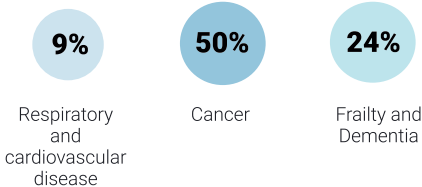
Identified as non NZ European



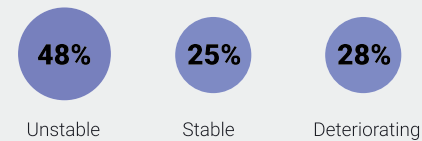
75%

Aged more than 65 years

PROPORTION OF PPAS AND THEIR PRIMARY SPICT* CLINICAL CONDITIONS



PHASES OF ILLNESS**



45%



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

23%

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

CLINICAL IMPACT

95%

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



DATA UP TO DEC 22

16%



Died within 1 month of the PPA being completed

DATA FROM JUL 20 TO DEC 20

83%

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



DATA FROM JUL 20 TO DEC 20

1%

Of those in Poi die in hospital



DATA FROM JUL 20 TO DEC 20

17%

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



CLINICAL SERVICE DEVELOPMENT

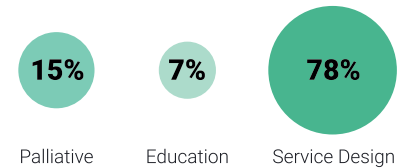
95%

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



1227

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



250

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



STAFF TRAINED SO FAR



KEY / DEFINITIONS

*SPIC: The SPIC (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 Design: 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.

*****GPs: General Practitioners with Special Interest since Poi started.



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<https://www.poiproject.co.nz>

PEOPLE & CORPORATE

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

30,000
hours annually.



Some of our Long Service Award recipients

Volunteer Services

Te Kahu Pairuri o Tōtara | Tōtara Hospice operates with a hybrid workforce of employees and volunteers, with over 400 volunteers contributing approximately 36,000 hours each year. These volunteers are essential to our success and help ensure the longevity of Tōtara Hospice.

When Tōtara Hospice was first realised 40 years ago, it was entirely volunteer-driven. In those 40 years, we have progressed from delivering care to a small handful of patients, to caring for approximately 1100 per year. This year particularly, we are humbled and grateful, thinking about the achievements of our founders, and we can truly say that we are standing on the shoulders of giants.

Volunteers enhance our capacity and capabilities by providing additional resources and diverse skill sets, complementing the expertise of our staff. Volunteers act as ambassadors, engaging with the community, raising awareness, and building strong connections with stakeholders. Their involvement fosters social cohesion and strengthens the fabric of communities.

From a cost-effective perspective, volunteering helps manage expenses and allocate resources more efficiently. Volunteers bring fresh perspectives, creativity, and innovation, adapting quickly to changing circumstances.

Furthermore, volunteers play a crucial role in research, data collection, and evaluations, providing valuable insights that improve service delivery. Engaging volunteers also contributes to our enduring presence, as they may become long-term supporters or even future staff members. Every year, we celebrate our Volunteer Long Service Awards, for those reaching milestones of 5 years plus; it's a small token of our immense appreciation. This year's celebrations included business partners from the commercial world, who were able to hear and see first-hand, what a difference our volunteers make.

Recognizing the importance of volunteering, we have developed a strategic plan, aligning it with our overarching 'Shaping Horizons Gen3 Hospice 2022-2030' strategy. The Volunteer Strategy aims to attract, recruit, and retain diverse volunteers while promoting equity, inclusion, and the principles of The Treaty of Waitangi. The strategy emphasizes stability, innovation, and continuous learning, while appreciating and recognizing volunteers' contributions.

By implementing this strategy and closely monitoring its impact, Tōtara Hospice ensures the ongoing success and positive impact of the organisation, supported by the dedication and passion of its volunteers.



Staff

As with many organisations in New Zealand, indeed worldwide, Tōtara Hospice continues to compete for valuable workforce. Political and economic factors influence the ability to particularly recruit clinicians; ad hoc pay relativity exercises from Government may appear to ease the burden – and we are delighted to see professions publicly recognised – but there are many professions who have not received such recognition – and pay relativity exercises can lead to dissatisfaction across professions, with innumerable challenges, not least the cost implications across a wider team.

Notwithstanding, Tōtara Hospice’s model of care, employee value proposition, and unwavering support of patients’ choice, sets us apart, and we continue to steadily recruit, as well as offer internships. Staff members have a wonderful environment in which to practice their professions and vocations, given support to develop their skills and flexibility to meet their personal needs, and encouraged to bring their best selves to work.

Our commitment to hospice for all is recognised as leading the way for cultural safety. We are transparent with our expectations; every step of the recruitment path ensures the people who join us are aware of our values and our goals.



Some of our clinical team



L-R Staff members Andrea, Marleen and Gen

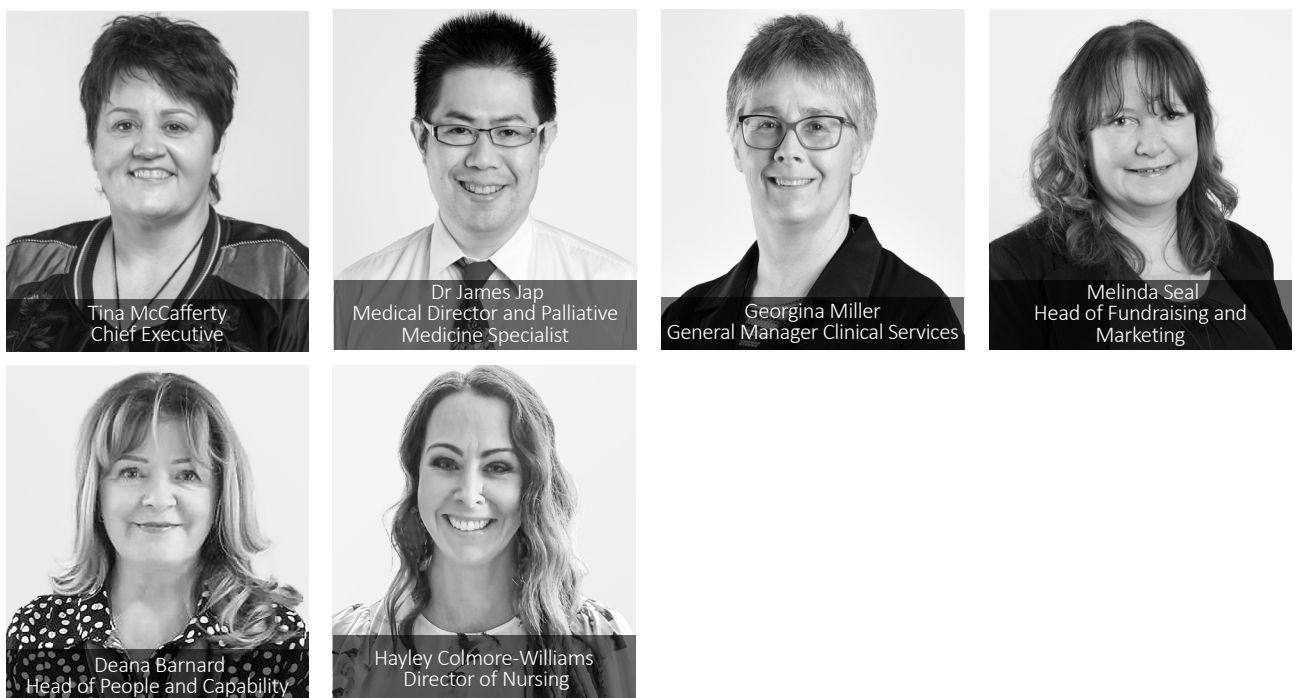
Our Board Of Trustees

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 deliver the strategic objectives identified by the Board. Simultaneously the team is tasked with developing their own area of the Hospice, whilst never losing sight of collaborative leadership, direction, development and encouragement of the overall Tötara Hospice team.



Hospitality Services

Patient Food Services

We have focussed on enhancing patient experiences, expanding our menu offerings, and fostering a sustainable environment, all with a strong focus on cost savings, efficiency and innovation. Examples of these are:

- Menu planning.**
 Ensuring we offered a well-balanced menu that meets the nutritional needs of patients whilst also utilising seasonal and locally sourced ingredients as they are often more affordable.
- Portion control.**
 Thoughtfully plated portion sizes to minimise food wastage. This is important in our Inpatient Unit (IPU) setting where patients' appetites may vary due to illness and/or medication.
- Best value for money.**
 Periodic review of our food suppliers to ensure we are achieving the best value for money and best pricing.
- Inventory management and bulk purchasing.**
 Smart tracking of food supplies to avoid oversupplying and spoilage. Purchasing non-perishable ingredients in bulk to take advantage of volume discounts.
- Utilising technology and efficient systems.**
 We optimised kitchen workflows and space usage for efficient meal preparation to suit the multi-outlet kitchen requirements. Digital software usage continues to help identify where savings can be made.

These strategies signify our dedication to efficiency without compromising the high-quality of patient care and nutrition to our patients in the Tōtara Hospice IPU.

Expanded Daily Menu Options

We have introduced a range of culturally inspired dishes including: Sapa Sui, Butter Chicken, Congee, and Fried Rice, providing a culturally aligned culinary experience to help both uplift spirits and provide nourishment.

We have always supported special dietary needs however this year we expanded our range of meals/products that support Halal, Vegan, Vegetarian, Gluten-Free, Celiac, and Dairy-Free requirements. This is a very simple and human way to foster an inclusive environment that promotes well-being for all patients – a Hospice for All.



Café Aroha, Catering and Conference Services

Our café has become a hub of community engagement, evident in the increasing number of sales. The total order count in 2022/2023 rose to an impressive 10,043, demonstrating the growing popularity and satisfaction of our café offerings.

Revenue and Community Outreach

Our commitment to serving the local community extends beyond our patient food services and Café Aroha. We have expanded our food services, offering out-catering options that provide a memorable meal experience for various events, schools and corporates.

By increasing advertising of food services and the conference centre, we are on our way to creating a self-sustaining revenue stream that supports our commitment to future sustainability.

Sustainability Initiatives

In our dedication to creating a greener and more sustainable environment, we have taken steps to reduce waste and promote eco-friendly practices. The introduction of boomerang cups in Café Aroha for staff and patient families encourage reusable habits, while edible cups have offered a delectable and environmentally conscious alternative.

We actively encourage staff and 'Dine In' customers to use tableware, reducing the reliance on takeaway containers and single-use plastics.

The multi-outlet commercial kitchen and Café Aroha have introduced a range of recycling rubbish bin offerings.

The achievements of our Hospitality team demonstrate our ongoing commitment to excellence in patient care, embracing cultural diversity, and promoting sustainability. We also continue to secure independent revenues ensuring Tōtara Hospice is here for the community.



Cat - our friendly barista



Customer Review

★★★★★

"One of those hidden lil gems off the beaten track. Had no idea it existed, hard to believe because of the price and quality should put it on the map.

Good location away from the hustle and bustle, well kept gardens. Staff super friendly. Quality of the food is second to none... and then the price. No compromise for either. Coffee is great.

Cabinet food I didn't try on this occasion but will when I next visit.

Café Aroha

Impact report

Clinical services

people & corporate

business support

community support

financial statements

**WITH YOU,
WE ARE DELIVERING
ENHANCED BUSINESS
SUPPORT, ENSURING OPTIMUM
PALLIATIVE CARE DELIVERY TO
PATIENTS AND THEIR WHĀNAU**

“

*I think of you often,
and feel blessed that
the patients have such a
fabulous team to care
and nurture them.”*

~ Family member

”

Business Support Services

The beautiful Tōtara Hub facility has a robust repairs and maintenance plan, ensuring not only the health and safety and enjoyment of all, but also recognising the commitment to the planet as well as to the people. A sustainability initiative – RISE was launched to demonstrate the tangible links between fiscal and environmental benefits. Extensive recycling programmes have been introduced, solar panels continue to provide power, and we are looking to harvest rainwater. Our fleet will gradually include EVs, starting with 11 EVs in 2023-24 and on-site charging units will offer “user-pays” options to benefit visitors to Tōtara Hub, as well as our immediate community.

Sound financial practices are maintained, with solid and regular governance, ensuring funding is appropriately spent or invested – whether funded by Government, sponsors, donors, trusts or grants. We partner with values-aligned organisations where we can, with the aim of mutually-beneficial commercial relationships.



Our IT team help us to make our staffs’ working lives easier, using smart technology to keep them safe while out on the road, swifter handling of sensitive patient information, and having the resources they need to focus more on delivery of services.

Sustainability Programme		100,000+ customers	310,080 items recycled
Waste Management Composting & Recycling Food scraps, paper & general rubbish	Phase 1 EV chargers & EV Cars		
Steel or wooden cutlery in café	Transition coffee to recycle or boomerang		
Climate TED Internal communications series launched			

COMMUNITY FUNDING AND ENGAGEMENT

“

*I can't express enough
the gratitude I feel for each
and every one of you.*

~ Family member

”

Fundraising Services

The Power of Donor Engagement for Sustainable Impact

Our commitment to sustainable leading-edge palliative care is inextricably woven with donor engagement, diversifying fundraising, and the use of multiple channels to fundraise. Donations from individuals, community donors, trusts, grants, and bequests continue to be our primary sources of fundraising income.

Our multi-channel fundraising strategy has successfully diversified revenue streams, increased visibility, and maximised donor engagement, leading to significant success, such as our bed campaign drive which exceeded its target of 3 beds by delivering 9 new beds. This campaign used a variety of channels to achieve this result, namely peer-to-peer fundraising, social media, community group fundraising, and trusts and grants.

This year, donor income increased by 58%. To better understand our donors and gain valuable insights into their connection to hospice, and how they might like to support us in the future we surveyed them in our inaugural biennial donor survey. The majority of respondents had a direct connection to Tōtara Hospice through an immediate family member and they valued all services equally, some expressed interest in supporting us further through regular giving, supporting specific medical equipment appeals, or leaving a bequest.

To foster authentic connections, our donor engagement goes beyond financial transactions and aims to unify individuals from all walks of life who want to support our patients and their whānau, in whatever way they can. This support may have been through: street appeals, Trees of Remembrance or event volunteering; event participation at our Ladies Lunch, Long Lunch, Christmas Night Markets and Boogie in the Vines; peer-to-peer fundraising through our Jail and Bail campaign, or by participating in a sports event like little Daniel who ran the kids Auckland Marathon in support of Tōtara Hospice in honour of his grandfather, to name but a few.

We are grateful for the invaluable financial support we receive from trusts and grants. Their commitment enabled us to purchase medical equipment and cover some salaries.



BEDS ARE MORE THAN JUST BEDS. HOSPICE BEDS ARE A SANCTUARY. PLEASE DONATE TODAY.



The 2022 new bed fundraising campaign raised enough for 9 new beds



L- R: Wayne and Paul from BNI Howick celebrating our 40th anniversary



Some of our clinical team showing off their safety personal alarms funded by a donors gift

“ This is a small token of our immense gratitude for the wonderful care dad, and indeed the whole family received from everyone at Tōtara Hospice - the doctors, nurses, and all the support people. Long may you continue to offer this vital service to our community. Donor

”



Congratulations to Daniel on completing the kid's Auckland Marathon and raising an amazing \$1,240 for Tötara Hospice in honour of his beloved pop



Thanks to Trillian Trust for their ongoing support of Tötara Hospice with Clinical Equipment

The support from our local Lions Clubs and Rotary Clubs exemplifies the strength of collective action and generosity for a common cause, and we are grateful for their continued support.

We extend heartfelt thanks to our all supporters and donors who fundraised for us, supported us or donated to us, their unwavering support enables us to maintain exceptional care and deliver leading-edge palliative services.

School Partnerships

In the past year, we successfully reconnected with the community post-Covid, with unwavering support for the invaluable partnerships we have with local schools and businesses. Re-establishing engagement initiatives like 'Share the Aroha' campaign engaged 15 schools and 78 students and teachers. Additionally, we visited 12 schools, distributing Share Packs for awareness. School performance partnerships flourished, featuring events like Christmas carol singing at our Christmas Night Markets, and performances by Gardens School Band and a Kapa Haka group at our Ladies Lunch.

Support from school volunteers at Alfriston College and Gardens School, along with partnerships with tertiary institutions like NZMA for the Long Lunch for Hospice, proved invaluable.

Empowering youth, we now have 37 Youth Ambassadors and 8 Senior Youth Ambassadors advocating for Tötara Hospice and volunteering when needed. During careers days, we engaged with over 2000 high school students from three secondary schools, enlightening them about hospice sector opportunities.

These initiatives and partnerships strengthen our community ties and raise awareness about hospice care's significance in enhancing patients' and families' quality of life. Moving forward, we'll continue strengthening connections to create a positive and lasting impact on our community.

Community Partnerships

Each year, we are privileged to collaborate with partners such as Farmers, coming together for the Trees of Remembrance and Christmas Bauble campaign. Through these initiatives, we not only raise vital funds but also foster a sense of togetherness and remembrance during the Christmas season. Additionally, our enduring partnership with the Robinhood Stars netball team strengthens our reach and impact, allowing us to connect with a broader audience and spread awareness about the importance of hospice care.

As we continue to work alongside our community partners, we are grateful for the unwavering support and dedication they bring to Making Hospice Happen. Their collective efforts play an instrumental role in ensuring we continue providing first class palliative care and support to patients and whānau. We look forward to further strengthening these partnerships and exploring new opportunities for collaboration.

“ Someone from Hospice rang me to say ‘thank you’ for my donation – the first time any charity has ever done this. It was personal and much appreciated and I increased my giving as a result... Donor

”



The Fundraising Institute of New Zealand (FINZ) is the professional membership body that represents fundraising in New Zealand. In delivering its mission, FINZ is concerned with developing standards of practice to enhance the integrity and professionalism of fundraisers and the fundraising sector and advocating the value of fundraising to society and government in order to empower fundraisers in their work in and with communities. Tōtara Hospice is a member of FINZ ensuring we abide by ethical fundraising practices.



The Marketing Association (MA) is the industry body dedicated to the marketing profession in New Zealand. Their purpose is to help marketers through education, inspiration, provision of resources and facilitating networking events so that marketers throughout New Zealand deliver leading-edge marketing strategy. Tōtara Hospice holds a charity membership of MA.

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

- | | |
|---|--|
| Ernest Hyam Davis & The Ted and Mollie Carr Endowment Trust | Trillian Trust Limited |
| Louisa and Patrick Emmett Murphy Foundation | Wiri Licensing Trust |
| Auckland Local Grants Board | Grassroots Trust |
| The Trusts Community Foundation | Four Winds Foundation |
| Mazda Foundation | Dragon Community Trust |
| New Zealand Community Trust | Gloray Charitable Trust |
| Ministry of Pacific People | ARA Lodge No. 348 I C Charitable Trust |

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



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





Kenneth's disease resulted in paralysis, he wanted to build his strength to enable him more independence. Also, he wanted to contribute more to help his wife and 3 children with their day-to-day lives. Using the gym at hospice increased his muscle strength and helped him to transition safely to more functional mobility tasks like walking, transferring from his bed to a wheelchair, and getting in and out of the car.

Grassroots Trust supported the funding of gymnasium equipment in January 2023, allowing patients like Kenneth (R) to work on strengthening muscle groups, with support from Clarice (L) our Clinical Lead for Allied Health and Physiotherapist.

Retail Group

The Tōtara Hospice retail group plays an important role in the sustainability of specialised palliative care services being provided to our local communities. The financial gap between Government funding and the actual costs of running hospice needs to be bridged each year, with the Tōtara Hospice Retail Group having a minimum revenue target of \$1.45M to assist with the funding shortfall. Over the course of this year our Group was still navigating the severe and negative impacts of the lost trading months that resulted from the COVID-19 related lockdowns and we made the decision to close one of our Pakuranga based stores. Luckily, we retained a wonderful staff member and volunteer team who were all redeployed within the Group to Ben Lomond.

However, our retail recovery strategy successfully and incrementally continued to provide the framework and direction to return to target positive operations. There were extensive changes implemented that reinvigorated our successful stores, thereby ensuring our longevity in the competitive second-hand goods market. Market research supported the decision to transform three of our stores into 'boutique style' venues that cater to the higher quality apparel that has been donated, with the remaining others evolving to become our large, destination

mega-stores that provide customers the opportunity to find anything and everything from bric-a-brac, to homewares, to beautiful clothing and accessories. The mega-stores were our venues for our inaugural 'Sip and Shop' events, held throughout the year and which resulted in an outstanding turnout of op-shoppers. We have continued with the theme of hosting a selection of different shopping events for our customers including the re-launch of our annual 'Tōtara Hospice Shop Crawl'.

The generosity of donated goods from our community, has kept our shops well stocked with high-calibre merchandise, which we have sold at great prices. Balancing low-priced goods with the cost of running the shops is only achievable because of our volunteer workforce who are integral members of our committed and dedicated retail team. Our Group, through a committed strategy, workforce and supporter base, have succeeded in implementing new standards, processes, and ways of connecting and extending reach into our communities, where we continue to raise hospice awareness and provide the much-needed funds to ensure patients and families/whānau continue to receive first-class hospice palliative care services.



“ **The best charity shop in all of Auckland 100 🌟🌟🌟🌟🌟 Huge selection of furniture, clothing, glassware, electronics, kitchenware, decor and jewellery. 🙌 Everything is beautifully displayed, clean and tidy. You can find some really unique vintage things. The quality is very high but the prices are exactly as reasonable as they should be - great pricing. The staff are amazing too, especially the manager Niki who is so kind and helpful - really makes the place special. The rotation and regular influx of stock make this place worth a visit on the reg. There is plenty of parking and a selection of plants out front too.** ”

TŌTARA HOSPICE & GROUP SUMMARY FINANCIAL STATEMENTS 2022/23

TŌTARA HOSPICE & GROUP SUMMARY FINANCIAL STATEMENTS

CONSOLIDATED AND SEPARATE STATEMENT OF FINANCIAL POSITION as at 30 June 2023

	Parent Entity		Group	
	2023	2022	2023	2022
Current assets				
Cash and cash equivalents	1,578,195	633,438	2,081,949	988,601
Funds held on behalf of Better Palliative Care project	1,170,185	1,256,052	1,170,185	1,256,052
Receivables from non-exchange transactions	875,975	775,309	817,626	825,307
Prepayments	11,105	106,269	11,105	139,272
Financial assets at fair value through surplus or deficit	-	-	10,138,740	9,492,568
	3,635,460	2,771,068	14,219,605	12,701,800
Current liabilities				
Payables under exchange transactions	283,601	260,946	299,343	286,187
Goods and services tax	145,221	75,836	145,080	139,834
Income in advance- tagged grants	157,219	12,989	157,219	12,989
Employee benefits liability	1,226,359	1,060,997	1,226,359	1,060,997
Lease Liability- Current	11,946	10,724	11,946	10,724
The Tōtara Foundation- Loan	650,000	650,000	-	-
Funds held on behalf of Better Palliative Care project	1,170,185	1,256,052	1,170,185	1,256,052
	3,644,531	3,327,543	3,010,132	2,766,781
Working capital surplus/ (deficit)	(9,071)	(556,474)	11,209,474	9,935,019
Non-current assets				
Property plant and equipment	755,872	651,111	9,691,367	9,902,153
Financial assets- held to maturity	-	-	2,632,565	2,314,663
	755,872	651,111	12,323,932	12,216,816
Non-current Liabilities				
Lease liability	5,263	17,463	5,263	17,463
Long Service Leave Accrual- Non Current	71,914		71,914	
	77,177	17,463	77,177	17,463
NET ASSETS/ (LIABILITIES)	669,624	77,173	23,456,231	22,134,372
EQUITY				
Accumulated comprehensive revenue and expense	505,758	(86,693)	23,292,365	21,970,506
Francis Fennel Scholarship Fund	163,866	163,866	163,866	163,866
TOTAL EQUITY	669,624	77,173	23,456,231	22,134,372

For and on behalf of the Board:



Chairperson



Trustee

27 September 2023

Date

27 September 2023

Date

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

TŌTARA HOSPICE & GROUP SUMMARY FINANCIAL STATEMENTS

CONSOLIDATED AND SEPARATE STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSES for the year ended 30 June 2023

	Parent Entity		Group	
	2023	2022	2023	2022
Revenue from Government Contracts	8,149,777	7,783,396	8,149,777	7,783,396
Government Covid Funding	-	21,500	-	21,500
Patient Care	(5,349,533)	(5,146,761)	(5,349,533)	(5,146,761)
Allied Health & Family Support Services	(810,580)	(623,069)	(810,580)	(623,069)
Education and training	(91,878)	(51,134)	(91,878)	(51,134)
Facility Costs	(979,745)	(888,926)	(643,263)	(484,585)
Depreciation	(227,184)	(221,016)	(571,347)	(581,138)
Administration	(2,242,012)	(1,804,814)	(2,250,472)	(1,811,313)
Operating Deficit	(1,551,155)	(930,823)	(1,567,296)	(893,103)
Revenue from Hospice shop sales	1,447,245	978,708	1,447,245	978,708
Retail expenses	(1,408,377)	(1,158,514)	(1,408,377)	(1,158,514)
Surplus from Hospice Shop Sales	38,868	(179,806)	38,868	(179,806)
Revenue from Fundraising	1,128,315	710,447	1,144,984	732,912
Trusts and Grants	521,086	192,968	521,086	192,968
Fundraising & Marketing expenses	(635,583)	(556,084)	(635,583)	(561,654)
Surplus from fundraising	1,013,819	347,332	1,030,488	364,226
Other income	659,132	347,352	417,392	105,612
Revenue Hospitality & Catering	173,604	121,619	173,604	121,619
Hospitality & Catering Expense	(155,070)	(115,333)	(155,070)	(115,333)
Bequest income	412,187	30,525	412,187	30,525
Deficit before finance income	591,385	(379,134)	350,172	(566,259)
Finance Income	4,025	1,803	124,275	142,788
Finance Costs	(2,959)	(1,683)	(104,478)	(169,075)
Investment income	-	-	951,889	(417,279)
Total Finance income	1,066	120	971,686	(443,566)
(Deficit) / Surplus for the year	592,451	(379,014)	1,321,858	(1,009,825)

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

TŌTARA HOSPICE & GROUP SUMMARY FINANCIAL STATEMENTS

CONSOLIDATED AND SEPARATE STATEMENT OF CHANGES IN NET ASSETS/EQUITY

for the year ended 30 June 2023

	Parent Entity			Group		
	Accumulated comprehensive revenue and expense	Francis Fennell Scholarship Fund	Total	Accumulated comprehensive revenue and expense	Francis Fennell Scholarship Fund	Total
At 1 July 2021	292,322	163,866	456,188	22,980,332	163,866	23,144,198
Surplus/ (deficit) for the year	(379,014)	-	(379,014)	(1,009,825)	-	(1,009,825)
Other comprehensive revenue and expense	-	-	-	-	-	-
Total comprehensive revenue and expense for the year	(379,014)	-	(379,014)	(1,009,825)	-	(1,009,825)
Net transfers to/from other reserves	-	-	-	-	-	-
At 30 June 2022	(86,692)	163,866	77,174	21,970,507	163,866	22,134,373
At 1 July 2022	(86,692)	163,866	77,174	21,970,507	163,866	22,134,373
Surplus/ (deficit) for the year	592,451	-	592,451	1,321,858	-	1,321,858
Other comprehensive revenue and expense	-	-	-	-	-	-
Total comprehensive revenue and expense for the year	592,451	-	592,451	1,321,858	-	1,321,858
Net transfers to/from other reserves	-	-	-	-	-	-
At 30 June 2023	505,759	163,866	669,625	23,292,365	163,866	23,456,231

These financial statements should be read subject to the Audit Report on pp39-40

TŌTARA HOSPICE & GROUP SUMMARY FINANCIAL STATEMENTS CONSOLIDATED AND SEPARATE STATEMENT OF CASH FLOWS

for the year ended 30 June 2023

	Parent Entity		Group	
	2023	2022	2023	2022
Cash flows from operating activities				
Receipts				
Receipts from non-exchange transactions	12,572,869	10,116,607	12,347,797	9,897,331
Funds administered on behalf of Third Party- net	(85,072)	368,061	(85,072)	368,061
Payments				
Payments to suppliers	(3,200,919)	(2,755,257)	(2,900,598)	(2,885,529)
Payments to employees	(8,166,001)	(7,536,997)	(8,166,001)	(7,536,997)
Net GST Received / (Paid)	51,282	26,846	(6,747)	9,576
Net cash flows from operating activities	1,172,159	219,259	1,189,379	(147,559)
Cash flows from investing activities				
Receipts				
Proceeds from sale of property plant and equipment	-	23,783	-	-
Dividends received	3,030	-	283,039	302,245
Interest received	4,025	1,803	120,743	137,749
Payments				
Purchase of property, plant and equipment	(270,324)	(281,676)	(293,485)	(284,294)
Cash movement in Portfolio held	-	-	(292,196)	(117,082)
Advances from related parties	(50,000)	125,000	-	-
Net cash flows from investing activities	(313,269)	(131,088)	(181,898)	38,617
Net cash flows from financing activities	-	-	-	-
Net increase/(decrease) in cash and cash equivalents	858,891	88,171	1,007,481	(108,942)
Cash and cash equivalents at 1 July	1,889,489	1,801,321	2,244,653	2,353,595
Cash and cash equivalents at 30 June	2,748,380	1,889,489	3,252,134	2,244,653
Represented by:				
Cash and cash equivalents	1,578,195	633,438	2,081,949	988,601
Cash held on behalf of Better Palliative Care project	1,170,185	1,256,052	1,170,185	1,256,052
	2,748,380	1,889,489	3,252,134	2,244,653

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 for the year ended 30 June 2023

The Summary Financial Statements are for Tōtara Hospice for the year ended 30 June 2023.

REPORTING ENTITY

Tōtara Hospice (the "Trust" or "Parent") 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. Tōtara Hospice and Group (the "Group") is a public benefit entity for the purposes of financial reporting in accordance with the Financial Reporting Act 2013. Tōtara Hospice has control of Tōtara Foundation.

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 Tōtara Hospice's registered office.

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

These Summary Financial Statements have been extracted from the full Financial Statements dated 27 September 2023. 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	2023	2022
The Tōtara Foundation	Rental expense (note 1)	(500,000)	(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)	50,000
The Tōtara Foundation	Cashflow loan (note 6)	-	275,000

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 2022 year, The Tōtara Foundation underwrote the Long Lunch cost due do the delay in the event. This was repaid in 2023.

Note 6 - During the 2022 year, The Tōtara Foundation loaned Tōtara Hospice \$275,000 for cashflow purpose.

	2023	2022
Balance derived from the above transactions		
Receivable from The Tōtara Foundation	-	-

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 leases for seven premises operated as Charitable shops, including a warehouse. In addition, the Trust leases the premises at 140 Charles Prevost Drive, 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.

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 2023 and 2022 are, as follows:

	2023	2022
Within one year	504,106	576,289
After one year but not more than five years	439,791	626,843
More than five years	-	-
	943,897	1,203,132

CONTINGENT ASSETS AND LIABILITIES

There are no contingent assets or liabilities at the reporting date. (2022: \$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 (2022: \$Nil).

GOING CONCERN

Tōtara Hospice has presented a profit for the 2023 and loss for the 2022 financial year and forecasts a loss for the 2024 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.

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.

Report of the Independent Auditor On the summary consolidated and separate financial report To the Trustees of Totara Hospice

Opinion

The accompanying summary consolidated and separate statement of financial position as at 30 June 2023, summary consolidated and separate statement of comprehensive revenue and expenses, summary consolidated and separate statement of changes in net assets/equity, summary consolidated and separate statement of cash flows and summary consolidated and separate statement of service performance for the year then ended, and related notes, are derived from the audited consolidated financial report of Totara Hospice and Group for the year ended 30 June 2023.

In our opinion, the accompanying summary consolidated and separate financial report on pages 33 to 38 and the summary consolidated and separate statement of service performance on pages 6 to 11 are consistent, in all material respects, with the audited consolidated financial report, in accordance with PBE FRS 43: Summary Financial Statements issued by the New Zealand Accounting Standards Board.

Summary financial report

The summary consolidated and separate financial report does not contain all the disclosures required by Public Benefit Entity Standards Reduced Disclosure Regime ("PBE Standards RDR"). Reading the summary financial report and the auditor's report thereon, therefore, is not a substitute for reading the audited financial report and the auditor's report thereon. The summary consolidated and separate financial report and the audited financial report do not reflect the effects of events that occurred subsequent to the date of our report on the audited consolidated and separate financial report. Readers should make reference to the audited consolidated financial report of Totara Hospice and Group for the year ended 30 June 2023 as filed on the DIA Charities website.

Other matter

The corresponding consolidated service performance information for the year ended 30 June 2022 is unaudited.

The audited financial report and our report thereon

We expressed a qualified audit opinion on the audited financial report in our audit report dated 27 September 2023. The Trust's reported income includes charitable shop sales received in cash over which limited controls exist prior to the cash received being recorded in the Trust's accounting records. There were no practical procedures available to us to confirm the completeness of this revenue, and accordingly, we were unable to obtain sufficient appropriate audit evidence in this regard.

Other information

The Board of Trustees is responsible for the other information. The other information comprises the reports on pages 2 to 5, 12 to 32 and 41 to 42. (but does not include the statement of service performance, summary financial report and our auditor's report thereon), which we obtained prior to the date of this auditor's report. Our opinion on the summary consolidated and separate financial report 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 consolidated and separate consolidated financial report, 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 consolidated financial report 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 report

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

Auditor's responsibility

Our responsibility is to express an opinion on whether the summary consolidated, and separate financial report is consistent, in all material respects, with the audited financial report 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, Totara Hospice and its subsidiary.

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 handwritten signature in blue ink that reads 'RSM'.

RSM Hayes Audit
Auckland

24 October 2023

**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



Tōtara Hospice | Te Kahu Pairuri o Tōtara

Tōtara Hub, 140 Charles Prevost Drive, The Gardens, Auckland 2105

PO Box 75560, Manurewa, Auckland 2243

P: 09 640 0025 | F: 09 640 0291 | www.hospice.co.nz

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