

# inTouch

with Tōtara Hospice

Tōtara   
hospice  
Te Kahu Pairuri o Tōtara

Spring 2025



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# AROHA Eatery.

♥ made with love ♥ in support of tōtara hospice

## FROZEN TAKEAWAY MEALS

<p><b>THIS BECOMES THAT</b></p> <p>THIS → THAT</p>  <p><b>WINNER, WINNER, CREAMY CHICKEN DINNER.</b></p>	<p><b>THIS BECOMES THAT</b></p> <p>THIS → THAT</p>  <p><b>BEEFY, CHEESY, EASY-PEASY.</b></p>	<p><b>THIS BECOMES THAT</b></p> <p>THIS → THAT</p>  <p><b>CURRY UP AND TRY THIS ONE.</b></p>
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Order online | [www.arohaeatery.co.nz](http://www.arohaeatery.co.nz)

*Made with Love*



## Find your closest Tōtara Hospice Shop



**Mega Store & Donation Centre**  
42a Ben Lomond Crescent, Pakuranga

**Howick Hospice Shop**  
Rices Mall, 61 Picton Street, Howick

**The Gardens Kids Shop**  
Shop 2, 91-97 Charles Prevost Drive, Manurewa

**The 2nd Edition.**  
BY MEMBERS OF TŌTARA HOSPICE

**The 2nd Edition Ben Lomond**  
42 Ben Lomond Crescent,  
Pakuranga

**The 2nd Edition Manurewa**  
140 Charles Prevost Drive,  
Manurewa

[www.the2ndedition.co.nz](http://www.the2ndedition.co.nz)

Our Takanini store is currently closed, but keep an eye out on our social media for exciting news coming soon!

 @shophospice

 Tōtara Hospice Shops

# A Message from Tina McCafferty

*Tōtara Hospice Chief Executive*



**Kia ora koutou, Kia Orana, Talofa lava, Malo e lelei, Fakaalofa lahi atu, Ni sa bula, Vinaka, Namaste, Nǐ hǎo, Hola, Greetings all.**

The time between this and our last newsletter has brought a series of challenges that have truly tested our mettle.

The most pressing remains the ongoing struggle with an unsustainable and inequitable funding model. Despite Health New Zealand and the Government signalling reform, our funding, delivered via Health NZ, has not kept pace with rising demand or the real costs of care. As recession bites and living costs climb, the value of our funding continues to erode under a 'sinking lid' approach. This affects not only our public funding but also the value of every dollar earned through social enterprises like Aroha Eatery and our retail stores.

As a result, we've had to make some of the toughest decisions in our history. To preserve the integrity of our care, we've reduced the number of patients and whānau we support each month, from over 450 to the low 300s, prioritising those in greatest need. We've also had to make 18 positions redundant. These sacrifices have had a deep and lasting impact.

Despite this, the strength and spirit of Team Tōtara and those needing our care have remained unwavering. Everyone has shown understanding, professionalism, care, and quiet strength in the face of adversity. We promise you that we continue to advocate for a sustainable funding model, backed by strong evidence like the Martin Jenkins economic impact report, which shows the clinical value and cost savings hospice care delivers.

Last month also brought an unexpected blow: the arson attack on our Takanini warehouse. The loss was significant, but the response from our community was even greater. Special thanks go to our fellow hospices, the wider community, and individuals such as Pat Spellman and Matt Winiata, whose hiko fundraiser rallied vital support. Donations of stock and supplies have been essential in keeping us going. From this crisis, we found opportunity. We'll soon reopen at 221 Great South Road, and we warmly invite you to come, witness resilience in action, and shop up a supporter storm!

Amidst all of this, a bright light emerged in the form of Hospice Heroes, an eight-part documentary created solely about our hospice, produced by GSTV and funded by NZ On Air. Released in July on Three and ThreeNow, it powerfully showcases the courage of the patients and whānau who bravely shared their stories, and the dedication of our staff and volunteers.

Hospice Heroes has given us a national platform to show what hospice care truly is: not a place defined by death, but one filled with life, humanity, and deep compassion. It dispels myths and shines a clear light on the value of what we do, especially in the face of the current funding challenges. It has lifted us when we needed it most, attracted new relationships, and strengthened our advocacy for service certainty.

As we look ahead, we keep in mind that these operational pressures, though significant, are secondary to the profound losses endured by the people we care for. Their stories remind us of all every day why this work matters.

Our commitment to you, our community, is unwavering.

With your continued support and focused advocacy, we will rebuild and grow, steadfast in our vision of Making the World a Better Place for Dying People©.

Ngā mihi nui,

*Tina M' Cafferty*

# Innovation in action for Tōtara Hospice

Discover how we're building new income streams to support Hospice services now and into the future.

## A smart step forward for Tōtara Hospice

At Tōtara Hospice, we're always looking for new ways to strengthen our services and ensure we can continue delivering expert care, free of charge, to those who need us most.

That's why we've developed a new, innovative revenue stream: an online learning platform called OLLI® (Organisational Linked Learning Interface). Designed and built by our team, OLLI® delivers high-quality, specialist palliative care education to healthcare professionals across Aotearoa New Zealand.

While it's helping to upskill clinicians, it's also doing something else—generating independent income that comes straight back to Tōtara Hospice.

This is just one of the ways we're thinking differently to ensure our care remains strong, sustainable, and responsive to the needs of our community. Your support helps make this possible—by enabling us to focus on smart, long-term solutions now and into the future.

Support our future-focused approach. Your support today helps sustain quality hospice care for generations to come.

Ngā mihi nui,  
The OLLI® team



OLLI Organisational  
Linked Learning Interface



OLLI



Find out more



**Book your next meeting in  
Aroha Eatery's exciting spaces  
~ Perfect for every occasion ~**

**8am - 4:30pm Mon - Fri**

**140 Charles Prevost Drive, The Gardens**

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[www.arohaeatery.co.nz](http://www.arohaeatery.co.nz)



## Opening Our Doors: The Story Behind Hospice Heroes

*Hospice Heroes* marked a groundbreaking moment in New Zealand’s healthcare storytelling. As the first television series to take viewers inside a working hospice, it opened the doors—both literally and emotionally—to a world that is often misunderstood or avoided. Our aim was simple but powerful: to demystify death and dying, and to remove the barriers that prevent people from accessing specialist palliative care services.

Through real stories and raw, honest moments, *Hospice Heroes* invited the public to see Tōtara Hospice not as a place of endings, but as a space filled with dignity, connection, and aroha. It gently challenged long-held assumptions and helped spark conversations that many patients and families/whānau struggle to have. The series showed that hospice is about living well, right to the very end.

At the heart of *Hospice Heroes* are the people who make hospice care possible - our nurses, doctors, social workers, volunteers, and support staff. These individuals walk alongside patients and their families/whānau during life’s most vulnerable moments, delivering care that is welcoming, inclusive, and culturally safe. The series showcases the reach, impact, and value of Tōtara Hospice’s services, and celebrates the vibrant, richly diverse community we serve in South and South-East Auckland.

While the programme was named *Hospice Heroes*, it’s important to acknowledge that our team doesn’t see themselves as heroes. They quietly and consistently go about their work, not seeking recognition, but driven by compassion and a deep commitment to *Making the World a Better Place for Dying People* and those who love them. In truth, the real heroes are our patients and the community that stands with us.

By opening our doors—literally and figuratively—we hope this series helps more New Zealanders understand what hospice care truly is: not just about dying but about living well until the end.

The response has been incredible. The programme reached over 500,000 people, resonating deeply with the public, our patients, and their families/whānau, and our team who shared their stories and opened their hearts. If you haven’t seen it yet, it’s still available to stream on ThreeNow.

Our heartfelt gratitude goes to the patients and families/whānau who so generously agreed to be filmed in the series.

# RECENT UPDATES

## HOSPICE EVENTS



### Long Lunch Charity Gala

Our Long Lunch Gala on Sunday 8th June was a magical afternoon of generosity, laughter, and connection.

Thanks to our principal sponsor, Davis Funerals, and the incredible support from our MC Mike Puru, guest speakers Kate Rodger and Julie Arona, and everyone who attended, donated, or bid in the auctions — together we raised over \$100,000 for Tōtara Hospice.



### Matariki Tree Planting – A Living Tribute

On Saturday 14th June, we gathered for a special Matariki Tree Planting event to honour loved ones who are no longer with us. Families planted seedlings in remembrance, creating a beautiful legacy that will grow for generations.

Thank you to Shane from Auckland Council and the Friends of Tōtara Park for helping make this heartfelt event possible. The day was filled with aroha, reflection, and connection — a truly meaningful way to mark Matariki.



### Boogie in the Vines – A Sold-Out Smash!

Our Boogie in the Vines event was a total hit!

Held on a hot, sunny day at Turanga Creek Vineyard in Whitford, hundreds from our local community came together to dance, connect, and celebrate, raising over \$24,000!

With great bands, amazing people, and a fun, relaxed atmosphere, it was a day to remember — all in support of Tōtara Hospice.

## COMMUNITY IN ACTION



### BNI Howick – Top Fundraisers for Hospice!

Huge congratulations to BNI Howick, recently recognised as the top fundraising chapter for hospices across New Zealand for 2024, raising an incredible \$81,000 last year alone for us.

As one of our longest-standing supporters, BNI Howick has raised over \$679,890 for Tōtara Hospice since 1990 — a legacy that has touched countless lives.

Thank you to the entire team for your unwavering support. We're proud to have you by our side.



### Hīkoi for Hospice – Walking with Aroha

In September, our community came together for a 3km and 5km walk in support of Tōtara Hospice, raising funds and spirits after the recent fire at our Takanini Hospice Shop and Distribution Centre. Organised by local leaders Pat Spellman and Matt Winiata, the event was a powerful show of aroha and unity — even the blustery weather couldn't dampen the energy!

A huge thank you to: Woolworths Takanini for the sausage sizzle supplies, Bunnings Warehouse for donating the BBQ (and congratulations to Annette, our raffle winner!), Papakura Coastguard for manning the grill, and What Hope volunteers for guiding our walkers. Every step taken helped support the essential care we provide.



### Pita Pit Botany Raises \$5,000 for Hospice!

A heartfelt thank you to Pita Pit Botany, who donated 100% of their trading on Saturday 23rd August, raising an incredible \$5,000 for Tōtara Hospice in memory of a loved one.

This is set to become an annual tradition, and we're so grateful for the support. Every pita purchased helps us continue our mahi to care for those with life limiting illness.

# WHAT'S COMING UP @ Tōtara Hospice



**BARFOOT & THOMPSON'S AUCKLAND MARATHON**  
Presented by **asics**

**Tōtara hospice**  
Te Kōwhiri o Tōtara Hospice

## RUN FOR A REASON 2025

**Sunday 2 November**

Join Team Tōtara at the Auckland Marathon on Sunday 2 November and turn your run into real impact for Tōtara Hospice!



[Learn more](#)



**Tōtara hospice**  
Te Kōwhiri o Tōtara Hospice



## NIGHT MARKETS

27 NOVEMBER 2025 | OPEN AT 4.30 PM  
TŌTARA HOSPICE UNDERGROUND  
CAR PARK & GROUNDS

FOOD & ARTISAN STALLS | RAFFLES  
SANTA | BAKE SALE | FACE PAINTING



JOIN US FOR THIS CHRISTMAS ANNUAL EVENT AS WE CELEBRATE WITH OVER 60 ARTISAN STALLS, FOOD TRUCKS & ENTERTAINMENT FOR THE WHOLE FAMILY

### Volunteer for Trees of Remembrance Street Appeal

December 2 - December 22, 2025

Every hour volunteered = Real care

This Christmas we are inviting you to be part of something truly meaningful.

Become a Trees of Remembrance volunteer and raise vital funds for Tōtara Hospice.

Sign up now, scan the QR code or email [jodi.pretscherer@hospice.co.nz](mailto:jodi.pretscherer@hospice.co.nz)




Save the date for  
**THE EVENT OF THE YEAR!**



Saturday 18<sup>th</sup> April, 2026  
Cordis Hotel, Auckland City

Tickets on sale December 1st

09 640 0025

[fundraising@hospice.co.nz](mailto:fundraising@hospice.co.nz)

## A heartfelt thank you to our funders



**Air Rescue**  
and Community  
Services



**Auckland Airport**  
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**TRUST**



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

**perpetual guardian**



# Volunteer Spotlight: Kerrie's Story

## A Gift of Remembrance

Kerrie first came to Tōtara Hospice as a visitor, supporting a close friend. Moved by the calm, respectful environment, she later returned — this time as a volunteer. Starting at the distribution centre, Kerrie soon found her place in the Inpatient Unit, where she now volunteers every second Tuesday. She describes her role as simple but meaningful; making tea, taking lunch orders, tidying spaces, and quietly supporting patients, families, and staff.



Her connection deepened through the Life Story Programme, where she helps patients record their memories for loved ones. After weekly one-on-one sessions, Kerrie transcribes and formats each story into printed keepsakes, a legacy for families to treasure. “It’s a gift,” she says. “A way for someone to say, ‘This was my life. I was here.’ It’s validating, reflective, and deeply personal.”

The process can take months. Kerrie meets with patients weekly, usually for no more than an hour. Then she transcribes, a single hour of conversation can take up to four hours to process. She researches names, places, and details to ensure accuracy, all in her own time. “I do it because I care” Kerrie says.

### The Power of Storytelling

She’s often surprised by what people share. “Sometimes you just about fall off your chair — in fun ways. People speak differently to a volunteer than they do to family. They’re less guarded, more open. You become a listening ear, not someone they need to soften their words for. It’s a privilege to hear those stories.”

Each story stays with her — not in a heavy way, but in small, meaningful pieces. “Everyone has a rhythm, a favourite word or phrase. When I transcribe, I try to preserve that. I don’t over-edit. It’s about capturing their voice.”

She wishes more people knew about the Life Story Programme. “Often, by the time someone is in the Inpatient Unit, time may be limited. Understandably, when people are unwell, they’re focused on fighting for their health. But if families know about the service, and care teams could prompt earlier, it would make a big difference.”



Kerrie says, “You don’t need to be a journalist or a writer to do this work, you just need to listen, to care, and to be respectful. You’re not writing the story — you’re transcribing it, shaping it gently. It’s my gift to the patient and their loved ones.”

# Memory

IN LOVING

We offer a range of thoughtful choices that allow you to create a meaningful tribute, one that will touch the lives of others for years to come and provide a permanent acknowledgment of your loved one's life within the Garden of Memories at Tōtara Hospice.

## A lasting tribute

**Memorial Brick** \$1,000



**Ceramic Plaque** \$3,000



Celebrate the life of a special friend or loved one with a Memorial Brick or Ceramic Plaque, nestled within the serene Garden of Memories at Tōtara Hospice, open all year round.

## Honour a Loved One with a Gift of Care



Mark a special day—like a birthday, anniversary, or meaningful milestone—by supporting a Day of Care at Tōtara Hospice in memory of someone dear to you. Each day of hospice care is filled with moments of compassion, dignity, and connection.

By making a donation in tribute, you're helping ensure that others receive the same comfort and support your loved one may have experienced, or that you wish to extend in their honour. It's a beautiful way to celebrate their life and create meaningful impact for families in need.

***By purchasing an In Loving Memory item you are helping Make the World a Better Place for Dying People®.***





## ***Sita's story: Hospice feels like home***

“When you hear the word hospice, most people assume the worst—that it means goodbye. But for me, hospice has meant something very different. It’s meant relief. It’s meant rest. It’s meant home.

My name is Sita, but everyone calls me Taz. I’m a 42 year old solo mum of three, my eldest is 20, my middle one is 17 soon, and then there’s my youngest—he’s 4 going on 14. Life is busy, full, and beautiful, even though I’ve been living with Stage 4 kidney cancer since 2023.

I came to Tōtara Hospice not because I was dying, but because I was struggling. My pain and nausea had become unmanageable at home. I wasn’t eating. After two and a half months in the hospital with little progress, I remembered what my Hospice counsellor once told me: “This place can be a home when you need one.”

***So instead of going back to the hospital, I asked to come here.  
And thank God I did.***

From the moment I arrived, everything changed. Not just for me, but for my whole family. The nurses treated my mother like they treated me—with warmth and care—they made sure she had a bed to sleep in, a place to rest her head while staying by mine. And I could finally rest too, knowing she was okay. Knowing I was okay.

Tōtara Hospice feels nothing like a hospital. It's quiet here, peaceful. The garden outside my room is my favourite part, I walk them every morning. I've had five good days in a row now. That might not sound like much, but after everything, it's everything. I can eat. I can laugh. I can be with my mum and talk about nothing in particular. Those small, ordinary moments—those are the big things now.

Hospice didn't just help manage my symptoms. It gave me back my quality of life. The doctors here listened, really listened. They tried different treatments with patience and care until something finally worked. They gave me hope again.

My family was scared when I said I was going into Hospice. They thought it meant the end. That's the perception. But I've had to explain again and again—Hospice isn't just where you go to die. It's where you go to live better.

I'm going home today, but I'm taking Hospice with me. Their team will continue to support me at home, helping manage my syringe driver and treatments. And I'll keep dreaming about going on a retreat the social worker told me about, about travelling a bit, about spending time with my kids.

And that's the other thing. Because Hospice gave me the relief I needed, my family got a break too. My eldest doesn't have to carry me from the couch to the bed anymore. My little one can just be a child, not a witness to my pain. My mum and I got a pocket of peace in the chaos. That's what Hospice gave us—a pause, a breath, a moment to just be a family again. I wish more people knew this side of Hospice.

***It's not a place of endings—it's a place of care, of compassion, of life. It's not scary. It's warm. It's kind. It's personal. It's home."***