

Welcome to new General Manager

Hi everyone,

I'm yet to start in my new role as General Manager here at Hospice South Canterbury, and already the team has roped me into writing an introduction – they don't let you rest long around here!

A little about me: I originally trained as an Occupational Therapist before finding myself on a path that led through various leadership roles across central and local government organisations, including ACC, Housing New Zealand, the Timaru District Council, and most recently the Department of Corrections.

They've all provided a range of challenging experiences, whether its earthquake rebuilds, managing civil defence welfare centres, helping communities with natural disasters or providing community services through covid lockdowns; they've all shaped my approach to the work we do.

It's always about the people, regardless of the industry or sectors I've worked in, it's always about our staff, our volunteers, those in our care and their families. It is our reason for being. It's why we do what we do. That's why stepping into this role feels like a natural progression.

While work has seen me commuting to different parts of the country Timaru is still home. I'm a local lad through and through – I married Mel, a local girl, and together we raised

our children right here in Timaru before they spread their wings. We have two adult children and a beautiful granddaughter who keeps us smiling.

When I'm not at work, you'll most likely find me outside – whether it's pottering about in the garden, walking, hiking, skiing, or camping, I've always been happiest outdoors.

Hospice has long held a special place in the heart of our community. The care, compassion, and support provided here touch countless lives — not just those in our care, but their families, friends, and loved ones too. That impact is only possible thanks to our extraordinary staff and the generosity of our volunteers, who give their time, skill, and kindness so selflessly.

I feel genuinely privileged to join such a dedicated team and to help continue the legacy that so many of you have helped build.

I start in the role on the 19th of November and I'm lucky enough to have some time with Peter before trying to fill his shoes. My door is always open, so please drop by for a chat or a cuppa anytime!



Simon Leggett

Big Toot Toot for the inpatient unit

We have a saying within the Hospice team that when something goes particularly well, we call it a toot toot moment.

So there was a very loud TOOT TOOT in August when the inpatient unit was presented with a Recognition Award at the South Canterbury Chamber of Commerce Business Awards. We were entered in the Community Award section.

It is one thing to make the final of this popular event, but to then be further recognised was extra special.

This not only reflects exceptionally well on the clinical and family support teams that day-in, day-out deliver exceptional care and service, but also the wider Hospice family from the volunteers and the shop and fundraising teams that make the work possible.

Among the judge's comments were these:

- This organisation is going above and beyond in supporting families in their hour of need. They have a huge impact not only on the people they support but also the wider community. Great work.
- Genuine, human-centred approach to staff wellbeing stands out. The range of initiatives demonstrates a strong,



At the Business Awards function, Hospice GM Peter O'Neill, nurse team leader Trine Harris, a representative from award sponsor Fairlie Bakehouse, clinical nurse manager Faye Gillies, RN Andrea Callaghan and nurse team leader Lisa Creba.

supportive culture, vital in such a sensitive environment. The touch of humour is refreshing.

- Going above and beyond in ways that really matter - open visiting hours, pet inclusion, biography service. This is true care in action, making the experience deeply personal and comforting.

Yes, toot toot indeed.

Family shares story on film



Janine (left) and Nicola, honouring their sister Rachel.

Family members often want to recognise the care their loved one has received from Hospice, but are not quite sure how best to do it.

This year the family of Rachel Simpson was grateful for their Hospice experience, with sister Nicola commenting in her feedback form that she didn't know how to thank us enough.

So we asked, how about you and another sister, Janine, appear in a video to talk about your Hospice experience? Bravely they agreed.

And they were amazing, honouring their sister while also reflecting on their personal experience. Their story is sad, it is amusing, it is heartwarming.

One comment from Nicola that stands out is that after looking after Rachel through her illness, once our nurses took charge of that care, "they allowed us to step back into the roles we were born into, and that was to be a sister and a best friend".

Well-known local photographer Brian High filmed the video and spent many hours on the editing, and it is now a great resource for spreading the Hospice message. Thanks Brian.

If you would like to view the shortened version, you can find the link on the home page of our website, hospicesc.org.nz

Thanks for a great 10 years

I introduced myself in this newsletter 10 years ago saying that I was thrilled to be joining an organisation that was held in fantastic regard in the community.

And I WAS thrilled. But I also recall thinking ... I better not stuff this up.

Not just because of the 27-year evolution of Hospice South Canterbury to that point thanks to amazingly passionate people, but also because one of those people was my mother, Marge. She had been made a Life Member three years earlier.

So no, I better not stuff it up. And maybe I'm not the best person to ask, but I don't think I have.

Thanks to the amazing people who work here. Thanks to the amazing volunteers who support us.

Wherever I look I see passion, I see talent, I see dedication. I've been humbled on a daily basis by the selflessness of staff and volunteers.

We've had a lot of laughs. We've had some tears.

Around 1800 patients and their families have come through our doors in my time, of whom half have died with us. But almost always their deaths have been dignified and comfortable, and the support for family members so appreciated.

I mean it when I say it has been a privilege to work here.

A lot's happened in 10 years. We're surviving financially (and that's saying something); the feedback from patients and

families is consistently excellent; we've opened a second shop at Church Street and launched and maintained the Caroline Bay Rock and Hop; and we've grown, I believe, the excellent reputation of Hospice South Canterbury.

The mantra, that this is a happy place where sad things sometimes happen, holds true.

In the background supporting me always has been my wife, Darlene, and I want to thank her for that, and for taking on the volunteering roles she has.

If I was to pick one moment from my time it was when we had a patient here, who, because she had a baby, we turned our West lounge into her bedroom. Largely bedbound, she had many visitors but there were times she wanted to just veg out.

Chatting one day I said what do you reckon we get a TV in here, put it up there on the wall. She beamed. I was down to the shop pronto, back in half an hour, bracket up, TV on. You could see this small thing made a big difference to the end of her life.

And it made a difference to me. Goodbye, and thank you for the privilege.

Pete



Singing the praises of Hospice.

HOME AND GARDEN 2025

Record Home & Garden

Wow, what an amazing day on Saturday, October 18, with a record \$22,757 raised.

The weather gods looked down favourably on us and gave Timaru the perfect day to get together with friends, browse some lovely homes, socialise, do a little bit of shopping and raise money for your local hospice.

The streets that had homes open for viewing were buzzing with people and cars, our Hospice shops were filled to overflowing with people securing a bargain. The Hospice Cottage, turned Hospice Café for the day had people chatting, enjoying a coffee or cup of tea (maybe the odd Pimm's) alongside a sandwich and a slice.

A very special thank you to all our property owners. Opening your homes and gardens to the public is a huge ask and we appreciate the time and effort you all put into making your property welcoming on the day. The feedback we have had has been amazing.

Everyone enjoyed the homes and gardens immensely, so thank you all once again for being the main attraction of Hospice Harcourts Home and Garden 2025.

Huge appreciation to all Hospice volunteers and staff who helped at a property, contributed baking or plants to the stall, made cups of tea or coffee, sold tickets, and assisted in the pack in and pack down. The day is not possible without you and your help is so very much appreciated.

The day was a huge success raising a total of \$22,757 for Hospice South Canterbury.



There was a queue waiting for the Orbell Street shop to open.



Hospice Heroes launched at special night

Wednesday, 10th September marked a special night for Hospice South Canterbury as we hosted a Business After 5 (BA5) event in partnership with the South Canterbury Chamber of Commerce.

Held at the West End Hall, the evening was designed to challenge common misconceptions about hospice care and showcase our environment as a warm, home-like, and safe space.

Despite a sudden thunderstorm and power outages across town, 65 of the 88 registered local business leaders braved the weather to attend. Their commitment was rewarded with the first public screening of our new Hospice South Canterbury video, featuring Janine and Nicola - family members of a former patient. Their heartfelt story reminded us of our mission:

"Hospice is a happy place where sad things sometimes happen."

Their journey was filled with both tears and laughter, a testament to the holistic support we offer not just to patients, but to their families as well.

Following the video, GM Peter O'Neill proudly launched our rebranded giving programme: Hospice Heroes. These are individuals who make small, regular donations, becoming part of the extended hospice family. It's a way for the community to connect with the meaningful work happening inside our walls.



Human slot machine all set up and ready to go.

Adding a playful twist to the evening, our fundraising team introduced a Human Slot Machine - a lively, laughter-filled game that raised \$247 and brought smiles to many faces.

The event was a resounding success, helping to break down myths about hospice care and build stronger connections with the local business community.

If you'd like to become a Hospice Hero or learn more, visit:

www.hospicesc.org.nz/hospiceheroes

Timea making impact at Orbell Street shop

Spring has well and truly arrived here at 68 Orbell Street, and with it a fresh buzz of energy in the shop!

We've got exciting news to share.

We're thrilled to welcome Timea Mester to our team! Timea (pictured) is already making a fantastic impact helping to showcase our beautiful displays, incredible stock, highlight upcoming sales, and share all the unique treasures arriving in-store.



Thanks to her energy, our online presence is buzzing more than ever. Be sure to follow along for updates, sale alerts, and a sneak peek at what's new on the shop floor. Thanks also to Tina Mitchell for the work she has done in this space up to now.

We're also working on a new online feature, #Styled at 68. So if you have an upcoming event you need to be styled for on a budget then be sure to come check us out.

Our Home & Garden event was a huge success, and we had a record number of customers through the shop! A big thanks to our amazing volunteers for the huge effort they put

in for the day. From the cake stall to the plant stall, and every helping hand in between, your hard work made the day run smoothly and helped raise much-needed funds.

We'd like to give a very special thank you to Raewyn Guise for her tireless work, not only for the Home and Garden but for the ongoing energy and expertise she gives to the shop all year round. Raewyn, your commitment and spirit make a real difference. Thank you for all your hard work.

We couldn't do any of this without all of our incredible volunteers. Your dedication, kindness, and generosity makes 68 Orbell Street the warm, welcoming place it is. From helping customers to working the tills, you are the heart of our shop and true rockstars. Your time, energy, and smiling faces bring life to everything we do.

It seems like everyone in Timaru is doing a spring clean, and we couldn't be more grateful for the wonderful donations flowing through our doors. Thank you for thinking of us when clearing out your cupboards, closets, and garages.

Every item you donate supports the vital work of Hospice South Canterbury and helps bring joy to someone else who discovers a new second-hand treasure that they didn't know they needed.

- Jo Sullivan

Church Street well on track

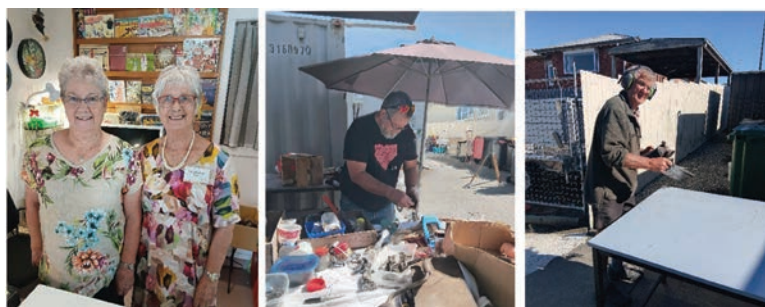
With a quarter of the financial year gone already the hard work by the Church Street shop team sees income tracking to budget – not a bad feat in this economic climate.

This is driven largely by donations, with some pretty exceptional lots in recent months, plus exceptional work from the whole team.

A change at Church Street has seen manager Noeleen and assistant Taryn cut back their hours for an improved work/life balance, with Hospice's housekeeper Lyn Riddle employed in an additional role to assist stock flow at 54 Church.

Managing this flow is certainly a challenge with not only donations coming in to Church Street but the van pick-up team also collecting donations for both shops. And then there are the deliveries.

Lyn's new role adds some flexibility, with Warren Henderson also being called on for heavy lifting at times.



Just some of the amazing volunteers, (from left) Linda Ewing and Jude Fitzgerald, Arthur Baker and Ted Irvine, all at Church St.

Lyn is also a leading figure in the Hospice staff social club, and also volunteers to look after the Caroline Bay Rock and Hop raffle.

The Home and Garden Saturday created another opportunity for Church Street to boost income, with a busy shop, driveway plant and food stall creating a real buzz which saw volunteers not wanting to head home after their shift.

We couldn't run our shops without our volunteers, and we've twisted some of their arms a bit further to get their photos taken.



Heath ... looking a bit sorry for himself after an injection.

SPECIAL CAT, SPECIAL TREATMENT

Heath the Hospice cat is pretty special to us, and is well-loved by many families who have spent time with us. But we didn't appreciate how loved until he looked a bit under the weather in May and we took him to the vet. The diagnosis – some gum and teeth issues and ongoing arthritis. The cost, around \$600, so we put together a Givealittle page, and in less than a day \$735 in pledges came in.

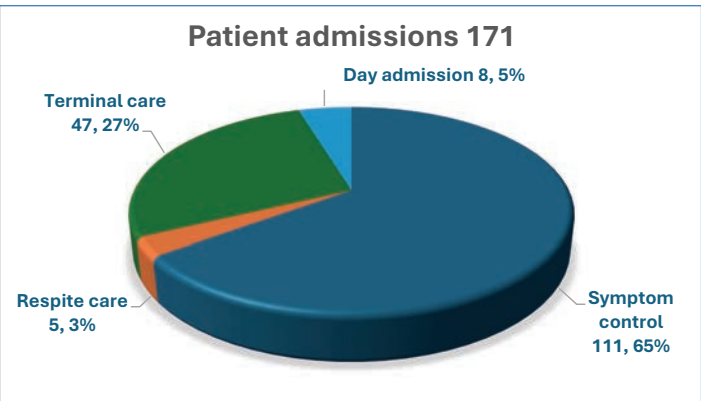
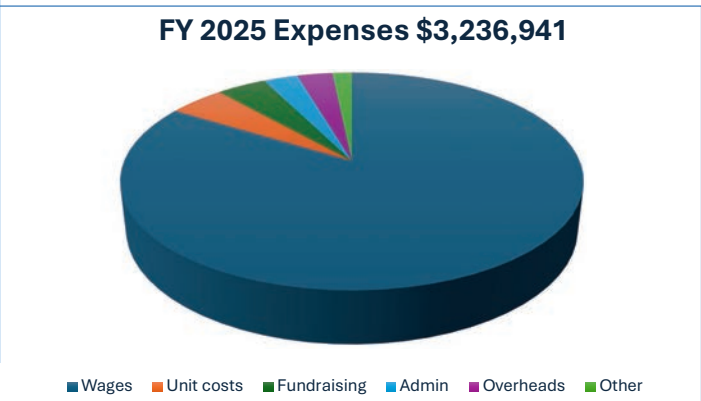
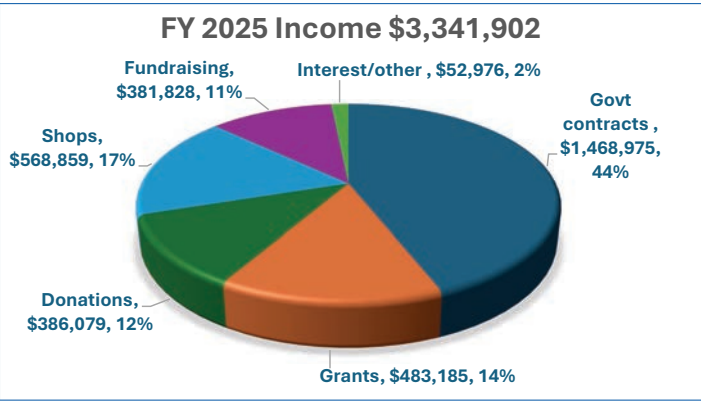
Then, Aorangi Veterinary Services said they would pay for the treatment themselves with the pledges paying for his ongoing care, particularly his arthritis.

Further evidence of the great community we live in.

By the numbers

The South Canterbury Hospice Inc. annual meeting is on November 18, at which we will report on another year of excellent patient and family feedback, and also a sound financial performance.

Some statistics we collect include (financials still being audited):



INPATIENT UNIT	2023-24	2024-25
Night occupancy rate	67%	60%
Average stay	8 nights	9.5 nights
Family overnight stays	503	455
Inpatient unit deaths	96	95
Discharged not died	128	83



Our amazing volunteers	2024	2025
Team members	352	367
Shops/fundraising hours	7608	8598
Inpatient unit hours	1618	2197
TOTAL HOURS	9226	10,795

Caroline Bay Rock and Hop turns 10

The Caroline Bay Rock and Hop, is celebrating a milestone in 2026, it's turning 10! While we won't be having a cake with 10 candles, we will be introducing new events plus some memorabilia recognising the milestone.

New events include a Beverage & BBQ function at the Tornado Rod and Custom Club on the Thursday after the Laps at Levels, and also that night a screening of American Graffiti at Movie Max Digital.

Friday night we are giving the It's In The Bag function a rest and instead a Casino Night, hosted by long-time Hospice supporters Jo and Barry Taylor, of Taylored Moments.

On Sunday we've introduced a car boot sale and are bringing back the Sheds on Sunday cruise.

All the usual events will still be on, with improvements. These include the cruise to Geraldine on Friday and then the Main Street cruises that night (including the Temuka Street

party); the massive gala day at the Bay on Saturday and the Rock Your Socks off Dance on Saturday night.

Dates for next year are March 19, 20, 21, 22 and tickets are available from <https://carolinebayrockandhop.co.nz/>

Tickets are selling well and are ahead of this time last year. The event will be sold out again. Raffle tickets will be available from December 22 for those Xmas stockings.

The work that goes into this is immense, led by Events and Marketing Manager Kim Rogers with two supporting volunteer committees. We are proud of not only what it produces for Hospice in the way of much-needed funds, but also what it is still returning to the community after 10 years.



Staff comings and goings



Janine Simpson first encountered Hospice through her sister Rachel being an inpatient. She fell in love with the place, wanted to volunteer and we offered her a cooking position. Janine job shares with Kaz making nutritious and interesting meals for our patients.



Kaz (Karen) Howard joined Hospice in September as a cook. She comes to us with a wealth of experience in catering. In her downtime Kaz likes walking, painting, drawing and gardening.



Anne Stewart joins our family support team as the spiritual carer. She works in the inpatient unit generally on a Sunday and Thursday supporting patients and whanau. Anne is a Presbyterian Minister in Timaru and is a keen gardener.



Lyn Riddle has been a housekeeper at hospice since 2018, and also started at our 54 Church St shop as assistant to the managers. She has a can-do attitude, enjoys getting stuck in, and working with lots of volunteers. Lyn is also a huge help to the fundraising fairies taking charge of the Caroline Bay Rock and Hop raffle



Dr Julia Turnbull has resigned but will not leave hospice until January. Hospice, our patients and families, have been fortunate to have Julia paving the way for GP services in the inpatient unit. Julia and husband David, Orthopaedic registrar, leave Timaru to take up positions in Wanganui.



Tina Mitchell has resigned from her marketing role with the 68 Orbell St shop but continues as assistant shop manager at the shop. Tina continues to work with volunteers in the shop and the vibrant atmosphere at 68 Orbell St.



Jane Culhane leaves Hospice mid-November to start new adventures in Clyde. Jane has been instrumental in getting policies and procedures in place at Hospice. She has implemented changes, reviewed guidelines and set a grounding in Te Reo. We will miss her efficiency and sense of humour.



Julie Snelleks It's goodbye but not from Hospice. Julie has resigned as cook but retains her role as a night sitter/health care assistant. She has decided to take up cooking full time for the Highfield Rest Home. We look forward to continue seeing Julie as a volunteer and when she sits with high-needs patients.

Over the winter we welcomed some new nurses:

RN Anne Pavelka: Anne joined the casual pool in June and has an interesting nursing and personal history. Anne originally trained as an Enrolled Nurse and sometime later gained registration as an RN. Anne has lived, worked and taught in Ecuador, worked clerical jobs and currently works in local Aged Care.

RN Adrienne Senior: Adrienne also joined our casual pool in June. Adrienne also trained in Timaru Hospital and has amassed many years of knowledge and skills. Adrienne retired from working in ICU for 20 years but then decided she missed working with people.

RN Luba Lukacova: Luba was the third RN who joined us in June. Luba originally trained as a nurse in Czechoslovakia. After coming out to NZ she has completed further post-graduate qualifications. Luba has worked in various roles locally and currently manages to fit in the odd shift here.

SHINING A LIGHT ON YOUR GENEROSITY WITH OUR GREATEST THANKS

Significant donations from groups and organisations - 11 April -14 October 2025

Alpine Energy social club \$7,967; Aorangi Croquet Club \$1,174 plus \$500 sponsorship from Forsyth Barr; Blackham & Co Real Estate – Harcourts \$7,500; Clandeboye Rural Fire Brigade \$1,000; Deeco Water Process Solutions \$1,200; Jetstand Ltd \$5,500; Lake Tekapo Lions Club \$1,000; Lions Club of Fairlie \$2,000; Lions Club of Geraldine Charitable Trust \$2,000; MacKenzie Area Community Services \$500; NZ Drillers Assn \$24,000; Ostomy Support SC Inc \$1,000; RRT (Rapid Relief Team) \$2,670; SC Model Railway Exhibition Group \$2,750; Strathallan Hobbies Group \$500; Temuka Lions Club \$2,500; The Networkers \$14,400; Washdyke Indoor Bowls Club \$1,000; MTF Timaru \$2000 for fuel.

Grants

Aotearoa Gaming Trust \$3,380; Community Trust of Mid & South Canterbury \$4,500; Lions Foundation \$10,000; Marchwiell Community Op Shop \$1,000; A & R Edgar SC Trust (Perpetual Guardian) \$2,000; Pub Charity \$150,000; Venture Timaru \$10,000 (Rock and Hop event funding)

Special Mention

Jeff Domigan busking at Black & White café \$4,878; Novus Timaru hiring of courtesy vehicle \$2,705; Blair & Nicky Cartwright go kart fundraiser on their farm \$250; Fairlie PGG Wrightson, Geraldine Hammer Hardware and Waimate ITM for allowing drop off points for Hospice shops donations.

In Kind

KAANS Catering provide all food for inpatient unit; Temuka Transport all photocopying paper; Bloomers flowers for arrangements; Good Bitches Baking baking fortnightly for families and lounges; Linton Distributors all bread; Aorangi Veterinary Services donated master cat, Heath's dental care; Queen Bee Laundry, Target Drycleaners & Work Outfitters donated sheets & towels for rag initiative; Plantorama donated hospice loving care roses for sale at shops; Moloney Distribution donated toilet paper & tissues; Barkers Fruit Processors Ltd donated compote for inpatient unit kitchen; Timaru Signs & Graphix; Aubrey Podiatry shoes to sell in shops; The Blue Hare 10% of all sales; RSM Law, Jim's Test & Tag; Anne Mackay donation of 48 rolls of toilet paper every six weeks; Aramex (Kay Dellow); Ashley Milliken; Todd Mudie Group; Geraldine Patchwork Club; Copyfast calendars for inpatient unit; Kohler vanity and basin sold online; Traders/Unique Housing Solutions vases & homewares to sell in shops; Kennedy Aluminium repaired windows; Fairlie Heartland Resource Centre Foodbank; South Canterbury Chamber of Commerce chosen charity

Rock and Hop Raffle Sponsors

Lucky Ticket Raffle Sponsors: Ellis-Lea Farms; Lakestone Lodge Lake Pukaki; Highlands Motorsport Park; MTF Finance Timaru; Pak n Save Timaru; Repco Timaru

Staff give as well as receive

As recipients of so many generous donations, hospice staff are well aware of the importance of charitable causes. In recent months that has involved staff attending the Cancer Society's Daffodil Day breakfast; we donned purple to Support Women's Refuge, and last month wore LOUD shirts to raise awareness for children who are deaf or who have hearing needs.

This Christmas we will again be supporting Family Works Christmas Angels project, buying gifts for a needy family.



Supporting those who support us

Our team recently enjoyed a meal together at The Old Bank to show support of Trust Aoraki's generous support of us. Whenever possible, we like to show our thanks by supporting local venues and businesses connected to our grant funders - it's a small way for us to give back to those who help make our work possible.

Amazing Auction Result

Hospice is indebted to volunteer Debbie Lovett on a couple of fronts already – as a cook and the recycled rag lady, oh, and she runs the Pimms tent at the Rock and Hop.

But it was while wearing a different hat that she excelled herself for Hospice. As the executive officer for the NZ Drillers Federation, she organised their annual conference in Christchurch in September, and nominated Hospice as the charity to receive proceeds from the gala dinner auction.

GM Pete O'Neill went and spoke about the Hospice movement in New Zealand and South Canterbury, and then sat dumbfounded as the auction raised \$74,000 for hospices, with \$24,000 of that earmarked for Hospice SC and the rest going to Hospice New Zealand. Also at the conference were Bill and Sally Washington who contributed to the fundraising. Sally is also a volunteer, in the kitchen.

A huge thanks to Debbie and her partner Steve Pilcher, and also to Sally and Bill.



Pictured with some of the auction items yet to be delivered are (from left), GM Pete, Debbie, Bill, Sally and Funding Manager Ann Brown. Interestingly, Debbie is holding a core sample from Antarctica drilled by Steve which sold for \$14,000 at the auction.

UPCOMING EVENTS

- Nov 18:** Hospice AGM – The Cottage, 7pm
Nov 19: New General Manager Symon Leggett starts.
Nov 27: Volunteer Christmas function, West End Hall, 5pm.
Nov 13 - Dec 24: Farmers Xmas Tree of Remembrance campaign
Feb 19-21: Central South Island Charity Bike Ride.
March 19-22: Hospice Caroline Bay Rock and Hop

WISHLIST *Donations of these items allow us to keep our grocery bills down.*

Biscuits, Coffee, Air freshener - spray cans, Baby Wet Wipes, - small packs, Furniture oil (linseed), Grinder sanding disks, Sars Oil and Grime spray, Carpet shampoo, Vanish for whites/colours, dishwashing tablets

Yes! I would like to support the work of Hospice South Canterbury.

☐ Donation \$

Online banking donations, see below, or QR code at bottom of page

☐ Friends of Hospice Annual Subscription (\$20 per person).

☐ I would like to receive information regarding leaving a bequest in my Will.

☐ I am interested in learning more about becoming a Volunteer

☐ I would like to know more about becoming a Hospice Hero

Name

Email

Address

Phone

My credit card number is

Please circle VISA Mastercard Exp Date /

Cardholder Name

Signature

As a security measure our admin staff will call you for your CVV number.

Eftpos Swipe your eftpos card or drop off cash at our reception during office hours.

Visit hospicesc.org.nz and click support us for options of ways to donate.

Online Banking:

We gratefully accept direct donations to our account **03 0887 0348568 00** and ask that you include your name as a reference and use the code **NL13**.

We need to receipt your donation so can you please fill in the form above or email your name, address and amount donated to support@hospicesc.org.nz (or phone us on 03 6877670 ext 0) and we will send one out.

This is our new QR donation code. Use your phone's camera to scan the code, tap on the link and add your details. Once done this system makes subsequent donations easy as your details are already recorded.



Names and addresses are held in accordance with the Privacy Act 1993 and are only used for Hospice South Canterbury purposes. If you do not wish to be kept informed about the work of the Hospice South Canterbury please contact the office, ph 03 687 7670.

Happy with new restful space



It has been a while in the making, but we now have a new restful space for families off our main hallway.

This space was required when the previous sanctuary area was converted to office space for a new medical officer and better working space for palliative specialist Dr Catherine D'Souza and the trainee interns we host here.

The Community Trust Hospice Foundation had no hesitation in supporting the project, which involved the removal of a decorative shutter wall and replacement with permanent printed glass walls. We chose a kereru (wood pigeon) design, and are really pleased with how it looks.

At the same time an exterior window was removed and a sliding door installed, giving access to our wonderful gardens.

The space is being well used and we're thankful to the Foundation for funding it.

We're thankful also to Janet Steele who donated this painting of Caroline Bay for the space on behalf of herself, Dani and Monique Steele, in memory of their husband and father, Steve.



Email my newsletter

As postage rates continue to rise we are keen to distribute as many of our twice-yearly newsletters via email. If this suits you as an option could you please email support@hospicesc.org.nz with a quick line saying you would prefer this in future, adding your name so we know we have the right person.

Thank you for your continued interest in activities at Your Hospice.