


# Waipuna Connections

Issue 84  
August 2023

**Bringing you closer to the lives you help change**



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Social Worker Fieke Noteboom speaks about end-of-life, loss, and what she has learned through her rewarding role in caring for families.

**Read more on page three.**



## Rambling Rich

Kia ora everyone,

Winter is cracking along, and we have taken advantage of some drier days to get some extensive thinning and pruning of the grounds at Waipuna Hospice – it always looks a bit stark after pruning, but it's great to know that by spring, things will be back into green and blooming again.

I am writing this piece after an early morning board meeting where I was informed that three Board members wish to stand down at the AGM in November. These are our Board Chair of the last three years, Vanessa Hamm, together with David McClatchy and Glenda Hutchison. I want to take this opportunity to thank them for their hard work and dedication – championing Waipuna Hospice and ensuring the governance at Waipuna Hospice is at the highest level.

These vacancies will offer opportunities to others. We will be looking for new board members to bring the board up to a full complement. If you are interested, are a paid member, and can dedicate the time involved, please keep an eye out for the Request of Interest that will be sent to members and appear in local papers. Waipuna Hospice is an Incorporated Society and is required to supply board members from the membership of the society.

Another important call for volunteers is for our Remembrance Tree campaign. This is a vital event for us – not only as a fundraiser and to help raise awareness of Waipuna Hospice, but also to allow our community a moment to remember family or friends who are no longer with us. Remembering loved ones is healthy – it helps us grieve. Grieving is necessary to move forward. I don't think you ever get over the loss of someone you care about, but a positive grieving process allows you to cope a lot better.

So, we need you! To make the Remembrance Tree campaign a success, we need volunteers to take a two-hour slot overseeing a Remembrance Tree site. There will be several Christmas trees across Tauranga and the Western Bay of Plenty during November and December where members of the community can write a letter to their loved ones, hang it on the tree, and donate to Waipuna Hospice. We are also on the lookout for volunteer site coordinators who will be manning the campaign behind the scenes. This role will involve ensuring your dedicated collection points are all set up and all the moving parts are running smoothly with your team of volunteers. I hope you can help us with this important annual event.

Keep well and keep warm for the rest of the winter. Spring is just around the corner!

Ngā mihi,  
Rich

## Thank you to our supporters





# SHORTS 4 HOSPICE



On the shortest, coldest days of the year, local legends showed off their legs to make a difference. Braving the cold and sporting their craziest shorts, Shorts 4 Hospice participants raised \$8,562!

On behalf of our patients and their whānau, thank you. From those who fundraised, to those who donated, you ALL make it possible for us to provide the best quality care to the terminally ill and bereaved. The shortest days were made brighter for patients & families thanks to you.

## THANK YOU TO OUR SPONSORS

Reside Construction Ltd, Craigs Investment Partners, Sharp Tudhope Lawyers, Tauranga Hardware & Plumbing, and The Breeze. Prizes were generously donated by Satori Lounge, Mauao Adventures, and The Cave.

## A Small Act Creating a Big Difference



There are many ways to support the work of Waipuna Hospice and show you believe in what we are doing. Becoming a Waipuna Hospice member is one of them. For just \$20 a year, you could help provide quality end-of-life care in your community. Coralee McClung first became a member in 2013 and has been an avid supporter ever since.

"I don't know what the community would do without hospice. I choose to support Waipuna Hospice by being a member because they are such an amazing organisation. They support a diverse range of people. Hospice impacts positively on such a large number of families. While the government provides significant funding in other areas, there isn't enough funding for hospice. It's really wrong. I think it's a shame we have to raise money for such a brilliant organisation. **I know by becoming a member, I am helping, and Waipuna needs this help.**

As a pensioner, I've never had excess funds but my membership is an act of kindness I can do without a great cost to myself. It's a small amount making a big difference.

I'd encourage people to sign up to become a member because if everyone did it, we wouldn't have to raise so much money for the dying and bereaved. Please help Waipuna Hospice patients and their families by signing up to be a member today."

\$20 dollars is all it takes for an individual to partner with us and become a member for 12 months (\$30 for a couple). In today's world, that's an almost ridiculously low amount - \$1.60 a month or forty cents a week. This may not sound like much, but when combined with others who believe in our mission of quality end of life for all, this small act can make a big difference!

Sign up today at [www.waipunahospice.org.nz/membership/](http://www.waipunahospice.org.nz/membership/) or by returning the form at the end of this newsletter.



## The Privilege of Caring

*"I see it as a real privilege to be in this last phase of life with people, being able to do my bit to make it as good as possible for them."*

Fieke Noteboom has been working at Waipuna Hospice for nearly five years as a Social Worker, helping patients and families navigate their end-of-life journey. We speak to her about how social work provides a framework of emotional and practical support, and what she has learned through her rewarding role.



### Q How does social work fit within palliative care for patients and support for their families?

A Social workers recognise when people are in crisis and struggling, and when they feel alone. We help sort out problems for both patients and their families. **Social workers guide people to recognise and develop their own strengths so they can cope.**

We reassure patients they can still have a good life, as well as a good death, in the process of dying. When patients and their whānau need resources, we access those they are entitled to, working in partnership with families, agencies, and other health professionals. Our holistic care helps people understand how the changes of loss will impact their life emotionally and physically.

### Q At what stage is social work needed in the end-of-life journey?

A When patients are referred to hospice care, a nurse and a social worker go to the first home visit. Social workers represent family support, giving information about this service. Our social work perspective identifies people's struggles - picking up family dynamics, anticipating needs in the near future, and the level of hospice involvement. **Every individual has a different state emotionally, with diverse needs**, so we may stay heavily involved, or not at all. Sometimes we come back at later stages as their needs change.

### Q How does social work at Waipuna Hospice help to ease this journey for children, and the expected worry for parents about how their children will cope?

A Grief is not an unfamiliar concept for children because it is not limited to losing a person. Grief could be changing schools, losing friends, friends moving away, moving house, or parent separation. Children are very familiar with the concept of change. We have a child and adolescent counsellor as well as a social worker who specialises in working with younger families. They provide support to parents to guide them on how to speak with children and support them. Tapping into the practical support needed for the parents, they find physical, emotional and financial resources, as well as respite care options.

### Q What practical care does Waipuna Hospice provide?

A People often don't know where to start as they don't know what's available to them. Holding vast knowledge of community resources, social workers evaluate their current resources and needs, then provide information and send referrals. Social workers highlight practical financial support; how to access benefits, food parcels, and other entitlements. A big issue for families is talking about how they will manage looking after their loved one who is dying. It's accessing their friends and families, support to help them cope, respite care, and so much more.

We help people talk about their options, such as whether the patient wants to stay at home or die in hospice. If the patient prefers to stay at home, we work with the family to see how this can work and what family is available, and access external support. We help look into what will work best, and at times, we may get residential care underway.

**Social workers advocate for the dying person and their loved ones, ensuring they are looked after properly. We're their voice if they need us.** If we identify neglect or abuse, we involve other agencies or work out the person's options and preferences. As a bridge between them, the hospice service and external agencies, we challenge people to improve quality of care. If the care at home is not up to standard, we challenge organisations to provide better outcomes.

Following a patient's death, in certain circumstances, we can help organise the cleanup of a house and access affordable funeral services. Some people don't have clear ideas of what they want and what to do. That's where



social workers come in, clarifying their wishes and problem-solving. Families are already grieving, but the stress of finding solutions can add to their grief. It's hard to cope with stress, so this practical service can enable people to cope with loss much better.

**Q What have you learned about people undergoing and accepting significant and difficult change?**

**A** People are more resilient than they actually realise. Often, they have natural networks of support they can draw on. I've learnt people are different and people cope with end-of-life differently. That's why it's important we really look at the individual and identify each specific need because there's no 'one size fits all' rule.

**Q What kind of skills and knowledge are involved in your role?**

**A** Social workers have the skills to engage and work collaboratively with dying people and loved ones, unpaid carers, and the community. We can communicate with sincerity, warmth, empathy, and concern, thus enabling difficult questions while working with people's thoughts and feelings. We understand family wishes vary, therefore navigate family dynamics, hold family meetings, and help people see things from other perspectives. We contribute to building and maintaining therapeutic relationships, supporting people to deal with conflict, anger and frustration in a helpful manner.

When patients wish, or need, to leave the inpatient unit, discharge planning is required - determining what they want and setting up services to support the dying person and loved ones at home. We provide clear, truthful and understandable information on what's available, work with people to plan their care, draw on their networks, and look at other resources out there. It's important we support people in their decision-making to ensure the decisions they make are in their best interest.



*Light up your evening with a*  
**CANDLELIGHT  
CONCERT**

Illuminated by candlelight and performed by live musicians, Candlelight Concerts bring the magic of a live, multi-sensory musical experience to awe-inspiring locations, never seen before in Tauranga.

Experience the music of the best classical composers under the gentle glow of candlelight.

**Keep your eyes peeled over the coming months as we announce more details, or email your name and contact details to [events@waipunahospice.org.nz](mailto:events@waipunahospice.org.nz) to register your interest, and get exclusive access to all the details.**



# Did you know your Will power can change lives?

## Waipuna Hospice's FREE Will Campaign is back for 2023!

Waipuna Hospice and participating solicitors are offering you the chance to **get your personal matters in order and change the lives of people in your community this September with a FREE Will.**

Getting your FREE Will is easy. Simply sign up, fill in the free template and then book in with a participating solicitor. In return, we ask that you leave Waipuna Hospice a gift in your Will.

Sign up to get your FREE Will, or update an existing Will, and help us be there to care. Your gift will cost you nothing now but can make a big difference in the future.

To get your FREE Will, visit

[www.waipunahospice.org.nz/wills-month-2023/](http://www.waipunahospice.org.nz/wills-month-2023/)  
or call 0800 4 WAIPUNA (0800 492 478).



John and Ellen Barrett

*"It was a no-brainer to give back to Waipuna Hospice in our Will. Not only because they provided amazing care to my Mum, and grief support for my Dad, but because both John and I are cancer survivors. We know how life can take unexpected turns. We didn't think twice about leaving a gift in our Will, because we know that one day, they might be caring for someone we know and love. It's our way of helping."*

Ellen, Waipuna Hospice Wills Month Bequest Donor

## ★ WANTED ★

### REMEMBRANCE TREE SITE COORDINATORS



## REWARD

**Give back to the community, meet people, and gain new skills.**

We're looking for site coordinators to help this Christmas during our Remembrance Tree Appeal. The role includes coordination of the tree location and scheduling and supervising other volunteers during Nov and Dec.

For more information, email

[events@waipunahospice.org.nz](mailto:events@waipunahospice.org.nz) or call 552 4380 ext. 211.

# WE NEED YOU!

## JOIN OUR TEAM AND VOLUNTEER



Give back to the community by signing up to volunteer at one of our charity shops or our depot for just 3.5 hours a week. Your volunteer work will help Waipuna Hospice deliver specialist palliative care to our community.

To learn more, visit

[www.waipunahospice.org.nz/volunteer](http://www.waipunahospice.org.nz/volunteer) or contact us  
on 07 552 4380 ext 219.



Are you feeling...

# Supergenerous

Did you know you can increase your donations by up to 33% without having to pay a cent more? Help Waipuna Hospice be there to care by donating your tax credits to us through Supergenerous.

Once you complete the (very easy and quick) sign up process there's nothing more for you to do – we'll work with the experts to process your credits from Inland Revenue. It's the easiest gift you'll give us!

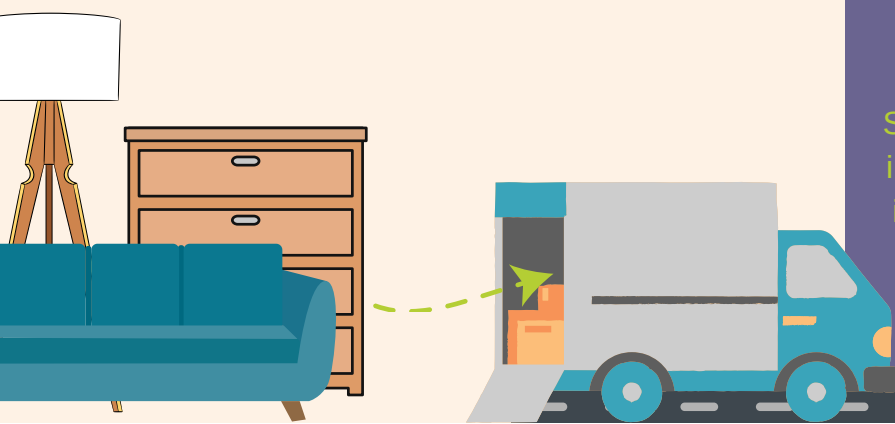
## SIGN UP FOR FREE AT

[www.waipunahospice.org.nz/supergenerous](http://www.waipunahospice.org.nz/supergenerous)

## BOOK A FREE COLLECTION

**Want to donate furniture or a large quantity of quality goods to our charity shops but not sure how to transport them?**

We offer a FREE collection service to save you the hassle of transportation. To book a collection, simply call **07 281 1755** or visit [www.waipunahospice.org.nz/donate-goods/](http://www.waipunahospice.org.nz/donate-goods/)



## Upcoming Events

### August

25 - 27th August

#### Tauranga Food Show

Keep an eye out for our collectors at this year's Food Show at Mercury Baypark.

### September

1st - 30th September

#### Wills Month

Don't miss out on your chance to get a personalised Will drafted with participating solicitors for FREE. Learn more on page six.

### October

13th - 15th October

#### Bay of Plenty Home Show

Keep an eye out for our collectors at the Bay of Plenty Home Show at Mercury Baypark.

### Nov - Dec

#### Remembrance Tree Appeal

Our Remembrance Tree Appeal will be back in 2023. This appeal is all about remembering a loved one by writing a message to them on one of our Christmas trees across Tauranga and the Western Bay of Plenty.

Interested In helping? We're on the lookout for volunteers to help by being the smiling faces people see when they visit our trees.

Shifts are just two hours long and are available in Nov and Dec. Why not bring a friend and do it together? To register your interest, email us at [events@waipunahospice.org.nz](mailto:events@waipunahospice.org.nz).



