

**FRANKLIN HOSPICE**

**37th**

**ANNUAL  
REPORT**

## Mission

Franklin Hospice will lead in the provision of quality, equitable and holistic specialist palliative care for the Franklin Community.

## Vision

Franklin residents will have access to the same core palliative care services that residents of other localities have access to. These services will offer well informed quality, holistic, choices to all on the palliative journey, and will aim to extend and improve quality of life.

## Values

**Tūhono: Together -**

we will work collaboratively with all – our team, our patients, our community

**Manaaki: Respect -**

we will cherish, support and sustain each other

**Tika: Truth -**

we will act justly, equitably, fairly - keeping on a direct course

**Piripono: Loyalty -**

we will be loyal, dedicated and committed to our cause

**Tikanga: Custom/Protocol -**

We will follow correct procedure, practice, conventions, acting with integrity

**Pairuri: Compassion -**

we will show concern, care, consideration

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# From the Chair

Consolidation and Future Proofing has been the focus for the Board and Management of Franklin Hospice this year as the country recovers from the economic impact of the Covid pandemic.

The Board has invested considerable time on planning for the future, as the population growth in the Franklin area from residential developments such as Paerata Rise, Auranga Drury & Pokeno will result in increased pressure on our services. We have adopted a new five-year strategic plan and formed a property sub-committee to look at opportunities for expanding our community services and providing an enhanced working environment for our staff.

The Government's Health Reforms and the lack of decisions and clarity over future funding remains a key issue for our Hospice. At present approximately fifty percent of our funding is from Government and the balance comes from our retail shop, fundraising activities and donations from the community. Franklin Hospice has been disadvantaged for a number of years from the Government funding distribution and its rapidly expanding population has not been recognised by the funders. This underfunding is a major concern and the Board will take all necessary steps to correct this to maintain services and the independence of Franklin Hospice.

In a new initiative, we have extended our Health NZ (Te Whatu Ora) contracted services to include weekend home visits by our nurses.

Franklin Hospice has a strong balance sheet and asset base. We own three properties, which includes our office, so we are well positioned to leverage future growth opportunities as they arise and enhance our service offering to the people of Franklin.

Sue Marshall, our CEO has done a first-class job of leading and melding a great team culture. Sue has only been in the role for just over twelve months and the Board has been delighted with her work ethic, passion and leadership of our Hospice.

Our wonderful nurses are the core our organisation, so on behalf of the Board many thanks to them for their continued passion, care, diligence and support. We have one of the most qualified and committed nursing teams in the country and it takes special individuals to do this, so a big thankyou to Maria Iacoppi, Lynne Lewis, Jude Balle, Helen Lees, Rachael Thomson, Jackie Thompson, Nicole Currie and Jo Fitzpatrick.

**“Consolidation and future proofing has been our focus this year”**

Our Marketing team of Alison Daldy and Karena Brady-Leatham have done a brilliant job in increasing our profile with many events and social media activity. Please check out our Facebook page & gives us a like- [www.facebook.com/franklinhospice/](http://www.facebook.com/franklinhospice/).

This increased public profile has resulted in a significant increase in donations & bequests, so we are extremely grateful to those people in our community who have supported the Hospice financially.

Without our volunteers we could not function. To all our volunteers a big thank you from the Board. You should be very proud of your commitment and giving back to our community. We held during the year our annual volunteers' function at which we recognised the contribution of our volunteers - Karen France, Keith Wolfgram and Geoff Escott - 10 years service; Sharon Graham and Graeme Longdell - 5 years service.



I would like to thank Angela Huxford for her service and leadership as Angela resigned from the Board during the year due to family commitments. Angela was a long serving Board member and former Chair. We welcomed a new Board member Wincy Cheung, who is a lawyer with property, construction and infrastructure expertise. Wincy is a welcome addition to the Board with these skills, as we previously did not have a lawyer on the Board.

A big thank you to all the Board members Glenn Jackson (Deputy Chair), Dr Richard Potman, Graeme Longdell, Paul Reidy, Bruce Peden, Sharelle Lincoln and Wincy Cheung who give their time freely and have a passion for their community and Franklin Hospice. We now have a great range of skills on the Board and Wincy's is a welcome addition as we have not had legal representation on the Board for a few years.

All of our team are committed to provide the best possible palliative care & support to people affected by life limiting illnesses and their families in the Franklin District.

Finally, a big thank you to the Franklin community, our sponsors and donors, as without your support we would not be able to keep providing the palliative care and support services to our District.

**Brian McMath**  
**Chair - Franklin Hospice**

# From the CEO

This has been a very positive year for Franklin Hospice on several fronts. After much lobbying and advocacy, we have been fortunate to receive additional government funding to cover weekend nursing home visits. This has been of immeasurable comfort and benefit to patients, their carers, and our hospice team. Franklin residents are victims of the so called "Post Code Lottery effect", receiving considerably less Specialist Palliative Care Services than those other Auckland residents receive.

The Pae Ora Health Reforms were set up to address inequity. Franklin Hospice will be part of the process over the next 18 months to ensure Franklin residents get a fairer deal.

Currently the government provides around 50% of the funding we need to operate our services, so access to other funds is vital for us to continue to provide the high level of care we are known for. Franklin has experienced high population growth over the past few years and this trend is set to continue. This has resulted in an increase in demand for our services. Full credit goes to the marvellous team of committed staff at Franklin Hospice who have carried this additional workload without complaint.

We held some amazing events this year including the Garden Ramble which was a sellout. Many thanks also go to renowned Māori artist Sir Fred Graham who created a wonderful sculpture - Kahu - for our Riverhaven Sculpture Trail.



Fred Graham with his beautiful sculpture Kahu

The Hospice shop also performed well this year and our fundraising team have been working on some great new events including the Steptober Challenge and a Garden & Lifestyle Festival.

**"It is often the small steps, not the giant leaps, that bring about the most lasting change." HRM Queen Elizabeth II**

The year to 30th June 2023 saw a continuation of the trend of increasing numbers of patients the team are supporting at any one time. 240 new patients were referred to our service and the number of patients being supported at any one time was often over 120. Over the course of the year, we supported 365 patients and their families - our team made 2112 home visits. Calls were up by 10% at 6226 for the year. Similarly, advice provided to other health care professionals increased by 17% to 3,827 this year. One of the more significant growth areas was in the afterhours space where there was a 62% increase in afterhours calls and visits - from 620 to 1005 this year.

Several operational improvements have been made this year with a new Strategic Plan setting the future direction of our organisation. A rebrand, a website refresh and new patient information have all added to the sense of purpose our team at Hospice has.



The Steelers hard at work washing cars!

We are supported by several businesses and organisations in the Franklin area, and these are listed at the end of this report. We gratefully acknowledge their support and that of others whose name may not appear in this report. I must acknowledge the generosity of the Franklin Papakura Community Operations Team, The Lotteries Commission, The Freemason Hospice Trust, The Ernest Hyam Davis and Ted and Mollie Carr Legacies, and The St Joans Trust, all of whom made grants available during the year.

Thanks go to key sponsors Barfoot & Thompson, BNI, Mitre 10, Riverhaven Artland (Guy & Katie Blundell) and Farmers. Thanks also to the Steelers who volunteered at Hospice for a day. We thank all who have donated their time, money, goods, or services to us, sponsored us, or left us a gift in their will. We truly appreciate your support.

As Franklin Hospice CEO I am immensely grateful to the entire Franklin Hospice Team, The Board, all our amazing volunteers, and the fantastic Franklin Community, for their mahi and aroha.

**Sue Marshall**  
**Chief Executive Officer**

# What we do

Franklin Hospice provides care and support to people facing life-limiting illness.

We support people living in the Franklin region, from the Awhitu Peninsula across to Kaiaua, down to Mangatangi, Port Waikato, Waikaretu and all the areas in-between. Hospice is a free service offered to patients and their family and whanau, regardless of age or ethnicity.

Our service is home-based, meaning we provide care in the patients place of residence. Though we don't have a specialist Hospice inpatient unit, our team work hard to help people achieve their optimum quality of life and remain at home. Because each individual has different care goals and needs, the services we provide vary from person to person. After receiving a referral, one of our community palliative care nurses meet with the patient and family to establish a plan of care that best addresses their personal needs. This could range from organising medication to help with troublesome symptoms, referring to our Patient Family Support Manager to assist with living, financial or emotional concerns, organising equipment to help people remain safe at home, or complementary services such as biography or massage.

The frequency of contact by the hospice team varies, ranging anywhere from daily to three monthly. Our team also provide support behind the scenes through advice and information we give other healthcare providers such as general practitioners or residential care staff to help them provide palliative care.

We also support family members who, of course are also undertaking the palliative care journey, albeit a different one to the patient. Having a loved one with a life-limiting condition is often hard on family members and just having someone knowledgeable to talk things through and provide honest and complete information delivered with professionalism and compassion can often help a lot.

Our hospice services remain free to all our patients and families. This makes a huge difference to them knowing that whatever other concerns they may have, paying for hospice support is not one of them. As part of our commitment to improving palliative care services across the Franklin area, we work with other health professions and organisations too.

Franklin Hospice regularly hosts other health professionals including nurses and student doctors to better develop their understanding of the role of hospice and the support we provide to patients and families. Other health professionals dealing with patients with a life-limiting illness can and do access our Clinical Services Team for support and specialist advice.



# Patient Statistics

2022-2023

**2112**

Patient and  
 Whanau Home  
 Visits

**6226**

Patient and  
 Whanau Phone  
 Calls

**1005**

Afterhours calls  
 and visits

**365**

Patients enrolled  
 with Hospice  
 during the year

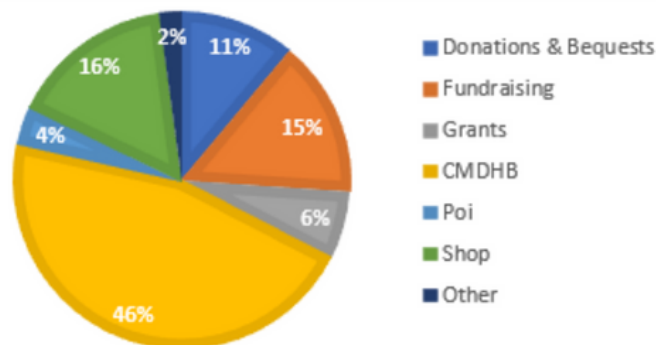
**3827**

Advice to other  
 Health  
 Professionals

**206**

Patient Deaths

## Franklin Hospice Income 2022/23



# Patient Feedback

A patient feedback survey was conducted recently which highlighted the areas where Franklin Hospice is performing well, and those where performance could be improved.

## **Areas that are performing well**

The services provided scored highly across most of the key measurement areas. Overall satisfaction was very high at 98%. There was a marked improvement on the ratings from the previous year's survey which is encouraging, as significant effort was expended in improving problem areas. There was a 20% increase in the positive ratings for staff response to cultural and spiritual needs on last years results.

The last survey highlighted post bereavement care and after hours support as the two biggest issues – these are not even mentioned in this year's survey, suggesting the improvements made have been successful.

*In particular respondents highlighted the following as being outstanding:*

- Regular communication from staff whenever & however often the patient needed it
- The kindness, compassion and respect shown by staff to patients and families
- The clear expectations given to patients and families
- The outstanding overall level of service
- Staff responsiveness

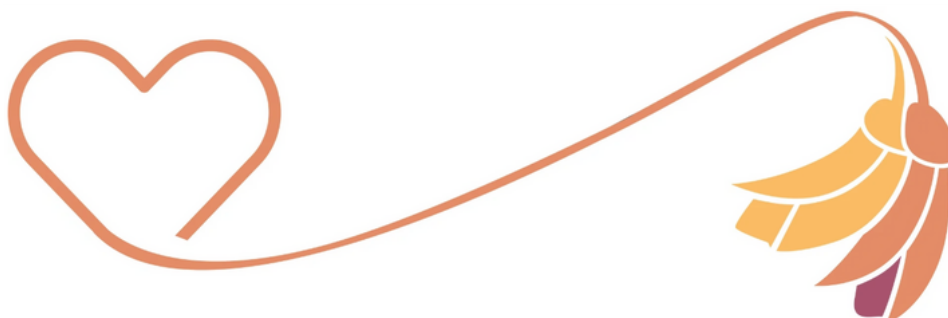
## **Areas where performance could improve**

There were very few negative ratings or comments across all the survey areas.

*When asked what we could do better, respondents highlighted the following:*

- Provide better in patient/end of life and respite facilities/care
- Improved communication

The comment reference the poorly equipped community facilities and the difficulties in accessing Totara Hospice as it is a long way for many Franklin residents. Some of the comments call for improved end of life care at home. This issue should be a focus for the coming year.



# Clinical Services

I'm grateful to have an exceptional team of committed nurses who are wholeheartedly devoted to delivering patient and whanau-centred care to the residents of Franklin. Our nursing team is comprised of individuals with various specialised backgrounds, each bringing a unique set of skills to enhance the overall quality of care provided to our patients.

In adhering to the standards established by our highly experienced palliative care nursing team, our Palliative Care Community Nurse Nicole Currie commenced post-graduate studies in palliative care this year. This ongoing pursuit of knowledge and expertise ensures that we consistently provide the best possible care to our patients and their families. We are also thrilled to welcome our latest nurse Rachael Thomson, who brings her many years of experience as a district nurse to the team and is eager to embark on a new career journey in palliative care.

## Weekend cover

I'm excited to share that our service has expanded this year, responding to the evolving needs of our community. On Saturday, January 7th, 2023, Franklin Hospice introduced weekend nursing home visit support, extending palliative care nursing assistance to Franklin residents seven days a week within the comfort of their homes. This enhanced service ensures that patients receive optimal palliative care when they require it and curbs unnecessary hospital admissions during weekends. While we acknowledge that there's still a lot needed to establish equitable palliative care services for the residents of Franklin, this move represents a positive step in that direction.

## Assisted Dying -

The legalisation of assisted dying took effect in New Zealand in November 2021. Within this context, Franklin Hospice's clinical team maintains a neutral stance towards assisted dying, offering patients impartial and unbiased support in accordance with the requirements set by the Ministry of Health. The provision of care for patients and their families remains consistent, irrespective of their decision to consider or forego the exploration of assisted dying options.

# Clinical Services

## Non-pharmacological interventions for symptom management

Hospice care requires a holistic approach that addresses the patients physical, emotional, whānau, and spiritual needs. Non-pharmacological interventions and complementary therapies can play a crucial role in providing comfort and relief for palliative patients. When these treatments are combined with medical oversight, they provide practical resources that empower patients to actively participate in shaping their own care journey.

In the current year, Franklin Hospice has introduced a selection of complementary therapies, including Reiki, lymphoedema massage, breath therapy, and muscular-skeletal massage. Supporting the provision of these services is palliative care nurse Helen Lees who is also a trained Master Reiki Practitioner, and experienced Physiotherapist and Wellness Coach Kirsty Powell. This expansion effectively widens the spectrum of services offered by Franklin Hospice.

## Cultural Liaison and Kaiawhina

An important goal for the upcoming year is to establish a kaiawhina or cultural liaison lead nurse role at Franklin Hospice. This initiative aims to enhance the support for the diverse cultural groups within the community we serve. A Kaiawhina utilises Māori health frameworks to collaborate with patients and their families, offering additional assistance throughout their end-of-life experience. Our aim in developing this role is to enhance equity in Māori health outcomes, ensure that palliative care is easily accessible to all, and foster connection and networks to achieve partnerships.

**Maria Iacoppi**  
**Clinical Services Manager**

# Palliative Outcome Initiative (POI)

POI (Palliative Outcomes Initiative) is a collaborative program among Auckland's five hospices, aiding GPs, Practice Nurses, and residential care facilities in delivering optimal care to individuals in their final months or year of life. By directly assisting healthcare providers through education and planning, POI enhances patient care, thereby increasing primary care's ability to support those with uncomplicated palliative care needs.

Helen Lees, the Lead POI Nurse at Franklin Hospice, has diligently provided POI services to GPs and residential care facilities in the Franklin region. In the past year, she has supported 19 POI Link nurses – ten from GP practices and nine from residential care facilities, offering them educational resources including Learning Labs, and personalised support to complete Palliative Pathway Activation (PPA) plans. The connection formed through POI and primary practices facilitates improved coordination of patient care services.

POI's objectives for the next year in Franklin include cultivating relationships with healthcare providers serving Māori and other minority groups to enhance equity to palliative care services. Additionally, there is hope to expand Franklins POI team to offer increased support to primary providers in the Franklin region.



# Patient and Family Support

I am pleased to report that over this year the Patient and Family Support (PFS) team have gone from strength to strength and are developing some great models of practice. There is a greater sense of cohesion between the clinical team and PFS with a respectful understanding and acknowledgement of each other's roles and the expertise within. This collaboration of practice continues to support best outcomes for patients.

External networking continues, and some useful connections are being made. I believe the drive to demystify hospice within the community is starting to pay off, and some reciprocal benefits are starting to be seen. An example of this is the relationship with the Anglican Church Food Bank. We can now access food relief for families on an as needed, no questions asked basis. In return, we contribute to their food stocks from our Pātaka which sits at hospice.

A relationship with Auckland University has seen the PFS team acquire a social work student. This has proved a worthwhile venture which reciprocally gives the student a robust experience and affords us time to complete other tasks and projects.

## Kowhai

The information programme for carers has been implemented this year. This remains a work in progress and requires further thinking on how to attract more attendees. The three programmes that have run have had 2 – 3 attendees each time. This sits in line with similar programmes around the country, however we feel that a bit of creativity might be needed to maximise the potential of the programme.

## Talking because talking works (Counselling Services)

The counselling service is busy. We were fortunate to have John join the team for a short while this year. There was a noticeable increase in men who took up the offer of support with John on board. Replacing John is a priority despite being a challenge due to a lack of male counsellors available.

# Patient & Family Support

## Volunteer Support

Without the assistance of community volunteers, PFS would find it difficult to realize all its potential. Volunteers significantly contribute to PFS's ability to realize our vision. Thank you to the volunteers who give up their Tuesday mornings to offer our social morning tea, or "Daybreak." We would not be able to facilitate this group without their assistance. Martine, Pam, and Huru deserve special recognition and appreciation for their outstanding support in this area.



Daybreak group



Daybreak group

## Looking to 2024

Strengthening of community relationships and reciprocal relationships within the Franklin area community will be a focus. We would like to see diversity in the PFS team, perhaps achieved through ongoing student placements, and strengthening of professional supportive relationships with Maori and Pacifica peoples.

**Sharon Amundsen**  
 Patient & Family Support Team Leader

# Fundraising & Marketing

As I look back on the year, I feel privileged to be part of a wonderful supportive team at Franklin Hospice and of course, the Franklin community. Engaging with the community has been key to the success we have accomplished.

Despite the unpredictable and unusual weather, we have been successful with many of our regular fundraisers. Our largest fundraiser, the biennial Garden Ramble was the most successful one we have run yet. We drew in massive crowds and sold out of tickets prior to the event. The patchy weather did little to put off visitors to the 17 magnificent gardens on display.

Sadly, a massive weather event and state of emergency put a dampener on our Riverhaven event, but we still managed to make it a success, thanks to the generosity of the Blundell family and many artists, who were so supportive. We were privileged to have renowned artist, Fred Graham design a beautiful sculpture, "Kahu" which was auctioned at Art and Object for a significant sum.

Raffles have made up a good portion of funds raised, thanks to generous businesses who donate goods, services, and experiences to raffle. We have also put regular donation points into cafes and stores, generating ongoing income.



Garden Ramble 2022



Mustang Raffle 2022

Public fundraisers have been successful, with us receiving funds raised by members of the public; events like the Farmers Trees of Remembrance and Baubles campaign, the Bombay Truck Show and many other events.



# Fundraising & Marketing

We have updated our branding to be more modern, colourful and inviting. With this rebranding, we have revamped the website, which will include a small shop for upcycled items and branded Franklin Hospice items. The branding extends to all our handouts, booklets, and letterheads, and especially to our social media and marketing collateral. With the rebrand, public awareness is improving; evidence of this is visible through the businesses choosing to fundraise for and donate to us.

We have also attended small community events and markets, making new contacts and networking. Many are unaware that Franklin has its own hospice – we are continuing to raise awareness of who we are and what we do throughout the community.

Engagement with BNI – a business networking group has proved particularly beneficial this year. Not only have the two chapters we attend run fundraisers for us, the members have also contributed to hospice in many ways - raffle prizes, cheaper prices for services and helping to raise awareness of what we do.



Trees of Remembrance

## Farmers Christmas Support Thankyou wrap up

We are extremely fortunate to be part of a generous community and a wonderful supportive team. It makes fundraising for this incredible service provider enjoyable, and, most importantly, worthwhile.

**Alison Daldy - Fundraising and Marketing Manager**

# Retail

As Manager of the Franklin Hospice Shop, I would like to thank our dedicated Retail Team of Volunteers. They are a crucial part of the overall running of the Shop. We work together as a team and maintain high standards which is apparent by all the wonderful acknowledgments that we receive from many of our customers.

This year has been a good year. The shop has remained open for most of the year and has been very well supported both by shoppers and those wanting to donate items for sale.



This year we have increased our online offering and are looking to expand further in the coming year.

We are also focusing on the environment and keeping goods out of landfill by taking all items offered and repurposing the things we can't sell directly through the Hospice "Rags to Riches" project.

I look forward to another positive and successful year ahead.

**Vicki Burton**  
 Hospice Shop Manager



# Volunteers

Our volunteers are our ambassadors in the community, and we would be lost without them. They allow us to offer so much more and are a huge asset to our organisation.

We have been working hard on building up our pool of volunteers over the last year. We have adverts on the Seek job site and Volunteering Auckland. This has resulted in weekly enquiries with just under half of them following through with applications. Our aim over the next year is to retain them, keep them engaged and show them our gratefulness for all they do.

There has been a great demand for Biographies which has prompted two workshops to train more volunteers in this role. Our patients love having their stories recorded. The families are often learning new things about their loved ones and our biographers are enjoying the role they play in this. It is a fantastic service to offer.

We have volunteers that also help us here at the office. It is a great help to have them come in to help us with valuable time-consuming jobs. Washing the nurses' work cars, taking recycling to SJ Metals and spraying the weeds all save us money so we can use our funding wisely on more vital services. We also have sewers, knitters, bakers and drivers helping us. There truly is always someone for everything and anything. We are very blessed.



Our Christmas Trees of Remembrance is a fundraiser dear to my heart. Before I started working at Franklin Hospice, I would always look forward to putting a bauble for a lost loved one on the Xmas tree at the supermarket. It always brought a tear to my eye but felt good to acknowledge them. I am rapt to now be a part of bringing it to the community. The volunteers love taking part and not only is it a great fundraiser but also a way to spread awareness of our organisation.

Volunteers are essential at our events.

# Volunteers

This year our Upcycling program - Rags to Riches - has taken off. In an effort to reduce the amount going to landfill (for both cost and environmental reasons), we have started monthly working bees where we sort through discarded items from the op shop and repurpose them. Cotton is cut into rags and sold in 10kg bags to various workshops. Other suitable fabric is given to our talented sewers who make them into pet bandanas, dog toys, seat belt buddies or draught stoppers to sell. They also made some bags to gift to our patients to hold their syringe drivers. This talented bunch of volunteers are full of ideas, so there is no limit to what they may bring us next.

In July we held a thank you afternoon tea for all our volunteers. It was lovely to be able to treat them to a delicious grazing table and acknowledge those that have achieved length of service badges. It is an honour to thank them all and recognise the generosity of time they give. They inspire me every day and I feel very proud to know them and have them as an integral part of our organisation.



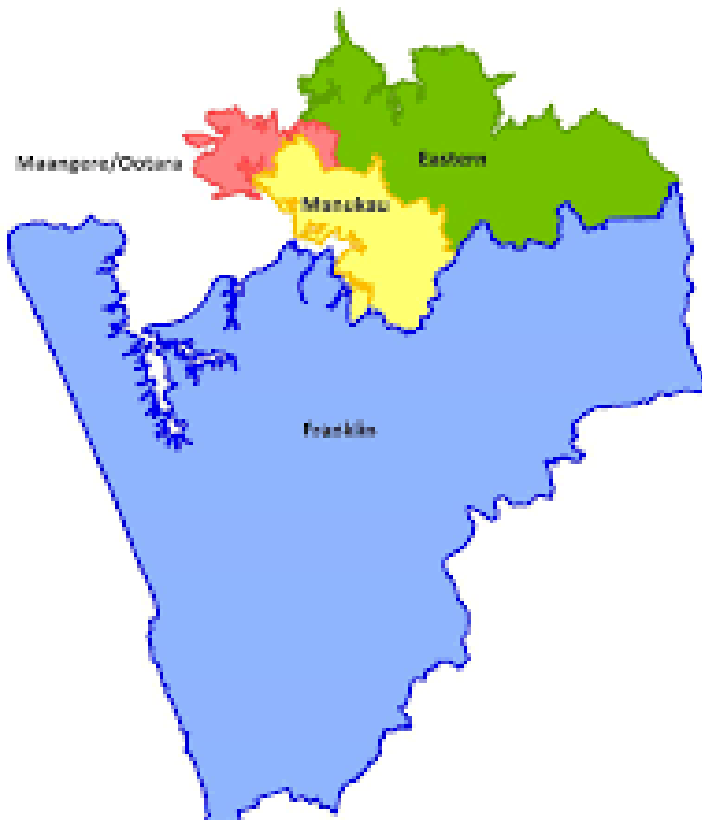
Upcycling Workshop



**Karena Brady-Leathem - Volunteer Coordinator**



## Our Area



The area covered by the Franklin Hospice team covers over 2,500 square kilometres.

In addition to the growing suburbs of Pukekohe, Waiuku, Tuakau, Paerata and Pokeno, the area covers more remote locations including Waikeretu, Miranda, Kaiaua, the Awhitu Peninsula and Port Waikato.

The bad weather earlier in the year caused a number of issues for our team who struggled to reach patients with the resources we had available.

# Financial Statements

## 2022/2023

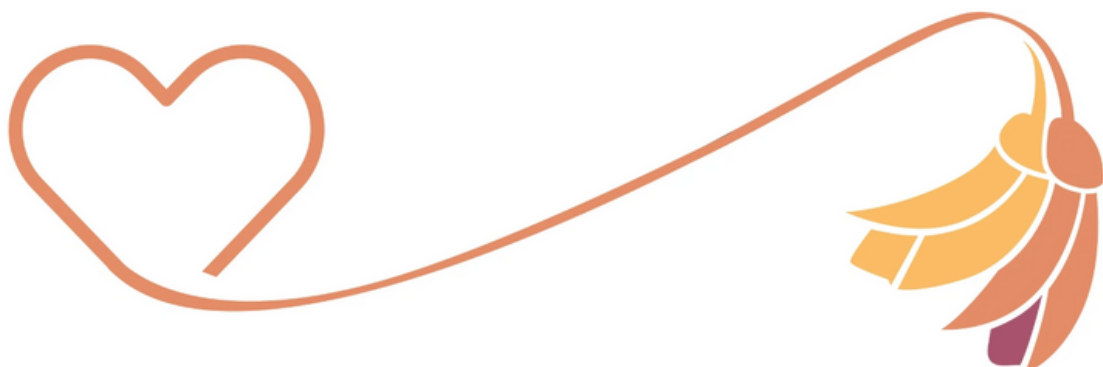
### Statement of Financial Performance - Consolidated P & L

Consolidated Income	22/23	21/22
Poi	\$ 69,111	\$ 56,462
Counties Manukau DHB	\$ 867,911	\$ 695,064
Retail	\$ 291,894	\$ 188,856
Donations & Bequests	\$ 268,178	\$ 84,521
Fundraising	\$ 221,933	\$ 79,890
Grants	\$ 84,623	\$ 56,080
Other	\$ 155,721	\$ 64,404
<b>Total Income</b>	<b>\$ 1,959,371</b>	<b>\$ 1,225,277</b>
Consolidated Expenditure		
Poi	\$ 57,501	\$ 60,490
Shop	\$ 78,590	\$ 76,905
Patient & Family Support	\$ 1,057,655	\$ 844,380
Support Services	\$ 233,575	\$ 325,833
Fundraising & Marketing	\$ 130,878	\$ 90,580
Transfer to Development Trust	\$ -	\$ -
<b>Total Expenditure</b>	<b>\$ 1,558,199</b>	<b>\$ 1,398,188</b>
<b>Consolidated Surplus</b>	<b>\$ 401,172</b>	<b>-\$ 172,911</b>

# Supporters and Sponsors

- Autobahn
- Barfoot & Thompson (Pukekohe, Waiuku and Drury)
- Bombay Lions Club
- Bombay Truck Show
- Conveyancing Shop Lawyers
- Countdown Pukekohe
- Craigs Investment Partners
- Dilmah
- Farmers Pukekohe
- Flying Possum Design
- Franklin Chapter of BNI New Zealand
- Freemasons Hospice Trust
- Lotteries Commission
- Mitre 10 Pukekohe
- New World Pukekohe
- South Auckland Motors
- Paddock to Pantry
- Pak n Save Pukekohe
- Papakura Chapter of BNI New Zealand
- Pukekohe Lions Club
- Race4Life
- Riverhaven Artland
- The Bespoke Living Room
- Your Local Coffee Roasters
- Z Energy Pukekohe. Bombay and Waiuku
- St Joans Trust
- Papakura COGs

And numerous local service organisations whose assistance we value and appreciate. Sincere thanks to you all.



# Our Team

The team at Franklin Hospice delivers excellent services to the Franklin community. They are caring, passionate talented and resourceful.

## Governance

Brian McMath - Chair  
Glenn Jackson - Vice Chair  
Paul Reidy  
Graeme Longdell  
Bruce Peden  
Richard Potman  
Sharelle Lincoln  
Wincy Cheung

## Management

Sue Marshall - CEO  
Maria Iacoppi - Clinical Services Manager  
Sharon Amundsen - Patient & Family Support  
Alison Daldy - Fundraising & Marketing  
Vicki Burton - Hospice Shop Manager

## The Team

Helen, Jude, Jackie,  
Lynne, Nicole, Rachael, Jo, Karena,  
Sooz, Linda, Vicki, Kirsty and Sepora.





# Contact Details

## Franklin Hospice Charitable Trust

Franklin Hospice Charitable Trust

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