

**FRANKLIN HOSPICE**

**38th**

**ANNUAL  
REPORT**

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## 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

# From the Chair

This year has been one of significant growth in our profile, resilience and focus on our core services of providing unwavering compassionate care to those in our community facing life limiting illnesses.

## Achievements and Milestones

We have seen a steady increase in the number of patients and families accessing our services, which underscores the growing need for palliative care in the Franklin area. Our team conducted over 2,300 home visits and handled over 8,000 calls. Notably there was a 66% increase in after-hours calls and visits, highlighting the growing need for 24-hour care.

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, Pokeno, Pukekohe and Drury will result in increased pressure on our services.

We are committed to funding and building a new Hospice, and a few options have been investigated during the year but to date, none have met the requirements of the Board. However, there are currently a few options under consideration. The decision about a new facility will be the biggest Franklin Hospice will have to make in its history to future proof us for the next 20 to 30 years. The Board has decided to sell one of our rental properties which was not giving us the returns compared to the capital value. The proceeds from the sale will give us the ability to respond quicker to any opportunities that arise regarding a new hospice.

I must commend the marketing team of Alison Daldy and Karena Brady-Leatham who have initiated several community funds raising projects which has not only generated revenue but has raised our profile in the community.

## Financial Stability and Sustainability

Franklin Hospice has a strong balance sheet and asset base and despite the challenging economic environment we have maintained a stable financial position.

The shop continues to trade well thanks to the management of Vicki Burton and her dedicated team of volunteers.

Approximately fifty percent of our funding is from Government and the balance comes from our retail shop, fundraising activities, legacy gifts and donations from the community. Franklin Hospice has been disadvantaged for several years from the Government funding distribution and the rapidly expanding population in our area has not been recognised by increased funding.

## Staff and Volunteer Contributions

Our staff and volunteers are the backbone of Franklin Hospice. The dedication and compassion they bring to their work every day is inspiring and my thanks go to them for their commitment and dedication.

Our dedicated team of nurses, social workers and support staff are the core of our organisation, delivering compassionate care to patients and families across the Franklin district. 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, Sharon Amundsen, Lynne Lewis, Helen Lees, Jude Balle, Jackie Thompson, Rachael Thomson, Maree Balle, Jo Fitzpatrick, Sooz Nettleton, Linda Carter-Selwood, Vicki Burton and new recruit Caitlin Davies.

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 volunteer's function at which we recognised the contribution of our volunteers.

Our CEO Sue Marshall has done a brilliant job of leading the team and the Board extends their heartfelt thanks to her for passion, commitment and professionalism.

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 have a great range of skills on the Board.

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.

In conclusion, 2023/24 has been a year of progress and accomplishment for Franklin Hospice. None of this would have been possible without the collective effort of our staff, volunteers, donors and community partners.

Together, we have made a profound impact on the lives of those we serve, and I am confident your Hospice will continue to do so in the years ahead.



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

# From the CEO

Dear Friends and Supporters,

As we reflect on the past year, I am filled with immense gratitude and pride for the accomplishments and growth we have experienced as a hospice. Our dedicated team, compassionate volunteers, and supportive community have enabled us to provide exceptional care and comfort to those in need during their most challenging times.



*Sue with Matua Robert and the Farmers Pukekohe team at the blessing of the Farmers Trees of Remembrance.*

This year has been one of significant progress and milestones. We have expanded our services, reaching more patients and families than ever before. Our commitment to delivering high-quality, patient-centered care has remained unwavering, even as we navigated the complexities of a changing healthcare and economic landscape. The renovations we undertook in our retail and Hospice premises will stand us in good stead for the next part of our journey, as we ready ourselves to meet the increasing service demand. One of our most exciting developments has been our increased community collaboration with both the business and neighbourhood communities within Franklin.

Our team has also been at the forefront of innovation in palliative care. Through continuous education and training, we have integrated the latest advancements in pain management and symptom control, ensuring that our patients receive the most effective and compassionate care possible.

We are proud of the recognition we have received this year from patients and their whanau, and our greatest achievement remains the positive impact we have on the lives of our patients and their families. Their stories of comfort, dignity, and peace are a testament to the extraordinary efforts of our staff and volunteers.



Looking ahead, we are committed to furthering our mission of providing service levels equal to that received by most New Zealand residents. Franklin residents are sufferers of the post code lottery receiving a fraction of the funding others receive. We will continue to seek innovative ways to enhance our services, expand our reach, and strengthen our community partnerships. Our vision is to ensure that every individual in our care receives the respect, dignity, and quality of life they deserve.

The big challenge now for Franklin Hospice is to upgrade our premises to enable us to deliver valuable services for the community. We are well on the way with this project and will hopefully have exciting news to share soon.

Thank you to the staff, the Hospice Board and all the volunteers, for your unwavering support and dedication to our mission. Together, we will continue to make a difference in the lives of those we serve.

With heartfelt gratitude to you all



**Sue Marshall -  
CEO**

# 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.



# Clinical Services

I'm grateful to have an exceptional team of committed healthcare professionals who are wholeheartedly devoted to delivering patient and whanau-centred care to the residents of Franklin. Our nursing team comprises eight individuals with various specialised backgrounds, each bringing unique skills to enhance our patient's overall quality of care. We're fortunate to have the expertise of physiotherapist and wellbeing coach Kirsty Powell supporting our team of nurses. Kirsty volunteers her service to provide practical and holistic support to Franklin residents, offering her insights to the nursing team to provide a multidisciplinary approach.

## Franklin Hospice Growth

I've observed significant changes in Franklin Hospice during my twelve years here. Our model of care has evolved to reflect international practice, working as specialist palliative care providers and coordinating and partnering with other healthcare services to ensure patients and whānau receive comprehensive wrap-around support. This model utilises preexisting services within the Franklin community, allowing us to focus on our field of expertise, palliative care.

## Specialist Hospice Service

Hospice services have undergone a significant shift, moving from generalist palliative care to a specialist approach. This change is prompted by the increasing demand for palliative care, which exceeds the capacity of specialised services like Hospice. We offer episodic specialist palliative care to ensure broad access to palliative care. This approach entails addressing complex symptoms and collaborating with GPs and other healthcare professionals for daily patient care. We maintain flexibility, tailoring our support to the patient's specific needs. If patient symptoms improve, we hand over care to the GP while remaining available for support. Our patient care can be "indirect," assisting healthcare providers, particularly GPs, in maintaining their relationships with patients by offering advice and recommendations or "direct" hands-on care with patients, where we focus on advanced assessments and support that leverage our specialist palliative care expertise. This approach enables us to reach more patients while supporting primary care providers in providing palliative care and maintaining their therapeutic relationship.

# Clinical Services

## Advanced care plans

Advanced care plans (ACP) offer numerous benefits for patients and families. They ensure that patients' wishes and preferences regarding their end-of-life care are documented and respected, providing peace of mind to them and their loved ones. Additionally, they facilitate communication between the patient, their family, and healthcare providers, promoting shared decision-making, clarity about available services, and establishing realistic treatment goals. This proactive approach can help prevent conflicts regarding care preferences between the patient and different family members and healthcare professionals and offers guidance to the family when the patient cannot advocate for themselves.

These conversations can be emotionally challenging for patients and families. Many healthcare providers see Advanced Care planning as the role of Hospice due to our expertise in terminal illness and end-of-life care. All of our clinical services team have undergone advanced care planning training, and we work proactively to ensure that all patients have the opportunity to complete one.

## Matters of interest

Late one Friday afternoon, we received an urgent call from a concerned GP about a patient who might not survive the weekend. Though unknown to Franklin Hospice, the patient was known to other community health services, which had not identified that the patient was approaching end-of-life. The patient's advanced care plan, made with their GP, clearly stated a wish to remain at home and avoid hospitalisation.

A hospice nurse visited the patient that afternoon, finding them in critical condition and in need of urgent home interventions. The patient lived alone without nearby family or friends, complicating the situation. The nurse quickly arranged hygiene assistance, pain relief medication, and support from a relative and a neighbour. The patient passed away comfortably that evening with family present.

Without the hospice nurse's rapid response, the patient might have died alone and in discomfort or been sent to the hospital against their wishes. Franklin Hospice encourages early referrals to prevent such critical events, but we act swiftly when urgent situations arise to ensure the best outcome for the patient.

**Maria Iacoppi -  
Clinical Services Manager**

# Palliative Outcome Initiative (POI)

Franklin Hospice's Poi lead Helen Lees and Age residential care liaison Jackie Thompson oversee Franklin's Poi program, managing all five residential care facilities and seven GP practices. They collectively work four days a week, dividing responsibilities that include Link nurse recruitment and training, palliative staff training, patient assessment and planning for staff and patients, PPA (palliative pathway activation) training, assessment, and response (PAS), as well as handling the data input, reports, and administrative tasks. Acknowledging Poi's integration into regular operations, we aim to provide a Poi service specific to Franklin Hospice, optimising its purpose to greater benefit the residents of Franklin.



## Age Residential Care (ARC) patients

Our ARC Liaison Nurse, Jackie, has been actively networking with staff at residential care facilities, significantly enhancing our relationships and developing their knowledge of palliative care. As a result, we have observed increased referrals from several facilities. Given the high number of residents with terminal diagnoses, Jackie focuses on supporting the growth and development of ARC staff, providing them with tools and knowledge to best meet their patients' palliative care needs.

# Patient and Family Support

The past year has seen significant growth for the Patient and Family Support (PFS) team, particularly in the development of community awareness and strengthening of external and internal relationships.

As a cornerstone of our organization's commitment to family and community support, PFS is proud to have provided an essential network of social support, volunteer-driven programs, and expanded counselling services. Highlighted in this report are some of the significant successes of the past year, and outline our objectives for enhancing psycho-social services in 2025.

## New Programme Initiatives

The Men's Group is now four sessions deep and is seen to be providing vital support and services to its attendees. The group offers a safe and supportive environment where men can share their experiences and challenges. Facilitated by an external provider, it is a cost-effective way of providing a service to fill a much needed gap for men in or soon to face bereavement, on their own journey to end of life, or caring for a spouse with a life limiting illness. We are hearing anecdotal feedback such as "A safe place to be honest" and "Can't have this type of conversation around the dinner table".



*We had a presence at whanau day at the Marae, educating the community about our services.*

The complexity of need within families this year has been acute – across all patient groups. Much time has been spent navigating Work and Income and Ministry of Social Housing. Our good professional relationship with Kaianga Ora has seen 3 patients and their families placed into better living situations. We are particularly proud of these pieces of work for Hospice and the Franklin community.

We are also pleased to have a volunteer driver scheme up and running. This will allow those patients who cannot drive, to be able to attend our social programmes, and help with holistic wellbeing by reducing the amount of isolation and loneliness.



# Patient & Family Support

## Existing Programmes

Recognizing the need for more specialized support, we have expanded our counselling services to include external providers. This initiative ensures that members have access to professional mental health support, tailored to their individual needs. This also opens the door for men, with same gender counselling available once more.

Daybreak continues to be a delight and high on some patient's social calendar. This is due to the facilitation by our volunteer facilitators - Martine, Pam and Huru, for whom we are very grateful



*Daybreak group*

Looking forwards, the Patient and Family Support service, thanks to the dedication of our volunteers, the introduction of external counselling services, and the ongoing commitment to meeting the needs of our members, has a clear vision for 2025. We are poised to further enhance our psycho-social services and make a lasting impact on the well-being of patient and their families in the Franklin community

**Sharon Amundsen**

**Patient & Family Support Team Leader**



# Fundraising & Marketing

The past year has been challenging, marked by economic difficulties, including a recession and significant rises in the cost of living. Despite these hurdles, we have not only persevered but have also thrived in many areas. We are proud to highlight our key events, initiatives, and successes from the past year. The economic downturn has undeniably impacted our fundraising efforts, however, we have managed to maintain financial stability. Large donations, generous bequests, and increasing public-initiated fundraisers have played crucial roles in sustaining our mission.

## Key Events and Fundraisers



*The Hospice Steptober team.*

### Inaugural Steptober Event

Our inaugural Steptober event, a peer-to-peer fundraiser, was a significant highlight. Participants joined in enthusiastically, raising both funds and awareness for our cause. We were also able to gain great sponsorship for the event, as well as endorsements from Olympic gold medallist, Eric Murray, and the Steelers. The success of this event has encouraged us to repeat and improve this fundraiser

### Garage Sales

Our garage sales were particularly successful this year. These two events not only helped us sell excess stock from the shop, but also provided opportunities for community engagement and support.

### High Tea Event

The high tea event stands out as one of our most successful fundraisers of the year. Due to its overwhelming success and positive feedback, we are excited to announce that we will be hosting it again next year.



*The beautiful High Tea tables*

The elegant setting and engaging atmosphere made it a memorable experience for all attendees. Leanne from Red trinity engaged the audience, and with sales of excess shop stock, raffles, sales of Bespoke Living room goodies and our wishing tree, we exceeded our expectations.

### Raffles

Thanks to the generosity of local businesses, we were able to hold very successful raffles, with Jude Balle being our number one ticket seller. We are also very grateful to The Bespoke Living Room with their continued support of donating excess stock which makes excellent raffle prizes.

# Fundraising & Marketing



*The Farmers team - Trees of Remembrance*

## Trees of Remembrance

The Trees of Remembrance initiative was highly successful, offering a meaningful way for individuals to honour and remember their loved ones. This program has strengthened our community bonds and provided solace and support to many. Our huge thanks to Farmers for their part in the event – their team is enthusiastic and dedicated to this cause during December.

## Garden Festival

The garden festival was another notable event. Although it was well-received and enjoyed by many, we have decided not to repeat it in the future. The effort and resources required did not align with our long-term goals, but it was a valuable learning experience.

## Community Support and Engagement

The past year has seen a remarkable increase in community support. Public-initiated fundraisers have become more prevalent, showcasing the community's growing involvement and dedication to our cause. This grassroots support has been invaluable in driving our mission forward. Our continued association with our BNI groups (Franklin and Papakura) has ensured support with our projects as well as benefiting from their fundraising.



*The Barfoot and Thompson team  
visiting our Daybreak Group.*

## Looking Ahead

As we move into the next year, we remain committed to adapting and evolving in response to the changing economic landscape. Our focus will continue to be on strengthening community ties, exploring innovative fundraising opportunities, and ensuring the sustainability of our programs and services. The generosity of our donors, the dedication of our volunteers, and the unwavering support of the community inspire us to continue our fundraising efforts with renewed vigour and determination.

Trees of Remembrance

**Alison Daldy -  
Fundraising and Marketing Manager**

# Retail

We would like to thank our dedicated Retail Team of Volunteers who 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 our customers.

This year we completed some much-needed renovations, including new carpet, paint and a the kitchen and toilet for the staff. The result is a brighter, more welcoming shop and is appreciated by all who enter.



We have been selling more stock online, which has a good success rate and will continue to do this.

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

In the past 12 months our fabulous volunteers have contributed over 18,000 hours helping us. This does not include the shop volunteers. These are the fabulous community members who help with patients, odd jobs and at fundraising events. We simply could not exist without them. As well as a fantastic pool of long-time volunteers, we have been lucky enough to recruit some lovely new ones. New volunteers attend an induction course and can opt to attend other workshops in the areas that interest them. The knowledge attendees gain from these, helps dispel myths and misconceptions about Franklin Hospice and sets them up for their volunteering role.

**Patient and family feedback on the value of volunteer visits for companionship, caregiver respite or biography services is extremely positive. One lady remarked that having a regular volunteer visit to sit with her ill husband, allowed her a distress moment each week. She was able to go into her yard to indulge her love of gardening which was wonderful for her mental health and she felt absolutely comfortable leaving him with the lovely volunteer while she nipped down the road.**

Fundraising events would be very limited if it wasn't for the help from volunteers. They were there to help with parking, baking, tickets, sales, set up and clean up at our Garden & Lifestyle Festival last November and our Ladies High Tea. If we had to pay for all the help used, the events would not be viable.



With renovations happening at our office premises and shop; the help from our volunteers was invaluable. From packing, moving, dismantling shelves, installing new computer monitors and setting up new desks, there was a volunteer willing and ready to help.

*Volunteers helped get the office refurbish completed.*

# Volunteers

We have recently done a lot of work on our health and safety policies for volunteers and hope this can help us to launch a transport option soon for patients needing to get to medical appointments, counselling or our Daybreak group. It is exciting to be looking at new ways we can help patients and their families and is only possible with the communities' help.

Our Upcycling program has continued with volunteer help. We now have a new receptacle for our can recycling and new recycled bags to distribute the 10kg bags of rags we sell to workshops. We have donated excess stock to Ukraine and Vanuatu and used material to make sensory blankets for patients with dementia, wheat bags and knitted lap blankets



*Volunteers organising the upcycling.*



*Volunteers make our Trees of Remembrance a huge success.*

As always it was my pleasure to thank all our marvelous volunteers at our annual appreciation afternoon tea. They are a delight to work with and their selflessness, generosity and compassion are such an asset to our organisation. How fortunate we are

**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.

# Patient Statistics

**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

# Financial Statements

## 2023/2024

### Franklin Hospice Charitable Trust

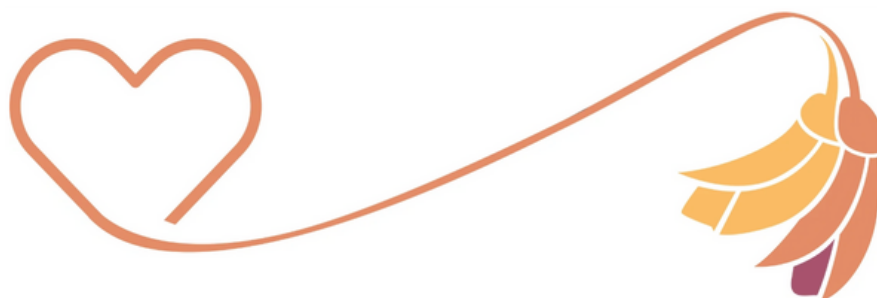
#### Statement of Financial Performance – Consolidated P & L

Consolidated Income	23/24	23/22
Poi	\$92,125	\$69,111
Health NZ	\$1,067,636	\$867,911
Retail	\$244,766	\$291,894
Donations & Bequests	\$223,804	\$268,178
Fundraising	\$84,448	\$221,933
Grants	\$97,306	\$84,623
Other Income	\$4,742	\$155,721
<b>Total Income</b>	<b>\$1,814,827</b>	<b>\$1,959,371</b>
<b>Consolidated Expenditure</b>		
Poi	\$91,666	\$57,501
Shop	\$167,449	\$78,590
Patient and Whānau Support	\$1,072,255	\$1,057,655
Support Services	\$278,918	\$233,575
Fundraising & Marketing	\$82,779	\$130,878
Transfer to development Trust	\$125,000	-
<b>Total Expenditure</b>	<b>\$1,818,067</b>	<b>\$1,558,199</b>
<b>Consolidated Surplus/Deficit</b>	<b>(\$3,240)</b>	<b>\$401,172</b>

# Supporters and Sponsors

- Autobahn Cafes
- Bakers Delight Pukekohe
- Barfoot & Thompson (Pukekohe)
- Bluesky Trust
- Bonded NZ Ltd
- Businesslike Chartered Accountants
- Certified Home Extensions
- Countdown Pukekohe
- Craigs Investment Partners
- Dilmah Tea
- Farmers Pukekohe
- Flying Possum Design
- Four Winds Foundation
- Franklin Chapter of BNI New Zealand
- Freemasons Hospice Trust
- Grassroots Trust
- Harcourts Reforma
- Lotteries Commission
- Mitre 10 Mega Pukekohe
- South Auckland Motors
- Pak n Save Pukekohe
- Papakura Chapter of BNI New Zealand
- Pukekohe Lions Club
- Race4Life
- Rapid Facilities Ltd
- Talent Connection
- The Bespoke Living Room
- The Wild Rose
- Your Local Coffee Roasters
- Z Energy Pukekohe. Bombay and Waiuku

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

Caitlin, Helen, Jude, Jackie,  
Lynne, Rachael, Jo, Karena,  
Maree, Sooz, Linda, Vicki, Kirsty.



*The Franklin Hospice Team*



# Contact Details

## Franklin Hospice Charitable Trust

Franklin Hospice Charitable Trust

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