

Te Kahu Pairuri  
ki Whanganui



**hospice**  
Whanganui

ANNUAL IMPACT REPORT  
2024-2025





Artist - Ngahina Gardiner

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Hospice Whanganui provides specialist palliative care for people with cancer and non-cancer life-limiting illnesses as well as specialist support to their whānau (families).

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Charities Service Registration Number: CC10352

**Acknowledgements**

Hospice Whanganui gratefully acknowledges the support from our primary funding partner Te Whatu Ora, as well as our generous community supporters.



# a year of change, growth & impact

*He waka eke noa – we are all in this together.*

This year's Annual Report captures the heart of **Hospice Whanganui** - a community working together to ensure patients and their whānau receive **compassionate, specialist palliative care** wherever they choose to be.

Inside, you'll find the stories, milestones, and partnerships that shaped **2024–2025**. Our team delivered more than **21,700 moments of care**, volunteers gifted over **21,000 hours**, our retail shops performed well, and our community walked alongside us through a remarkable year of **fundraising, generosity, and connection**.

We strengthened key healthcare partnerships, embedded **Te Hau Awe** into practice, transitioned to a new patient management system, **Medtech Evolution**, and continued championing **equity and access** for Māori, rural whānau, and those facing barriers to care - ensuring every whānau receives care that is dignified, culturally responsive, and grounded in choice.

Events such as **Mitre 10 Dancing for Hospice**, our **High Tea**, market days, and the launch of our **Hospice Whanganui Business Champions programme** showcased the strength and aroha of our region - helping keep hospice care **free for every whānau who needs us**.

Throughout this report, you'll see our values in action, such as:

**Excellence, Aroha, Integrity, Respect, and Manaakitanga.**

Every story and every achievement is the result of people who care deeply - our staff, volunteers, supporters, funders, and the whānau who trust us in their most personal moments.

As we look ahead, we remain committed to delivering the very best specialist palliative care to our rohe - continuing to innovate, collaborate, and uplift whānau voice at every step.

**Thank you for being part of this journey. Your support makes everything we do possible.**



## *Honouring Our Past, Welcoming Our Future*

*As we reflect on this year of change and growth, the Board wish to acknowledge **Davene Vroon**, who served as Chief Executive for four and a half years. Davene's steady leadership, strategic vision, warmth, courage and steadfast commitment to excellent and compassionate patient- and whānau-centred care was central to Hospice Whanganui's successful transition to the transformational hybrid model of service that we have in place today. We are deeply grateful for her impactful contribution and dedication to our organisation and our community.*

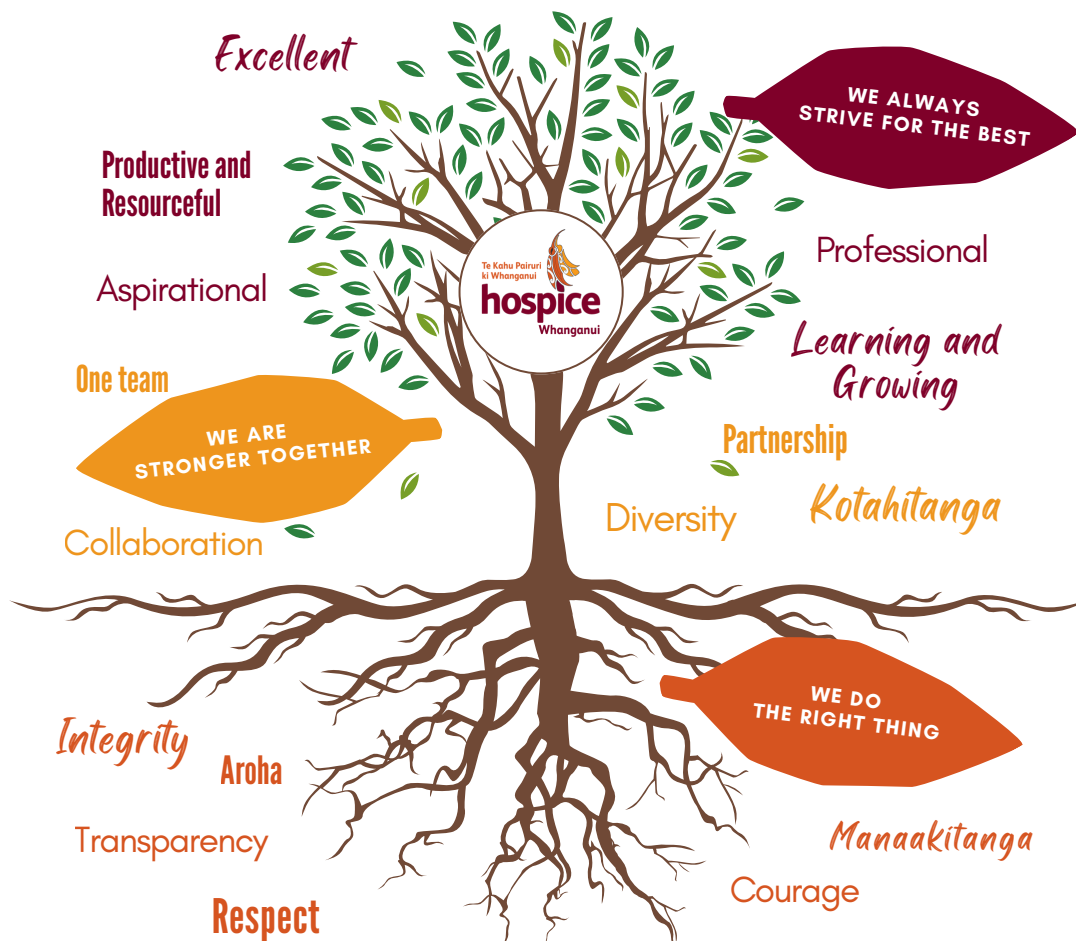
*In 2025, Hospice Whanganui had the privilege of welcoming **Helen Leslie** as our new Chief Executive. Helen joins us with extensive leadership experience and a deep commitment to patient- and whānau-centred care. Her warmth, vision, and collaborative approach and seamless transition into the role have continued to build on the strong foundation set by Davene and her strong leadership has helped guide us through an important year of transition and development.*

*The Board are delighted to have Helen leading our Hospice Whanganui team as we continue our mission of delivering **compassionate, equitable, specialist palliative care** for our rohe.*



# our values & strategy

Our values are depicted in the form of a tree. A tree represents growth and life and a sense of “giving”. It has both strength and a sense of safety and peacefulness. A healthy tree is grounded by unmovable roots which give rise to a strong trunk that in turn extends into far-reaching branches.



The **ROOTS** represent our unshakeable principles, essential to a healthy foundation upon which we can build. This speaks to the values of Integrity, Aroha and Manaakitanga.

The **TRUNK** represents our team, the importance of working as ‘One’, of supporting each other and being united in our vision and purpose. It also speaks of our openness to partnering with others. It speaks to our values of ‘One Team’, Kotahitanga, Partnership and Diversity.

The **BRANCHES** represent the expression of excellence as a result of a strong foundation and a united team. When we work together and grow together, we can achieve great things.

It speaks of the values of Excellence, Professionalism and Aspiration.



# strategy 2024 - 2029

This year we updated our strategy to further embed our patient- and whānau-centred approach, sharpen our focus on equity, accessibility, and partnership, and ensure the long-term financial sustainability of Hospice Whanganui.



**TINO  
RANGATIRATANGA**  
We acknowledge and respect the rights of patients and whānau to determine their own care

**MANAAKITANGA**  
Our relationships are mana-enhancing, generous and kind

**KOTAHITANGA**  
We are united in our vision and in our relentless commitment to excellence



# ceo & chairperson

## *Tēnā koutou katoa,*

This past year has been a year of impact, growth, and aroha at Hospice Whanganui. Guided by our five-year Strategic Plan and **Te Hau Awe** - our patient- and whānau-led model of care that centres vitality (hau) and autonomy (awe). We've continued to strengthen our service so that patients and their whānau are supported with compassion, dignity, and choice in life's final chapter.

### *Te Hau Awe Our Model of Care*

*Te Hau Awe represents vitality or essence of a person (hau) and autonomy over ones health (awe). It is the foundation of Hospice Whanganui's approach to care – walking alongside patients and their whānau with compassion, dignity, and mana, wherever they choose to be in life's final chapter.*

#### **Exceptional Patient and Whānau-led Care**

In the last 12 months, our integrated team walked alongside more than **406 patients and their whānau**, providing **21,754 interactions across our rohe** - a 18% increase on last year. Each number represents time spent listening, guiding, and caring for people in ways that honour their goals and values.

Our In-Patient Unit remains a vital part of care, offering short stays for respite, acute symptom management and, on occasion, for last days of life care. More often, however, whānau are choosing home for end-of-life care. Our monthly **three-day, two-night respite programme** is especially valued by rural whānau, and we're expanding respite-at-home options so carers can rest and recharge while knowing their loved one is supported.

#### **Impactful Relationships**

Palliative care is never delivered alone. We are deeply grateful for the partnerships that make our service stronger - GPs, hospital staff, iwi providers, aged care facilities, St John's Ambulance, and others who walk this journey with us.

This year we continued the Hospital In-Reach service and the Palliative Care Partnership with GPs, both improving access and outcomes for patients. Our relationship with St John's has flourished, meaning that in moments of crisis, patients are often able to remain at home instead of being admitted to hospital.

#### **Exceptional Team**

Our greatest strength is our people. Whether on the front line, in our shops, or behind the scenes, every staff member contributes to patient- and whānau-led care.

This year we welcomed new staff, broadened the cultural diversity of our teams, and enhanced our ability to serve our whole community. Volunteers, too, remain the heartbeat of Hospice Whanganui, gifting their time and skills across retail, gardens, fundraising,



and beyond. We are deeply thankful for their aroha and commitment.

### **Equitable and Accessible**

Equity is central to our mahi. We continue to strengthen outreach to Māori and rural whānau who often face barriers to care. No matter how far away someone lives, our aim is that they do not miss out on Hospice support.

This year we established an **Equity Kaitātaki** role to lead our Māori and Pasifika health plans. Daily, our team also comes together to share a karakia gifted to us, grounding us in the values of empowerment, kotahitanga, and whānau-centred care. We are grateful for the support of iwi providers and whānau who trust us to walk alongside them.

### **Investing for Impact**

We ended the year on a high with **Mitre 10 Dancing for Hospice**, raising over **\$170,000** - the most successful fundraiser in our history. To Mitre 10 Mega, our sponsors, donors, and community supporters - thank you for making this possible.

Beyond events, we are grateful for grants, regular donations, goods for our shops, and contributions from Te Whatu Ora (which funds around 50% of our income). Special recognition goes to the **Farming Friends of Hospice** and the **Hospice Whanganui Foundation** for their unwavering generosity.

Remaining financially viable is challenging. It costs around \$4 million each year to provide our service, and we must raise **\$2 million annually** to sustain it. At the end of this year we launched our **Hospice Whanganui Business Champions programme** and are developing other initiatives to help ensure Hospice Whanganui remains strong for generations to come.

### **Acknowledgement**

Finally, we wish to express gratitude to our Board of Trustees and especially our Chair, Kirsten Bryant, who steps down after 12 years of dedicated service. Kirsten has been a guiding light - offering wisdom, encouragement, and practical solutions. She will be missed by our team and Board alike, but her aroha and leadership will continue to shape Hospice Whanganui.



*Ngā mihi nui,*

**Helen Leslie - CEO & Kirsten Bryant - Chairperson**

# myth busters

There are many myths about hospice care - what we do, who we care for, and when people come to us.

At Hospice Whanganui, we walk alongside patients and whānau with empowerment, and compassion. Here are a few common myths we'd love to clear up.

## Myths

## Reality

*"Hospice is just where people go to die."*

*Hospice Whanganui supports people to live fully and comfortably – wherever they choose to be – through their final months, weeks, and days. Many patients are with us for months or even years of support.*

*"Hospice Whanganui's In Patient Unit is closed."*

*Most Hospice Whanganui care happens in people's homes, aged-care facilities, or rural communities. Our Inpatient Unit remains open for short stays — providing respite care, acute symptom management, last days of life care, and support when whānau need an extra layer of care.*

*"You have to pay for Hospice services."*

*Hospice Whanganui's care is completely free for patients and their whānau, thanks to community fundraising, donations, grants, and funding from Te Whatu Ora.*

*"Hospice is only for people with cancer."*

*We care for anyone with a life-limiting illness who has a specialist palliative need - including heart, lung, neurological, and kidney conditions - and we support whānau through grief and bereavement too.*

*"Hospice is sad and clinical."*

*Hospice Whanganui is full of life, laughter, aroha, and connection. It's a place where whānau share meals, stories, and moments that matter.*

*"Hospice won't be involved if someone chooses Assisted Dying."*

*If a Hospice Whanganui patient chooses Assisted Dying, our team continues to provide care and support right up until the person's chosen time, and we offer bereavement support for their whānau afterwards.*

*"Opioid medications will hasten death and cause addiction."*

*When used appropriately for symptom management, opioid medications do not hasten death or cause addiction in people with advanced illness. They are an important part of palliative care for managing pain and breathlessness.*



# hospital in-reach service – wrap up

In March 2024, Hospice Whanganui partnered with Te Whatu Ora Whanganui to pilot a Hospital In-Reach service, embedding our palliative expertise into the hospital setting for the first time. For twelve months, our clinicians worked alongside hospital teams, supporting patients, whānau and staff on the wards and in ED.

The impact was transformational. Patients and their whānau had the right conversations earlier, improving their chance of having their goals of care met. Many experienced shorter hospital stays and safer, more efficient discharges home or to aged residential care. Hospital teams valued the support, noting greater confidence and capacity in recognising and caring for palliative patients.

Across the pilot period Hospice Whanganui:

- Delivered **392 patient interactions**, including **20%** supporting **Māori whānau**.
- Enabled **67% of patients** to be discharged back into their community.
- Reduced pressure on hospital resources by helping avoid unnecessary admissions and extended stays.
- Provided direct in-person clinical input **three - five days per week**, with additional remote support available seven days.

Feedback from both whānau and hospital colleagues was clear: the service made a real difference. As one hospital staff member put it, *“Working shoulder to shoulder with Hospice gave us the skills and confidence to care for patients in the right way.”*

While short-term funding enabled the service to run until March 2025, sustainable funding has not been secured. Hospice Whanganui remains committed to advocating for this vital service, ensuring that people in Whanganui receive equitable access to palliative expertise wherever they present.



# palliative care partnership

## Overview

In 2022, Hospice Whanganui and Te Whatu Ora launched the Palliative Care Partnership (PCP), a three-year initiative aimed at addressing inequities in care for patients with life-limiting conditions but who do not require specialist hospice services. The programme primarily focuses on underserved populations, including rural communities, Māori, and individuals from lower socio-economic backgrounds.

## Key Issues Identified at the Programme's Outset:

- **Access challenges** for rural, Māori, and lower socio-economic groups.
- **Variability** in the capacity and resourcing of general practitioners (GPs) across the Whanganui region.
- **Fragmented and siloed care**, which led to suboptimal patient outcomes and inefficient use of healthcare resources.

## Key Achievements of the Palliative Care Partnership Programme:

Throughout the duration of the pilot, significant progress was made in improving collaboration across the health sector, particularly with primary care providers, iwi health services, and rural healthcare practitioners. This collaboration was supported by comprehensive palliative care education, which helped to embed a more integrated, multidisciplinary approach to the care of people with life-limiting conditions.

## Key outcomes include:

- **Enhanced primary health workforce:** Greater skill and connectivity among primary care providers.
- **Coordinated care:** Ensured that patients who did not require specialist hospice care received high-quality, holistic support.
- **Improved patient outcomes:** Enabled patient- and whānau-centred care, leading to better symptom management and fewer crisis situations.
- **Increased equity:** Financial barriers to care were removed through targeted funding, improving access for underserved populations.

## Sustainability and Future Directions:

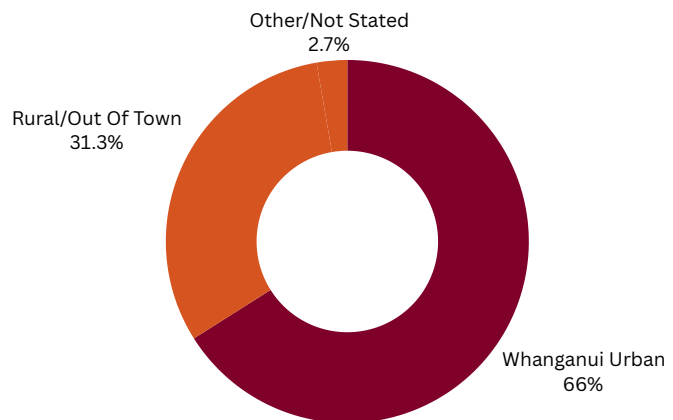
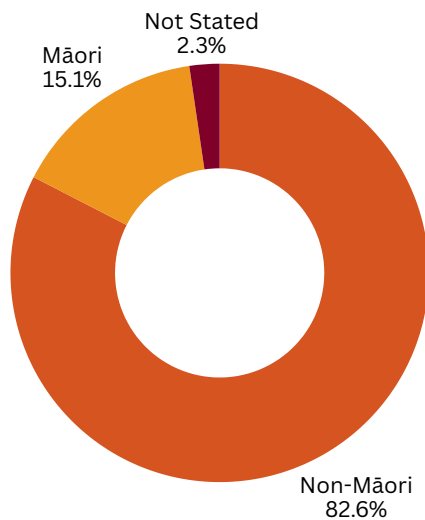
The Palliative Care Programme remains committed to innovation and to developing sustainable, community-driven solutions that improve equity in palliative care. Further funding has been secured to partially support the continuation of providing education to palliative partners for 2025/2026. Ongoing collaboration with key stakeholders is also focused on addressing the persistent challenges faced by rural, Māori, and lower socio-economic groups in accessing quality palliative care.

Overall, the Palliative Care Programme has demonstrated significant improvements in both access and the quality of care for underserved populations, with a strong foundation laid for the continued development of palliative care services.

## Data/Statistic Overview

2024 / 2025

- Total Claiming PCP Patients - 172
- Total Claims - 1890
- Total Cost of Claims Only - \$33,523
- Average Cost per Claiming Patient - \$194
- Total External Staff Trained - 13



“

***“The PCP is great clinical support for me but the thing I like best is the better outcomes for my patients.”***

*Dr Willem van Niekerk - Aramoho Health*

***“The PCP is instrumental in bringing different service providers together to provide a more collaborative approach to service delivery.”***

*Rural District Nurse*

***“..having this extra source of funding allows those patients that don’t always engage to have services funded that wouldn’t otherwise be available to them. It’s also been good to involve the Hospice social worker in their IDT discussions, to ensure the needs of patients with social challenges are being fully considered and planned for collaboratively”***

*Mistie Hemmingway - Long Term Care Nurse -Gonville Health*

***“As an attendee at a training session held at Hospice Whanganui I found it very useful in informing my practice as a Paramedic, so wholly endorse these opportunities to learn”***

*Steve Atkins - Group Operations Manager St Johns Ambulance*



“ —

*What does Hospice Care mean to you and your whānau?*

*“It means a safe, caring space. A place where we see our whānau being cared for and loved on. It’s a space where we can rest, laugh and enjoy our loved ones during some hard times.”*





# supporting our people

Supporting whānau is at the heart of everything we do. From our Whānau Support team to our Nurses and Health Care Assistants, our staff walk alongside people in their hardest moments - creating safe spaces for kōrero, advocating for their wishes, and weaving aroha, tikanga and dignity into every step of the journey.

Here are some of the reflections and quotes shared through the past year's mahi by our Whānau Support team - simple but powerful reminders of what it means to walk alongside whānau with compassion and respect.

*As a Social Worker, I walked alongside whānau through grief, creating space for tears, laughter, and healing conversations.*

*Each day, I walk away knowing aroha was shared and dignity upheld.*

***Working alongside Whānau, I helped them find strength in their tikanga and traditions during times of uncertainty.***

*Care is personal. Sometimes it's symptom management, sometimes it's fish heads and newspaper at the bedside, sometimes champagne at 10am - always it means aroha.*

*I once walked into a patient's room just as a gentleman proposed to the patient's daughter. It was such a joyful, humbling moment - we celebrated with bubbly, chocolates, and laughter at 10am.*

*We cared for a woman whose faith asked for a candle to burn 24/7. It stayed alight and went with her in the hearse - In all my 20+ yrs here her room was the most serene room to go into.*

# the gift of care a story of aroha & support

When Robert Crook and his wife Lesley came under Hospice Whanganui's care, they were welcomed with open hearts. From the moment they arrived, every staff member made them feel genuinely seen and supported. *"Nothing was ever too much trouble,"* Lesley shared. *"There was an abundance of love, care, and support from everyone."*

“

***"The experience was overwhelmingly positive. From the moment we arrived, every staff member made us feel genuinely welcome. There was an abundance of love, care, and support from everyone, nothing was ever too much trouble. It was a very special time for us as a family."***

The whānau's large extended family was also embraced, creating space for everyone to be part of Robert's final chapter. One of the most meaningful aspects, Lesley said, was the way Hospice Whanganui cared for both of them as a unit. *"The holistic approach provided by Hospice was deeply appreciated. I was pleasantly surprised by how well I was cared for, physically, emotionally, and spiritually."*

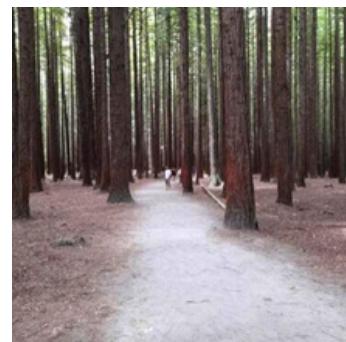
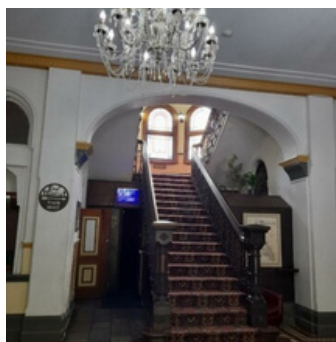
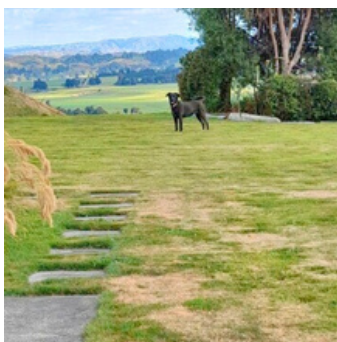
There were difficult moments too. When one family member became distressed at the reality of saying goodbye, Hospice staff stepped in with quiet reassurance and support. Afterwards, Lesley expressed deep gratitude that someone was there to help them all through such a confronting time.

The Crooks received care both at home and later at the Inpatient Unit. Although it wasn't possible for Robert to remain at home at the end as they had hoped, the compassion and professionalism of the team made all the difference.

“***"The support and compassion shown by the Hospice staff made an enormous difference."***

Reflecting on the journey, Lesley shared that clearer communication early on about Hospice's no-cost care would have eased some worry. They hadn't realised that Hospice Whanganui's service is completely free for patients and their whānau – a message that, once understood, brought great relief.

Despite the challenges, Lesley describes their Hospice experience as "absolutely amazing; far better than any other care experience we had." The family continues to find comfort through ongoing bereavement support visits, which she says have been an important part of their healing.





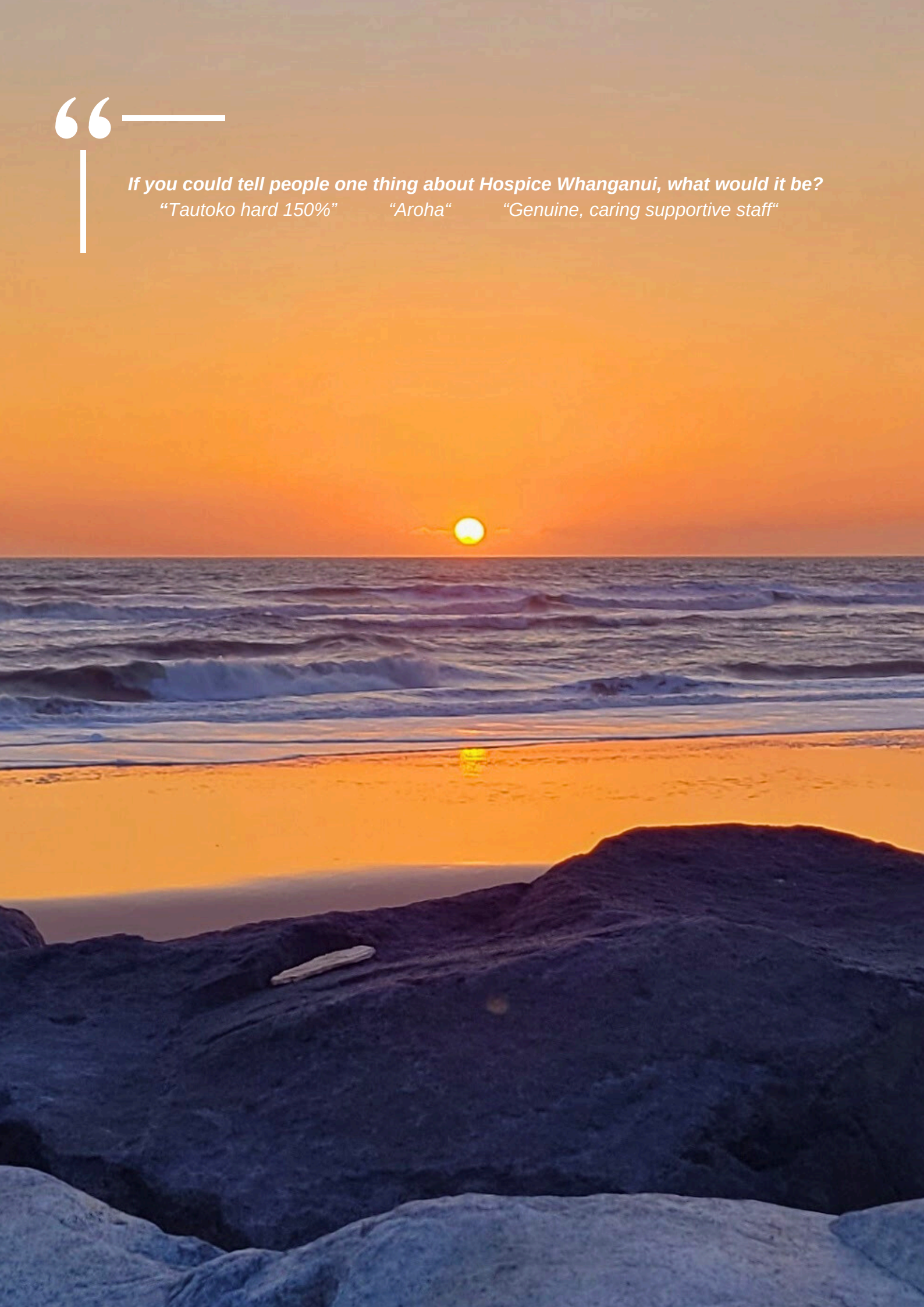
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*If you could tell people one thing about Hospice Whanganui, what would it be?*

*“Tautoko hard 150%”*

*“Aroha”*

*“Genuine, caring supportive staff”*



# hospice whanganui business champions

At the end of this year, we launched the **Hospice Whanganui Business Champions programme**, a new way for local businesses to make a lasting impact through purposeful giving. Designed to recognise and connect businesses that choose to support Hospice Whanganui in a consistent and meaningful way, the initiative reflects our shared commitment to **compassionate, community-driven care**.

Each Business Champion helps sustain our ability to deliver **free, specialist palliative care** for patients and their whānau - care available **24/7**, wherever they choose to be. With only around **50% of our \$4 million annual operating costs funded by Te Whatu Ora**, the generosity of our local business community makes an extraordinary difference.

We introduced **tiered partnership options** to make it simple for businesses to align their giving with their values, budget, and desired level of involvement. Each level comes with **formal recognition, connection opportunities, and our heartfelt gratitude**.

Already, we've seen strong interest and early innovative partnerships forming across the Whanganui business community, such as with **Low Cost Bins & Bullocks Group** - a reflection of our region's generosity and shared belief in supporting compassionate, local care. We look forward to reporting on these partnerships and growing this network of Business Champions in the year ahead.

TIER	CONTRIBUTION	RECOGNITION
Bronze	\$500 – \$1,000	Website listing and newsletter acknowledgement
Silver	\$1,001 - \$5,000	All Bronze benefits, plus logo displayed at events and on-site recognition
Gold	\$5,001 - \$10,000	All Silver benefits, plus acknowledgement in media releases
Platinum	\$10,000 +	All Gold benefits, plus VIP tour and opportunity for brand-aligned giving
Custom	TBD	Tailored partnerships designed to align with your business goals



# events & fundraising

2024/2025 was a big year for fundraising and events at Hospice Whanganui. Our Gala event - **Mitre 10 Dancing for Hospice** - was an incredible success (you can read all about it in the next few pages), and we also enjoyed a year full of meaningful community engagement and generous local support.

The annual **Farmers Tree of Remembrance Campaign** achieved its best result yet, raising **\$13,500** through donations and the sale of limited-edition baubles. Every year, **Ken and Theresa Pffer** kindly donate a new remembrance tree to be planted in our gardens - a living tribute to those who have passed.

We were also inspired by **Karol Stanski**, fiancé of our Dr Libby Sampey, who completed a **100km ultramarathon in Taupō** to raise **\$2,368** for Hospice Whanganui - an extraordinary effort!

In November, we hosted a **Hospice High Tea**, generously sponsored by **PKF Doyle's Chartered Accountants**. Guests enjoyed delicious treats, lively conversation, and a creative fancy hat competition, with a papier-mâché masterpiece taking out the "top hat" prize.

We also joined **Whānau Ora Day**, gifting native seedlings for families to plant in remembrance of loved ones, and hosted a **Walk of Remembrance** at Virginia Lake during **Hospice Awareness Week**. The week saw volunteers collecting donations across the city, and local schools holding "non uniform" days to raise funds and awareness.

Our shops were active in the community too, showcasing vintage treasures at the **Toy Fair** and stylish finds at the **Mid-Winter Market**.

It was, without doubt, a remarkable year - one filled with **aroha, generosity, and a community walking alongside us** to help ensure Hospice Whanganui care remains free for all who need it.



Karol Stanski - 100km Ultramarathon



Planting the Remembrance Tree



Winner of the fancy hat competition



Whānau Ora Day



# Mitre10 dancing for hospice

On the **1st of March 2025**, the Whanganui Memorial Hall came alive with glitz, glamour, and a remarkable sense of community spirit at the inaugural **Mitre 10 Dancing for Hospice** event. The evening was a spectacular celebration of local talent, generous support, and a shared commitment to raising funds for Hospice Whanganui. With tickets selling out within three weeks, the event far exceeded expectations, all thanks to the incredible support from the Whanganui community and local businesses.

The event's success is a true testament to the community spirit that runs through Whanganui. Thanks to **Rivercity Press** and **Mad Media**, whose free advertising played a pivotal role in spreading the word, the event quickly became one of the hottest tickets in town. The demand for tickets was so high that an additional event was added - **a live dress rehearsal** at the Royal Whanganui Opera House on February 27th, generously donated by the **Whanganui District Council**. This allowed even more people to get a sneak peek of the spectacular night to come.

None of this would have been possible without the hard work and support of the Hospice staff and Board, and the unwavering generosity of key sponsors and partners. **Mitre 10**, our **principal sponsor**, saw the potential in our vision and eagerly came on board. Their commitment, along with that of our **gold sponsors** - **Emmetts Civil Construction**, **Display Associates**, **Craigs Investments**, **Dance and Pilates Whanganui**, **The Robert Bartley Foundation**, and **OrthoDocs** - ensured that we had the financial backing needed to bring the event to life.

The evening itself was nothing short of magical. As guests arrived at the Memorial Hall, they were greeted by the shimmering glow of gold sparkling tablecloths, a stunning photo wall, and sheer elegance, all expertly curated by our dedicated décor team, **Anna O'Leary** and **Maryanne Martin**. Their tireless efforts ensured that every detail was perfect, creating an atmosphere that truly set the tone for an unforgettable night. Thanks to **Harrisons Hiremaster**, who provided a generous







Tam Toyne & Paul Chaplow



The Judges  
Mike Whitson, Raine Symons & Kiel deBuisson



Libby Sampey & Hayden Nottingham

discount on all our hireage needs, the venue was transformed into a luxurious setting for the evening's festivities. Guests entered the venue via a red carpet, greeted by servers in suits and a welcome drink, courtesy of **Keown Honda, Morgan Valuations, Moore Markhams Whanganui** and **The Dentists Whanganui**. Throughout the night our guests were treated to delicious table wines sponsored by **Bullocks** and kept hydrated thanks to **Crystal Valley Water**.

The event's MC, **Glen Osborne**, kept the energy high, entertaining guests with his witty humour and ensuring that everyone was thoroughly engaged throughout the evening. A saucy opening number performed by **Sophie Perkins** and **Irina Kipeli** set the tone for the night, while the renowned **Sophie Toyne** graced us with breathtaking music during the dinner break. Behind the scenes, our **volunteer committee** (including dancer, Cath Cranstone) had worked tirelessly to ensure that everything ran smoothly; from drumming up sponsorship and services to sourcing auction items.

The **gourmet three-course meal** was a **standout**, with an incredible team of chefs led by **Lyn and Peter Crawford, Karen Sewell, Steve Barton, Gil Prevost, Amanda Spooner, Kelly Ngatai, Gina Guigou, Scott Harvey, Jenny O'leary, Joe Power** and **Amanda Spooner**. This fabulous team volunteered their time to prepare the **meal for over 420 guests**. The delicious lamb and beef were generously donated by **Affco**. In addition, discounted rates from suppliers such as **Turks, Gilmores, Stevos, Wild Chef, Pak'n Save**, and **Summerset Retirement Village**, supported us in keeping the cost of the meal manageable, allowing for an exceptional dining experience at a fraction of the cost. The meal was served by our amazing volunteer serving leads **Heather Power, Jemma Huijs, Di Butters, Glan Ivory, Amelia Bryant** and **20 Whanganui Collegiate students**, who ensured that every course was delivered with precision and professionalism. Our kitchen super supporters **Shelley Walls, Tangi Penetito, Tracey Chant, Sarah Apiata, Reyno Maximo, Glenda, Macgee, Kelley Hayward, Gyemel Tumayan, Pratikisha Paradeshi, Rob Mancer, Shontae Arthu** and **Maryke Miles**, ensured our delectable fine dining experience ran smoothly and without any issues.

The highlight of the evening was of course, **the dancers** taking the floor, looking absolutely dazzling



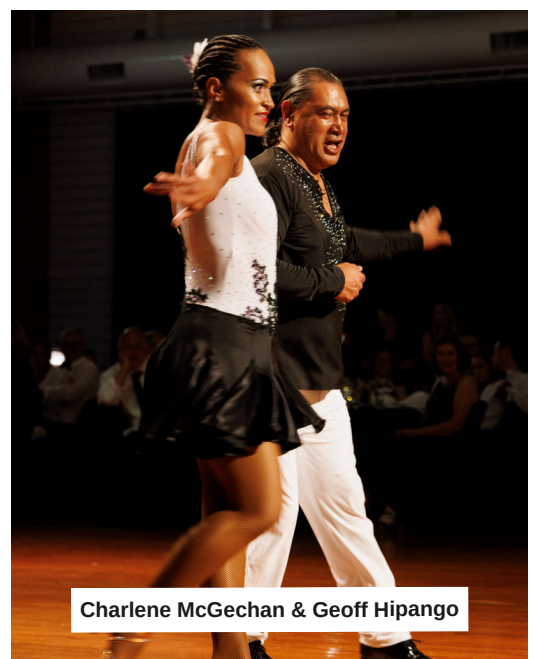
with the support of **Blushes Beauty Therapy** team and their hair stylists **Justine Gaisford, Kathryn Alston and Cherie Alderton**. Our **20 local dancers**, who had trained for 20 weeks with **Irina and Ginny** from **Dance and Pilates Whanganui**, performed stunning routines that included the tango, foxtrot, jive, rumba, and many more. Each dancer, sponsored by a local business, was a testament to dedication, passion, and community spirit. There was a mixture of nerves and excitement on the evening, which were worked through with the support of our amazing stage manager **Janey Jenson**. Our dancers not only showcased their newfound skills but also developed lasting friendships throughout the training process. The camaraderie between them and their sponsors was palpable, creating a sense of family that made the evening even more special.



A heartfelt thank you to our dedicated dancers: **Nita and Andrew**, sponsored by **Pak'n Save**; **Dhinisti and Matt**, sponsored by **Emmetts Civil Construction**; **Cath and Wade**, sponsored by **Whanganui Vet Club**; **Libby and Hayden**, sponsored by **OrthoDocs**; **Charlene and Geoff**, sponsored by **Victoria Dental**; **Tam and Paul**, sponsored by **Dempsey & Forrest**; **Tania and Tony**, sponsored by **Sport Whanganui**; **Carla and Aaron**, sponsored by **Concept Tile Collective**; **Marguerite and Rionn**, sponsored by **CME Electricians**; **Rachel and Craig**, sponsored by **Thompson Plumbing and Gas**. These incredible individuals poured their heart and soul into their performances, and their dedication to the cause was truly inspiring

The evening also featured a **live and silent auction** that **raised a staggering \$31,000**. With the help of our expert auctioneer, **Phil Transom**, bids soared as items donated by Whanganui businesses were auctioned off. Generous contributions for our live auction came from **Blue Duck Station, Whanganui Rugby, Shane Stone Builders, Sorenmobler, Katie Brown Glass and The Gin Ladies from Fordell**.

Get Glazed, Dance and Pilates Whanganui, Pharmacy 145, Ginny Cranstone, Rob McGechan, Frank Bar and Eatery, Little Curious Bagels, La Station, Country Lane, Spec Savers, The Waimarie, De Antonia, Photo and Print, Thistle Sweet Shop, Caci Clinic, Flower Room, GMC Clinic, Tahu Gin, Flat Hills Café, Hair Crafters, The Flawsome Artist,







Marguerite McGuckin & Rionn Hohaia

**New Zealand Helicopter Training Academy – Mid West Helicopters, The Grey Space Photography, Ravensdown, Concept Tile Collective, the Cranstone family, and the O’Leary family,** were all generous donors for our silent auction items. The support from these local businesses played a pivotal role in the event’s financial success, ensuring that Hospice Whanganui would benefit significantly from the night’s fundraising efforts.

After a truly successful evening for our dancers, we were privileged to present each of them with trophies that were beautifully handcrafted and generously donated by **New Zealand Glassworks**. **The People’s Choice winners, Cath Cranstone and Wade Vivian,** went above and beyond to secure votes, even delivering flyers to their rural community! They proudly received the stunning People’s Choice trophies, created by local artist **Madeline Prowd**. Meanwhile, the high-energy jive performance by **Libby Sampey and Hayden Nottingham** earned them **first place**, along with bespoke trophies crafted by Whanganui’s own **Katie Brown**.

Photos from the event were beautifully captured by the talented **Andre Vroon**.



Tania King & Tony Sundman

We extend a **heartfelt thank you** to **everyone who contributed to making the Mitre 10 Dancing for Hospice event a resounding success**. From our sponsors to the volunteers who gave their time and talents, every person played a vital role in ensuring the event ran smoothly. **A special thank you goes out to our dancers, who poured their heart and soul into their performances, and to our community, whose support continues to amaze us.**



Rachel Thompson & Craig Clare

*Thanks to all the generous contributions, we raised an incredible **\$170,000** for Hospice Whanganui, allowing us to continue providing vital services to those in need. **We look forward to bringing this event back in 2027 so that together we can celebrate life, love, and the spirit of giving.***

# sponsors dancing for hospice

## OUR PRINCIPAL SPONSOR

**MITRE 10  
MEGA**

**WHANGANUI**

### OUR GOLD SPONSORS



### OUR COUPLE SPONSORS



### OUR SPONSORS



WHANGANUI  
DISTRICT COUNCIL  
Te Kaunihira a Rohe o Whanganui



### OUR INCREDIBLE DANCING FOR HOSPICE SUPPORTERS

- |  |   |  |
|--|---|--|
| <ul style="list-style-type: none"> <li>• GLEN OSBORNE</li> <li>• CATH CRANSTONE</li> <li>• PHIL TRANSOM</li> <li>• GINNY THOMPSON</li> <li>• IRINA KAPELI</li> <li>• SOPHIE PERKINS</li> <li>• SOPHIE TOYNE</li> <li>• RAINE SYMONS</li> <li>• KIEL BUISSON</li> <li>• MIKE WHITSON</li> <li>• LYN &amp; PETER CRAWFORD</li> <li>• ANDRE VROON</li> <li>• ANNA O'LEARY</li> <li>• MARYANNE MARTIN</li> <li>• SCOTT HARVEY</li> <li>• KAREN SEWELL</li> <li>• JOE AND HEATHER POWER</li> <li>• GINA GUIGOU</li> <li>• JANEEY JENSON</li> <li>• JUSTINE GAISFORD</li> <li>• KATHERYN FORLONG</li> <li>• AMELIA BRYANT</li> <li>• CHERIE ALDERTON</li> <li>• STEVE BARTON</li> <li>• GIL PREVOST</li> <li>• AMANDA SPOONER</li> <li>• KELLY NGATAI</li> </ul> | <ul style="list-style-type: none"> <li>• JEMMA HUIJS</li> <li>• DI BUTTERS</li> <li>• GLAN IVORY</li> <li>• TRACEY</li> <li>• SHELLEY WALLS</li> <li>• TANGI - PENETITO FORESTRY</li> <li>• SARAH APIATA</li> <li>• REYNO MAXIMO</li> <li>• GLENDA MACGEE</li> <li>• KELLEY HAYWARD</li> <li>• GYEMEL TUMAYAN</li> <li>• PRATIKSHA PARDESHI</li> <li>• ROB MANCER</li> <li>• SHONTAE ARTHUR</li> <li>• MARYKE MILES</li> <li>• BLUE DUCK STATION</li> <li>• WHANGANUI RUGBY</li> <li>• SHANE STONE BUILDERS</li> <li>• SORENMOLER</li> <li>• GIN LADIES FROM FORDELL</li> <li>• DANCE AND PILATES WHANGANUI</li> <li>• GET GLAZED</li> <li>• GILMORES</li> <li>• WILD CHEF</li> <li>• SUMMERSET</li> <li>• TURKS</li> <li>• RIVER CITY PRESS</li> </ul> | <ul style="list-style-type: none"> <li>• PHARMACY 145</li> <li>• GINNY CRANSTONE</li> <li>• ROB MCGECHAN</li> <li>• FRANK BAR AND EATERY</li> <li>• LITTLE CURIOUS BAGELS</li> <li>• LA STATION</li> <li>• COUNTRY LANE</li> <li>• SPEC SAVERS</li> <li>• THE WAIMARE</li> <li>• THE FLOWER ROOM</li> <li>• CACI CLINIC</li> <li>• TAHU GIN</li> <li>• FLAT HILLS CAFE</li> <li>• CRANSTONE FAMILY</li> <li>• O'LEARY FAMILY</li> <li>• HAIR CRAFTERS</li> <li>• THE FLAWSOME ARTIST</li> <li>• NZ HELICOPTER TRAINING ACADEMY</li> <li>• RAVENSDOWN</li> <li>• CONCEPT TILE COLLECTIVE</li> <li>• THE GREY SPACE PHOTOGRAPHY</li> <li>• Z ENERGY</li> <li>• HARRISONS HIEMASTER</li> <li>• CRYSTAL VALLEY WATER</li> <li>• MAD MEDIA</li> <li>• PAK'N'SAVE</li> <li>• STEVOS</li> </ul> |
|--|---|--|



“

***If you could tell people one thing about  
Hospice Whanganui, what would it be?***

*“The most wonderful and caring support for the whole  
family when my dad stayed at hospice at the end”*





# the gift of choice

## a story of courage & compassion

*One Family, two losses, two very different journeys.*

At Hospice Whanganui, every journey is unique. Each whānau we walk alongside entrusts us with something deeply personal; The care of someone they love. This story, shared with permission, reflects the courage, honesty, and aroha that shape the experiences of those we are privileged to support.

Our family's first contact with Hospice Whanganui came when a loved one was diagnosed with a rare neurological condition, our loved one had resided in Canada for over 40 years and returned to Aotearoa after her diagnosis. Although Assisted Dying has been part of Canadian legislation since 2016, it remains relatively new in Aotearoa, New Zealand, only becoming legalised in 2021. Once our loved one made her decision, she remained unwavering, and Hospice honoured her wishes with compassion and respect.

“

***“From the very first assessment, Hospice provided practical and compassionate support.”***

We were introduced to Nelda, Hospice's Chaplain, and her gentle dog Otto. Their warmth and quiet presence brought comfort and calm at a time of great uncertainty, something we will always remember.

The Initial Assessment process offered thoughtful suggestions and creative ideas to help us care for our loved one at home. During this time, the chaplain's guidance was invaluable her listening ear and gentle wisdom helped us navigate complex emotions and difficult decisions.

Assisted Dying (AD) is a sensitive and challenging topic within families and across our broader society. When external pressures created tension, Hospice provided steady, balanced support that helped to ease immense stress. Through their guidance, we were able to gain clarity, to recognise that this was our loved one's journey, and that our role was to support her choices with love and respect.



While Hospice Whanganui does not perform Assisted Dying, they remained quietly in the background, offering reassurance and confidence that support was there when needed. They provided emotional, psychosocial and specialist palliative care, up until the moment, and continued to provide bereavement support afterwards.

Our loved one's condition affected her mobility, speech, and dexterity, yet Hospice ensured her autonomy and dignity were upheld at every stage. They supported her decision making while also ensuring she was emotionally and practically supported.

Within a couple of weeks after our loved one passed away, our Mother also came under Hospice care. Once again, Hospice stepped forward with warmth and holistic support. The care we received wrapped around the entire family this involved the Medical Team, Nursing Team, and Whānau Support Team. We were connected with community services we didn't know existed, which made it possible for Mum to return home and be cared for there at the end of her life.

Through both journeys, our trust in Hospice only deepened. Their consistency, professionalism, and confidentiality gave us reassurance and peace of mind. The time Hospice staff spent with both our loved ones was invaluable, they created safe spaces for conversations that were deeply personal, allowing our loved ones to speak freely and be truly heard.

***“We believe both journeys unfolded exactly as they were meant to. Hospice’s care ensured that our loved ones were supported to live and to die with dignity, choice, and love. Their compassion, timing, and humanity will never be forgotten.”***

At Hospice Whanganui, stories like this remind us of the profound privilege it is to walk beside whānau through life's final chapters. We remain committed to honouring each person's journey with empathy, integrity, and aroha ensuring that every life is valued, every story is heard, and every farewell is held with care.

*Do you have a Hospice Journey to share?*  
Reach out to [admin@hospicewhanganui.org.nz](mailto:admin@hospicewhanganui.org.nz)



# our shops

*Wow – where has the last year gone!*

Our three Hospice shops continue to go from strength to strength under the wonderful leadership of **Anne, Lee, and Veronica**, supported by **Paul, Patrick, and David**.

Like many in our community, we've faced challenges in the current economic climate. **Funding has increased only slightly**, while **grants have become harder to secure** – a trend felt by not-for-profit organisations across Aotearoa. Despite this, our community continues to show incredible generosity. **Donations have remained consistent** and, for the most part, of excellent quality.



**FIONA MCIVOR**  
**Retail & Operations Manager**

We'd like to take this opportunity to thank our community for their ongoing support. Every **donation, purchase, and kind word** makes a real difference to the patients and whānau we care for.

This year, our team once again took part in the **Toy Fair**, and we were excited to join new local events like the **Mid-Winter Market at the Racecourse**. Regular in-store promotions, such as our ever-popular **fill-a-bag-for-\$5 sales**, continue to be a hit with shoppers.

In August, we held our **Annual Retail Hui** to brainstorm fresh ideas for growth, explore new ways of working together, and look ahead to the future. Hospices across New Zealand are increasingly relying on their retail operations to bridge the **funding gap left by limited government support** – and our shops play a crucial role in helping keep Hospice Whanganui's services free for our community. **Watch this space for exciting developments!**

*Visit one of our  
Hospice Shops:*

**Hospice Boutique**  
171 Victoria Avenue

**Gonville Hospice Shop**  
73 Tawa Street

**Whanganui East Hospice Shop**  
74 Duncan Street

Our **volunteers** remain the heart of our retail team. With **over a hundred people** contributing their time, energy, and expertise, they're the reason our shops thrive. Numbers remain steady, but as always, we welcome **new faces** – every helping hand makes a difference.

Retail isn't always smooth sailing, but it's deeply rewarding. Knowing that every sale and every act of service helps fund **compassionate, free palliative care** for people in our community makes all the mahi worth it.



**Your Donations:**

# our volunteers



**MIKISU HALL**  
**Volunteer Coordinator**

The 2024/25 year began with preparations for our **triannual healthcare certification audit** – a milestone involving every part of Hospice Whanganui, including our volunteers. Over several weeks, more than **120 volunteers** reviewed their health and safety training, covering **hand hygiene, fire and emergency procedures, and safe lifting practices**. We're deeply grateful to everyone who helped keep our Hospice community safe and well prepared.

Like many organisations, we've been steadily rebuilding after the challenges of Covid-19, and it's been heartening to see volunteer numbers rising again. A particularly welcome trend is the increase in **male volunteers** and **younger people under 45 joining our team**.

For a long time, our volunteer whānau was largely made up of retirees - now we're seeing a wonderful mix of generations bringing fresh energy, ideas, and enthusiasm.

Over the past year, our volunteers have been instrumental in supporting **fundraising events**, our **retail shops** and maintaining our **beautiful gardens**. Together, they contributed an incredible **21,870 volunteer hours** - helping raise vital funds to keep Hospice services free for patients and whānau. We also want to acknowledge the **staff and family members** who volunteer alongside our team - your contributions make a world of difference.

## *Spotlight on our Gonville Shop*

Our **Gonville Shop** is full to the brim with curiosities and great finds, and we have a fabulous team of volunteers beavering away behind the scenes sorting, cleaning, and restoring donations to their former glory. Our busy team includes a **costume seamstress, sculptors and artists, fishermen, bank managers, teachers, nurses** and even a **microbiologist!** Our customer service volunteers are always happy to help, and our regular customers really enjoy the special connection with our Gonville Shop volunteers. While many of our incredibly capable and loyal volunteers have been with us many years, the **fresh energy of new volunteers** is always welcome.

To every volunteer - past, present, and future - **thank you**. You are the heartbeat of Hospice Whanganui, and the aroha, time, and energy you give make everything we do possible.

## *Volunteer Spotlight*

*Cole is one of several younger people who have joined our Whanganui East team recently. He says what draws him to volunteering is the **variety**. He enjoys **learning new skills** and says, 'In the workforce learning new stuff is a bit more stressful but here it's a **chilled environment**, I feel like these skills I'm learning are more likely to **stick with me** because I can pay more attention. My **maths has improved** quite quickly, it's not like Farmers where you just scan a barcode. I notice myself coming **out of my shell too**, everyone's real friendly, even the customers that come in, they're all real friendly.'*





# integrated services

## *A Year of Growth and Gratitude at Hospice Whanganui*

This year has been one of continued **growth and refinement** as we work to strengthen and streamline the care we provide to **patients and their whānau**.

First and foremost, we wish to acknowledge the people who make our organisation what it is today. To all our **sponsors, champions, friends, volunteers** and most importantly, our **patients, and families** - thank you. Your **ongoing support, generosity, and trust** in our service mean more than words can express. You are an integral part of our **Hospice Whanganui whānau**, and we are truly grateful for all you give and share with us.



**TERI ALBERT**

**Director Integrated Services**

To our **incredible staff** - your dedication to delivering the **highest standard of specialist palliative care, wherever our patients choose to be**, is unmatched. Thank you for going above and beyond, day after day, to provide **safe, compassionate, and holistic care** during some of the most vulnerable times for our families. **Your commitment is the heart of everything we do.**

Our **Clinical, Community, and Whānau Support teams** worked seamlessly together again this year, keeping **patients' goals and needs** at the heart of every decision. We had the privilege of supporting more than **21,700 interactions** with patients and their families across our rohe - each one representing a **moment of connection, reassurance, or comfort** during a vulnerable time. **Being part of these journeys remains an honour.**

A major milestone was our successful transition to **Medtech Evolution**. This new system enables us to **work smarter**, improving the way we **gather insights, analyse data, and tailor our services**. The rollout went smoothly, and our teams have embraced this next step in our digital evolution.

**Collaboration** has been another highlight. Throughout the year, we continued to strengthen **relationships across our wider healthcare and support networks** - sharing **education, resources, and information** to help ensure our patients receive the most **coordinated and responsive care** possible.

Looking ahead, we remain committed to **reducing the inequities experienced by rural communities**, who often face barriers simply due to distance. Everyone deserves **timely, compassionate palliative care**, no matter where they live. Upholding **whānau voice** in our planning and decision-making will continue to guide how we shape our service.

We also continue to advocate for more **equitable and sustainable funding**. With **only half** of our service funded through government contracts, it remains vital that we secure a **stable financial foundation** so Hospice Whanganui can continue providing holistic, accessible, **free care for whānau across our region**.



“ —

**What does Hospice Care  
mean to you and your whānau?**

*“The world! They looked after my  
mama and made her comfortable.  
No words will ever be enough”*



Chapel

Kai + Cuppa

Waters of  
memory

Memory Tree



# year at a glance 2024 - 2025

## Statement of Service Performance

Hospice Whanganui is the **primary provider of specialist palliative care and education** for the Whanganui, Waimarino and South Taranaki districts. We provide **compassionate care** to terminally ill patients and their whānau in **patients' homes**, in **aged care facilities** as well as in our **inpatient unit**.

Hospice Whanganui uses the practice model **Te Whare Tapa Whā** – the four pillars of human wellness - which provides a crucial holistic framework for the provision of best quality palliative care. In line with this model, Hospice Whanganui delivers **patient-led, community-focused, specialist palliative care** to **80 - 100 active patients** at any one time.

Our **free 24/7 services** include specialist medical care, **whānau support**, spiritual support, specialist nursing and hands on end-of-life care as well as a range of group programs aimed at supporting patients and their whānau both during illness and in bereavement.

The infographics below summarize the services provided for the reporting period from **July 1, 2024, to June 30, 2025**.

**TOTAL  
PATIENTS**

**406**

**HOME VISITS  
TO PATIENTS**

**8417**

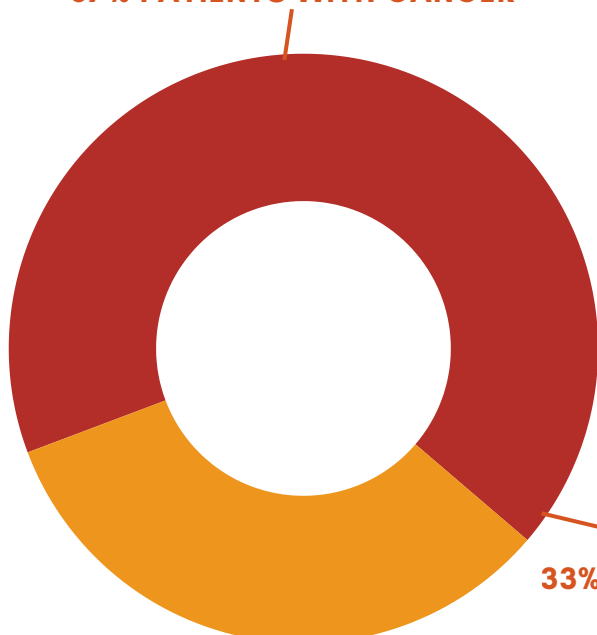
**NUMBER OF  
NEW REFERRALS**

**370**

**TOTAL PATIENT  
INTERACTIONS**

**21,754**

**67% PATIENTS WITH CANCER**



**18% MĀORI NEW  
REFERRALS**

**16% RURAL PATIENTS  
IN SERVICE**

**19% PATIENTS UNDER 65  
YEARS**

**49% FEMALE 51% MALE  
PATIENTS IN SERVICE**

**33% NON-CANCER  
PATIENTS**

## CERTIFICATION AUDIT

Hospice Whanganui passed its certification audit, carrying us through to 2027.



HOSPICE SHOP INCOME  
**\$847,399**



**21,800+ VOLUNTEER HOURS WORKED**

**120**

**TOTAL  
VOLUNTEERS**

**Total Donations  
& Fundraising**

**\$486,318**



**135 DAYS** AVERAGE TIME PATIENTS  
SPENT IN HOSPICE SERVICE

**58** AVERAGE NUMBER OF PATIENT /  
WHĀNAU INTERACTIONS PER DAY



**90**

SPECIALIST TRAINING &  
BEREAVEMENT SUPPORT  
SESSIONS WITH WHĀNAU &  
HEALTHCARE PROVIDERS



**144**

LIASON ACTIVITIES WITH  
OUR PARTNERS

## SOCIAL MEDIA

**2,524**  
Followers

**7055**  
Interactions

**156** Posts

**36.9k** Reach



**\$60,000**  
donated by  
'Farming Friends  
of Hospice'



# meet the team

## *Our Nurses*

At the heart of Hospice Whanganui, our nursing team delivers compassionate care across the community **365 days a year**. With **nine registered nurses**, including our **Nurse Lead** and **Palliative Specialist Nurse**, we provide **in-home support from 7.30am to 10pm daily**, with an **overnight nurse on call**, and **inpatient care as needed**.

Our nurses come from **diverse professional backgrounds** - ambulance services, hospital wards, emergency care, district and rural nursing - bringing depth, skill, and understanding to every situation. This experience allows us to **tailor care for each patient and whānau**, responding with patience and flexibility to what's needed in the moment.

This year, our focus has been on **strengthening partnerships** and **sharing knowledge** with other healthcare providers, helping ensure palliative care is **equitable, accessible, and deeply human**.



## *Our Medical Team*

This year brought change and growth for our medical team, and we wish to acknowledge those who contributed to our service throughout 2024/25. We would like to acknowledge and thank **Dr Libby Sampey**, **Dr Sara Hicks** and **Nurse Practitioner, Sam Goodman** (who have now moved on to pursue new opportunities), and **Dr Wendy Tsai** (whose secondment from Arohanui Hospice has now concluded), for their dedication, commitment, medical guidance, and leadership during their time with Hospice Whanganui.

We remain deeply grateful for the ongoing support of **Palliative Care Specialist, Dr Simon Allen**, whose strategic oversight and expertise continue to strengthen the quality of care we provide across our rohe.



# meet the team



## *Our Whānau Support*

Caring for patients also means caring for those who **love them**. Hospice Whanganui's Whānau Support team walks alongside whānau through **grief, loss, decision-making**, and the emotional and practical realities of serious illness.

Carla leads with **over 35 years of social work experience**, championing **cultural safety and whānau-centred practice**. Sam brings **therapeutic and community expertise**, helping families find strength through connection and aroha. Melissa, our **Whānau Navigator**, bridges psychology and health, ensuring support and resources reach those who need them.

Nelda, our **chaplain**, offers spiritual care and calm - often joined by her dog **Otto**, whose presence brings comfort and smiles.

Together, this team offers **holistic care** that's emotional, spiritual, and profoundly human - ensuring **dignity, compassion, and choice** remain at the heart of every journey.

## *A Heartfelt Farewell to Jonathan Hartfield*

*This year we farewelled **Jonathan Hartfield** into a well-earned retirement. Jonathan has served as a chaplain at Hospice Whanganui since 2018, originally joining for a six week locum that quickly became a long term role. He describes his work as a privilege, especially meeting remarkable people and supporting patients and whānau through their final journeys and grief.*

*Jonathan previously trained as a doctor and worked in Nigeria with the Church Missionary Society from 1960 to 1971 providing whatever medical care was needed, including paediatrics, anaesthesia, and obstetrics. After moving to New Zealand in 1971, he retrained in palliative care and was ordained into the Anglican priesthood in 1985.*

*Now 92, Jonathan felt the time was right to retire. He looks forward to gardening, singing in his choir, enjoying music and reading, and becoming more involved with local community groups.*

*Jonathan, thank you for your years of service and for your valued contribution to Chaplaincy NZ. We wish you every blessing for a refreshing and fulfilling retirement.*





# meet the team

## *Our HCAs*

Hospice Whanganui is **unique in Aotearoa** for having a dedicated team of **Health Care Assistants (HCAs)** working alongside nurses, doctors, and whānau support staff. Our HCAs provide **essential hands-on care** - supporting patients with **personal cares, monitoring changes, educating whānau**, and ensuring people are cared for in the way that matters most to them.

The team's **cultural richness** is one of its greatest strengths. From interpreting for families to honouring faith and cultural traditions, our HCAs ensure care is **personal, inclusive, and filled with aroha**. They've helped organise weddings, baptisms, and even French crepes for a patient's final wish - gestures that speak to their warmth and humanity.

This extraordinary team brings **dignity, comfort, and compassion** to every person they care for - walking alongside whānau with heart and grace.



## *Our Corporate Team*

If our clinical team is the driver of Hospice Whanganui's service, the corporate team is its engine room - working behind the scenes to keep everything running smoothly and sustainably.

This **small but mighty team** manages operations, retail, finance, communications, and fundraising - including the **\$2 million we raise each year** to keep Hospice care free for our community. Led by the **CEO**, the team includes an **Executive Assistant, Operations & Retail Manager, Operations Support, Fundraising, Grants & Events Coordinator, Communications & Marketing Coordinator, Volunteer Coordinator, and Financial Accountant**.

Together, they balance strategy and heart - ensuring our teams are supported, our message is clear, and our community continues to stand behind the Hospice Whanganui mission.



# meet the team

## *Our Volunteers*

Hospice Whanganui's **120+ volunteers** are the heartbeat of our organisation, giving over **21,000 hours** this year to support our shops, events, and services. Ranging in age from **15 to nearly 90**, they bring aroha, skill, and spirit to everything they do.

Some are retirees giving back to their community, while others are students and young people gaining experience and confidence. Together, they create a **vibrant, welcoming environment** - from the lively rhythm of Whanganui East to the camaraderie across all three shops and fundraising events.

Whether serving customers, sorting donations, supporting events, or lending a hand behind the scenes, our volunteers make a difference every single day. Their **generosity, warmth, and commitment** ensure Hospice Whanganui can continue providing care that's free, compassionate, and available to all.



## *Our Retail Team*

Hospice Whanganui's **three retail shops - Boutique, East, and Gonville** - sit at the heart of our fundraising efforts, helping bridge the gap so that specialist palliative care remains free for patients and their whānau.

Led by **dedicated managers** and supported by retail assistants, stock coordinators, and **more than 80 volunteers**, our shops welcome customers with aroha six days a week - **turning community donations into vital funds**.

**Anne (Boutique)** brings creativity and care to her store, drawing on her museum background and love of detail.

**Lee (East)**, who began as a volunteer, leads with energy and warmth, supported by **Paul and David**, who both carry personal connections to Hospice. **Veronica (Gonville)** has led her team for six years, with **Patrick's design skills and community spirit** adding extra strength.

It's not always easy work, but the shared purpose - knowing their mahi helps provide free hospice care - makes it deeply rewarding.





# thank you to our sponsors

## REGULAR SPONSORS



Liquid Edge



**PKF**  
Doyle Audit  
Chartered Accountants



Good in  
the Hood



Farmers

## GRANTS



THE LION  
FOUNDATION



## REGULAR DONATORS



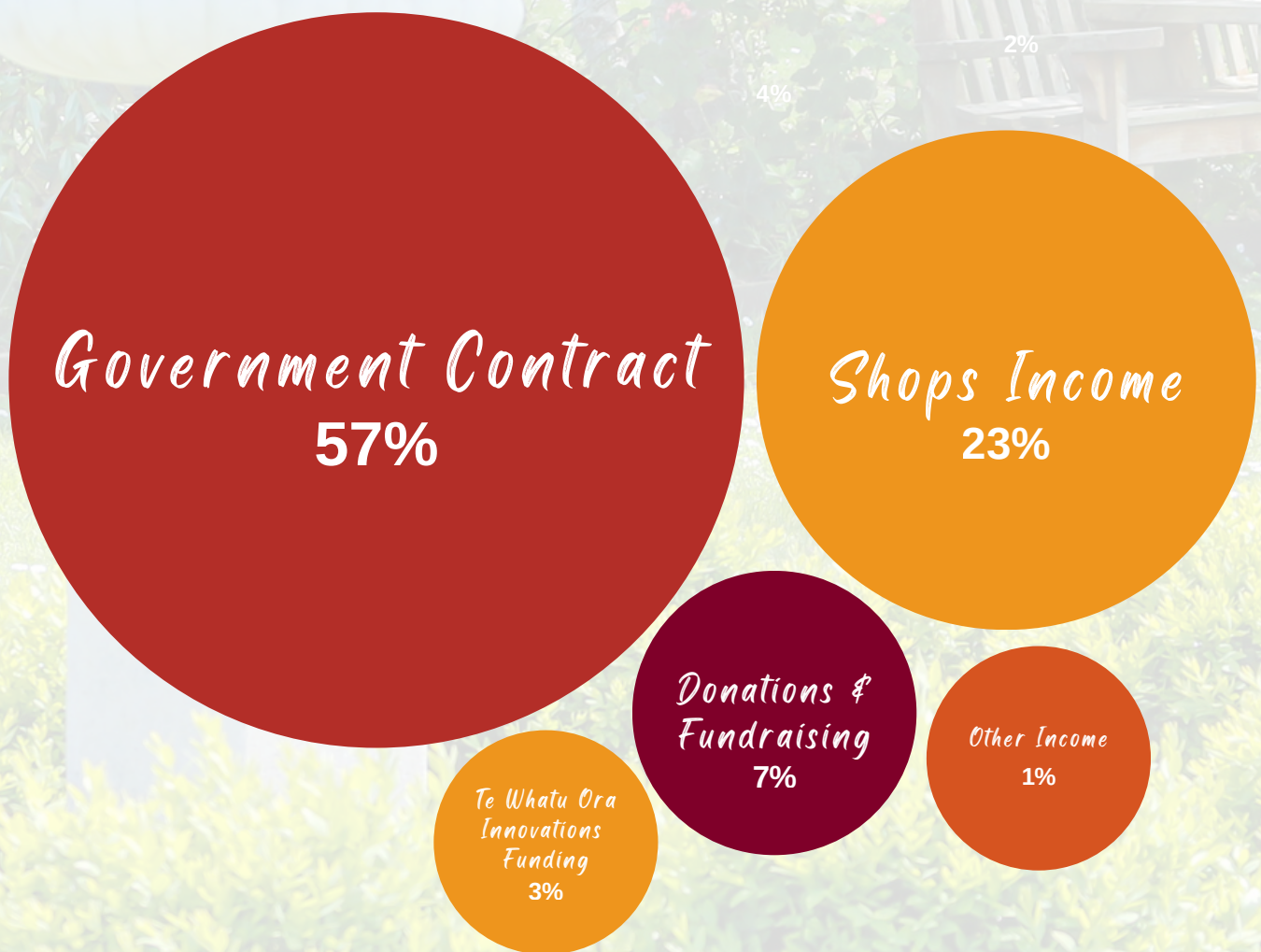
HOSPICE  
WANGANUI  
FOUNDATION

Grumpy Old Men  
Enterprises  
(G.O.M.E) Trust

Hospice Heroes

All companies, families and individuals who have donated  
money, time and services to Hospice Wanganui

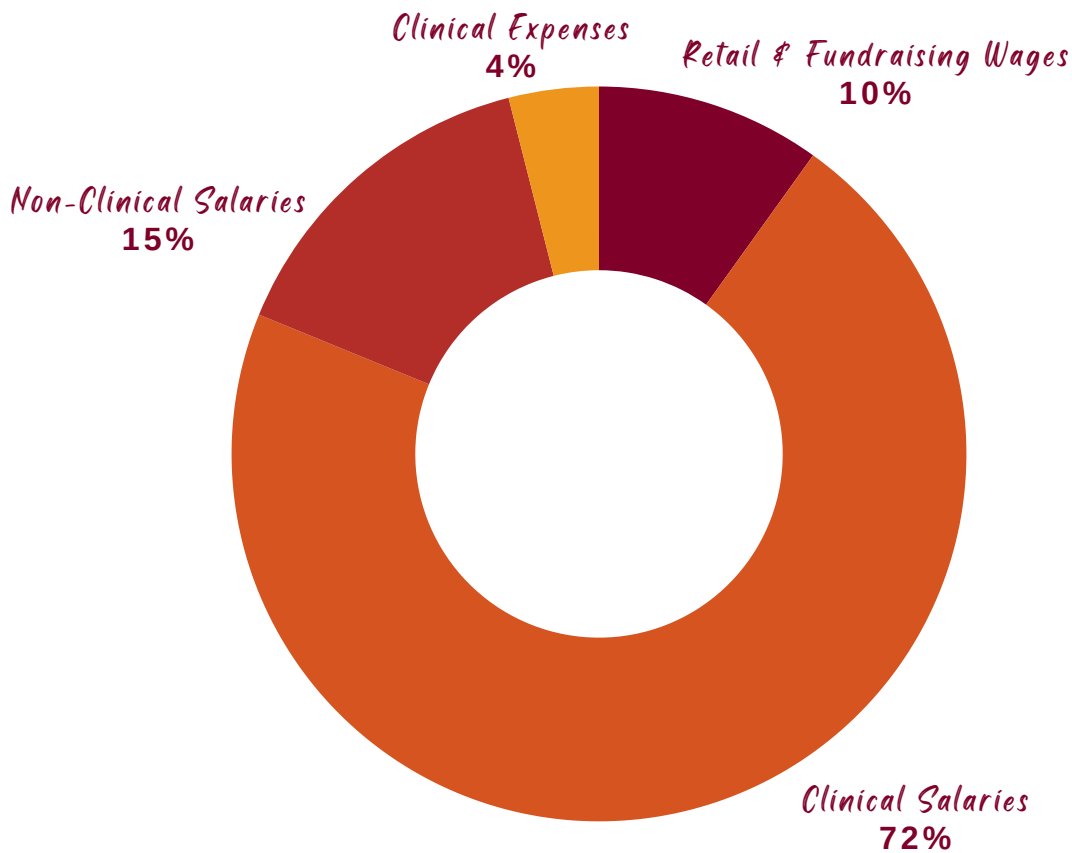
# income summary 2024 - 2025





# financial report

## 2024 - 2025



### DRAFT OF FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2025

The Trustees are pleased to present the draft financial report including the historical financial statements of Hospice Whanganui for year ended 30 June 2025.

The Whanganui Hospice governing document is its board's constitution and charter.

**Charities Service Registration Number:** CC10352

**Registered Office:** 78 Virginia Road, Otamatea, Whanganui, New Zealand, 4500

**Postal Address:** PO Box 4284, Whanganui, New Zealand, 4541

#### Board of Trustees

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#### Chief Executive Officer

Helen Leslie

#### Independent Auditor

BDO Manawatu Audit Limited

#### Accountant

Spooner, Toy & Hood Ltd

# Statement of Financial Performance

## Hospice Whanganui

For the year ended 30 June 2025

	NOTES	2025	2024
<b>Revenue</b>			
Government service delivery grants/contracts	1	2,210,090	2,111,011
Donations, koha, bequests and other general fundraising activities	1	486,318	416,991
General grants	1	68,333	60,200
Non-government service delivery grants/contracts	1	3,307	6,506
Revenue from commercial activities	1	847,399	805,713
Interest, dividends and other investment revenue	1	7,654	22,074
Other revenue	1	4,395	5,974
<b>Total Revenue</b>		<b>3,627,495</b>	<b>3,428,468</b>
<b>Expenses</b>			
Expenses related to commercial activities	2	447,098	478,356
Employee remuneration and other related expenses	2	3,383,025	2,912,544
Expenses related to fundraising	2	218,860	185,682
Volunteer related expenses	2	1,555	1,973
Other expenses	2	92,647	78,470
<b>Total Expenses</b>		<b>4,143,185</b>	<b>3,657,025</b>
<b>Surplus/(Deficit) for the Year</b>		<b>(515,690)</b>	<b>(228,557)</b>

This statement should be read in conjunction with the Accounting Policies, Notes to the Performance Report and the independent Auditor's Report.



# Statement of Financial Position

## Hospice Whanganui

As at 30 June 2025

	NOTES	30 JUN 2025	30 JUN 2024
<b>Assets</b>			
<b>Current Assets</b>			
Cash and short-term deposits	3	247,444	266,753
Debtors and prepayments	3	201,963	200,061
Investments		-	250,000
<b>Total Current Assets</b>		<b>449,408</b>	<b>716,814</b>
<b>Non-Current Assets</b>			
Property, Plant and Equipment		2,315,317	2,362,899
Other non-current assets	3	3,230,995	3,430,995
<b>Total Non-Current Assets</b>		<b>5,546,312</b>	<b>5,793,894</b>
<b>Total Assets</b>		<b>5,995,720</b>	<b>6,510,708</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Creditors and accrued expenses	4	108,866	149,514
Employee costs payable	4	245,999	261,316
Deferred revenue	4	56,667	-
<b>Total Current Liabilities</b>		<b>411,532</b>	<b>410,831</b>
<b>Total Liabilities</b>		<b>411,532</b>	<b>410,831</b>
<b>Total Assets less Total Liabilities (Net Assets)</b>		<b>5,584,188</b>	<b>6,099,877</b>
<b>Accumulated Funds</b>			
Accumulated surpluses (or deficits)	5	5,584,188	6,099,877
<b>Total Accumulated Funds</b>		<b>5,584,188</b>	<b>6,099,877</b>

This statement should be read in conjunction with the Accounting Policies, Notes to the Performance Report and the independent Auditor's Report.

# Statement of Cash Flows

## Hospice Whanganui

For the year ended 30 June 2025

2025

2024

### Statement of Cash Flows

#### Cash Flows From Operating Activities

##### Cash Receipts

Government service delivery grants/contracts	2,208,062	2,560,204
Donations, koha, bequests and other general fundraising activities	486,318	811,687
Interest or dividends received	7,654	22,074
GST received	20,819	-
General grants	125,000	-
Non-government service delivery grants/contracts	7,702	-
Gross sales from commercial activities	847,399	-
<b>Total Cash Receipts</b>	<b>3,702,954</b>	<b>3,393,965</b>

##### Cash payments

Employee remuneration and Suppliers	(4,127,198)	(2,872,507)
GST paid	-	(2,377)
Other payments related to service delivery	-	(653,738)
<b>Total Cash payments</b>	<b>(4,127,198)</b>	<b>(3,528,622)</b>

#### Total Cash Flows From Operating Activities

**(424,244)**      **(134,657)**

#### Cash Flows From Other Activities

##### Cash Receipts from other activities

Receipts from sale of investments	450,000	-
<b>Total Cash Receipts from other activities</b>	<b>450,000</b>	<b>-</b>

##### Payments from other activities

Payments to acquire property, plant and equipment	(45,065)	(61,639)
Payments to purchase investments	-	(250,000)
Payments made to other parties	-	(30,000)
<b>Total Payments from other activities</b>	<b>(45,065)</b>	<b>(341,639)</b>

#### Total Cash Flows From Other Activities

**404,935**      **(341,639)**

#### Net Increase/(Decrease) in Cash

(19,309)      (476,296)

#### Bank Accounts and Cash

Opening cash	266,753	743,050
Closing cash	247,444	266,755

This statement should be read in conjunction with the Accounting Policies, Notes to the Performance Report and the independent Auditor's Report.



# Notes to the Performance Report

## Hospice Whanganui

For the year ended 30 June 2025

2025

2024

### 1. Analysis of Revenue

#### Government service delivery grants/contracts

Government Service Contract	1,814,525	1,770,095
Taranaki Contract	29,260	16,720
Quality Improvements Initiatives	50,000	-
Te Whatu Ora - Social Work Pay Parity Funding	28,634	20,365
Te Whatu Ora - Nursing Pay Disparity Funding	222,504	235,872
Community Palliative Care Services Innovations Funding	65,167	67,000
COVID-19 Leave Support Scheme	-	959
<b>Total Government service delivery grants/contracts</b>	<b>2,210,090</b>	<b>2,111,011</b>

#### Donations, koha, bequests and other general fundraising activities

Fundraising	179,676	41,344
Sponsorship	5,000	5,000
Donation	50,393	105,406
Donation Hospice Heroes	5,818	5,727
Donation Boxes	6,854	6,693
Donation Tribute	3,070	8,815
Donation Bequest	43,508	22,008
Bequests advanced to Foundation	-	30,000
Donation Hospice Foundation	132,000	132,000
Donation Farming for Hospice	60,000	60,000
<b>Total Donations, koha, bequests and other general fundraising activities</b>	<b>486,318</b>	<b>416,991</b>

#### General grants

Four Regions Trust	10,000	10,000
JBS Dudding Charitable Trust	-	5,000
NZ Lottery Grants Board	-	20,000
St Laurence's Social Services Trust Board	-	2,200
The Lion Foundation	20,000	-
Whanganui Community Foundation Inc	28,333	23,000
T G Macarthy Trust	10,000	-
<b>Total General grants</b>	<b>68,333</b>	<b>60,200</b>

#### Non-government service delivery grants/contracts

Healthcare NZ/Geneva Healthcare	3,307	6,506
<b>Total Non-government service delivery grants/contracts</b>	<b>3,307</b>	<b>6,506</b>

#### Revenue from commercial activities

Second hand shop revenue	847,399	805,713
<b>Total Revenue from commercial activities</b>	<b>847,399</b>	<b>805,713</b>

	2025	2024
<b>Interest, dividends and other investment revenue</b>		
Interest Income	7,654	22,074
<b>Total Interest, dividends and other investment revenue</b>	<b>7,654</b>	<b>22,074</b>
<b>Other revenue</b>		
ACC	406	-
Education & Sundry	3,989	5,974
<b>Total Other revenue</b>	<b>4,395</b>	<b>5,974</b>
Total Revenue	3,627,495	3,428,468
	<b>2025</b>	<b>2024</b>

## 2. Analysis of Expenses

### Expenses related to commercial activities

#### Administration Expenses

Computer Expenses	66,526	52,283
General Expenses - Admin	2,348	1,784
Office Equipment	3,404	4,084
Policy Place	1,848	2,813
Postage & Courier	526	388
Printing & Stationery	4,515	6,298
Telephone & Internet	7,994	10,045
<b>Total Administration Expenses</b>	<b>87,161</b>	<b>77,694</b>

#### Clinical Expenses

Clinical Resources	294	7,910
Course and Study - Clinical	8,749	4,044
Education - Workshop Expenses	710	392
Hardship Support	803	-
Inpatient Expenses	6,127	5,004
Medical Supplies	15,908	18,465
Palliative Care Partnership Expenses	51,321	61,921
Repairs & Maintenance - Clinical	4,055	1,983
Security - Clinical Staff Travel	1,127	1,127
Subscriptions	32,510	28,549
Phone - Clinical & Medical Officer	963	1,135
<b>Total Clinical Expenses</b>	<b>122,567</b>	<b>130,529</b>



	2025	2024
<b>Facility Management Expenses</b>		
Food & Provisions	4,426	3,619
Cleaning & Laundry	1,550	2,521
Electricity & Gas	20,368	18,848
Insurance	22,533	22,366
Insurance- Vehicle	4,261	3,177
Rates	14,116	12,662
Repairs & Maintenance	13,073	18,472
Waste Removal	2,070	2,319
<b>Total Facility Management Expenses</b>	<b>82,398</b>	<b>83,984</b>
<b>Operating Overhead Expenses</b>		
Accountancy	10,912	9,800
Advertising	-	348
Audit	9,724	10,450
Bank Fees	1,769	1,929
Counselling	1,717	3,799
Course and Study - Other staff	500	70
Education - Training Staff Expenses	470	288
Insurance- Operating	7,583	7,258
Interest Expenses	20	-
Legal and Compliance expenses	20,696	10,192
Security	1,700	1,990
Subscriptions	32,963	19,957
Staff Expenses	2,335	9,334
Supervision	6,410	6,915
Strategic Planning	2,020	10,179
Travelling Expenses	28,677	34,162
Recruitment	27,477	59,476
<b>Total Operating Overhead Expenses</b>	<b>154,973</b>	<b>186,148</b>
<b>Total Expenses related to commercial activities</b>	<b>447,098</b>	<b>478,356</b>
<b>Employee remuneration and other related expenses</b>		
Administration	291,450	290,876
Clinical	2,178,245	1,960,911
Fundraising Salaries	246,596	270,389
Other Wages & Related Costs	615,065	299,610
Holiday Pay Accruals	(25,311)	18,331
Kiwisaver Hospice Expense	76,980	72,427
<b>Total Employee remuneration and other related expenses</b>	<b>3,383,025</b>	<b>2,912,544</b>

	2025	2024
<b>Fundraising Expenses</b>		
Shop Costs	183,654	181,200
Other Fundraising Costs	35,206	4,482
<b>Total Fundraising Expenses</b>	<b>218,860</b>	<b>185,682</b>
<b>Volunteer related expenses</b>		
Expenses	1,555	1,973
<b>Total Volunteer related expenses</b>	<b>1,555</b>	<b>1,973</b>
<b>Other expenses</b>		
Depreciation	86,867	77,041
Disposal Gain/Loss	5,780	1,429
<b>Total Other expenses</b>	<b>92,647</b>	<b>78,470</b>
Total Expenses	4,143,185	3,657,025
	<b>2025</b>	<b>2024</b>

### 3. Analysis of Assets

<b>Cash and short-term deposits</b>		
Westpac Hospice Whanganui	185,887	96,593
Westpac Business Online Saver	51,611	167,543
Unpresented Deposits	9,196	1,866
Petty Cash and Floats	750	750
<b>Total Cash and short-term deposits</b>	<b>247,444</b>	<b>266,753</b>
<b>Debtors and prepayments</b>		
Accounts Receivable	199,359	194,495
Accrued Income	-	2,836
Prepayments	2,604	2,730
<b>Total Debtors and prepayments</b>	<b>201,963</b>	<b>200,061</b>
<b>Investments</b>		
Westpac Term Investment	-	250,000
<b>Total Investments</b>	<b>-</b>	<b>250,000</b>
Total Current Assets	449,408	716,814
<b>Other non-current assets</b>		
Hospice Foundation - Advance	3,230,995	3,430,995
<b>Total Other non-current assets</b>	<b>3,230,995</b>	<b>3,430,995</b>

#### Bank Overdraft Facility

Hospice Whanganui operates an overdraft facility with the Bank to the limit of \$100,000. This is secured by a registered first mortgage over property situated at 78 Virginia Road, Whanganui 4500.



	2025	2024
<b>4. Analysis of Liabilities</b>		
<b>Creditors and accrued expenses</b>		
Trade Creditors	64,896	126,364
GST	43,970	23,151
<b>Total Creditors and accrued expenses</b>	<b>108,866</b>	<b>149,514</b>
<b>Employee costs payable</b>		
Wages Accrued	63,464	40,362
Holiday Pay Accrual	147,639	172,951
PAYE Payable	34,896	48,004
<b>Total Employee costs payable</b>	<b>246,000</b>	<b>261,316</b>
Income in Advance	56,667	-
<b>Total Liabilities</b>	<b>354,866</b>	<b>410,831</b>
	<b>2025</b>	<b>2024</b>
<b>5. Accumulated Funds</b>		
<b>Accumulated surpluses or (deficits)</b>		
Opening Balance	6,099,877	6,328,434
Current year earnings	(515,690)	(228,557)
<b>Total Accumulated surpluses or (deficits)</b>	<b>5,584,188</b>	<b>6,099,877</b>
<b>Total Accumulated Funds</b>	<b>5,584,188</b>	<b>6,099,877</b>
	<b>2025</b>	<b>2024</b>
<b>6. Deferred Revenue: Unused Grant</b>		
Whanganui Community FoundationInc	56,667	-
<b>Total Deferred Revenue: Unused Grant</b>	<b>56,667</b>	<b>-</b>

## 7. Property, Plant and Equipment

2025	Opening Carrying Amount	Additions	Disposals	Depn	Closing Carrying Amount
Land & Buildings	2,189,298			29,007	2,160,292
Computer Equipment	57,080	40,375	843	33,400	63,213
Innovation Project	680		638	8	33
Leasehold - Cost	4,683			460	4,223
Medical Equipment	16,327		251	3,542	12,535
Motor Vehicles	21,407			4,570	16,836
Office Equipment	29,760		195	5,392	24,173
Plant & Equipment	30,613	4,690	3,854	7,276	24,173
Shop Assets	13,051			3,212	9,839
<b>Total</b>	<b>2,362,899</b>	<b>45,065</b>	<b>5,780</b>	<b>86,867</b>	<b>2,315,317</b>

2024	Opening Carrying Amount	Additions	Disposals	Depn	Closing Carrying Amount
Land & Buildings	2,218,534		192	29,235	2,189,298
Computer Equipment	39,099	37,986		19,813	57,080
Innovation Project	903			223	680
Leasehold - Cost	5,194			511	4,683
Medical Equipment	18,599	2,241		4,513	16,327
Motor Vehicles	27,305			5,898	21,407
Office Equipment	22,638	12,366		5,243	29,760
Plant & Equipment	41,021		1,237	9,171	30,612
Shop Assets	6,438	9,046		2,433	13,051
<b>Total</b>	<b>2,379,730</b>	<b>61,639</b>	<b>1,429</b>	<b>77,041</b>	<b>2,362,899</b>

## 8. Operating Lease Commitments

The lease commitment relates to a lease for the Ricoh IMC3000 photocopier which was a period of 36 months from October 2024.

	2025	2024
No later than one year	\$3,533	\$1,017
Later than one year & no later than five years	\$4,416	\$Nil
	<b>\$7,949</b>	<b>\$1,017</b>

Payments on operating lease agreements, where the lessor retains substantially the risk and rewards of ownership of an asset, are recognised as an expense on a straight-line basis over the lease term.



### **VISIT US**

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