

From the Chief Executive and Board Chair.

Welcome to Arohanui Hospice's Annual Impact Report for 2024/2025.

As we reflect on the past year, we are humbled by the extraordinary generosity and commitment of our community. Your support allows us to continue delivering specialist palliative care free of charge to patients and their whānau, with a focus on excellence in care and support for all who need us.

The reality is that each year we face a significant funding shortfall. In 2023/2024, this gap was \$4.2 million; in 2024/2025, it has grown to just over \$4.7 million. Government funding covers only around half the true cost of hospice services, so it is the commitment of donors, businesses, community groups, and volunteers that makes it possible for us to keep our doors open and our services accessible.

The demand for hospice care in our region continues to climb. This year we cared for 1,216 patients, up from 1,160 last year. New referrals rose sharply to 1,157, compared with 924 the year before. Our team responded to this pressure with remarkable dedication, completing more than 77,000 clinical contacts and making 4,561 community nursing visits, travelling nearly 195,000 kilometres to reach people wherever they needed us. Behind every one of these numbers is a patient, a whānau, and a story of care and connection.

Meeting this rising demand would not be possible without the incredible commitment of our people. Our staff continue to give their skill, energy, and compassion in what is often emotionally and physically demanding work. This year we invested in training for Nurse Practitioners, Medical Registrars, nursing trainees, and family support staff, helping to strengthen the workforce for the future. At the same time, we have prioritised the wellbeing of our team, knowing that caring for others starts with caring for those who provide the care.

We are equally grateful for the more than 390 volunteers who gave over 51,751 hours of their time across our shops, inpatient unit, events, and support services. Their contribution is not only practical but deeply human — creating warmth, connection, and a sense of community that enriches hospice care.

This year also brought national attention to the challenges facing hospices across Aotearoa. Hospice Awareness Week highlighted the stark truth that without sustainable funding, hospice services are at risk. We are proud to have contributed to this important kōrero and to continue advocating for equitable, accessible hospice care across New Zealand.

As we look ahead, our focus remains on people — ensuring that hospice care in our region is strong, sustainable, and responsive to the needs of a growing and diverse community. Equity, cultural safety, and dignity will remain central to everything we do.

Finally, we want to thank you. Your generosity, kindness, and advocacy make an extraordinary difference in the lives of those we serve. As demand for our services continues to grow, we invite you to remain alongside us — to share the story of hospice, to champion its value, and to support us in any way you can. Together, we can ensure that Arohanui Hospice remains strong, resilient, and here for generations to come.

Aroha mai, aroha atu.



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Our Impact

1 July 2024 - 30 June 2025



Care and Aroha, Every Year

The true measure of hospice lies beyond numbers and statistics. At the heart of Arohanui Hospice is a philosophy of holistic care — embracing the physical, emotional, social, and spiritual needs of each person and their whānau.

These figures between 1 July 2024 and 30 June 2025, highlight how many people relied on our services, and the growing demand we must continue to meet.

Since 1991, Arohanui Hospice has walked alongside a population of more than 200,000 across our wide region, delivering expert support to people with life-limiting illness and those close to them. Our care is always provided free of charge. Around half of our funding comes from Te Whatu Ora, with a community-raised shortfall of just over \$4.7 million each year.

We are committed to delivering the highest quality specialist palliative care — supporting patients and the wider medical community — so that people in our region can live with dignity, comfort, and aroha throughout their hospice journey.



We cared for **1,216** patients



We received **1157** new referrals for our care

averaging **96** per month

Approximately **5,100** family members were supported.

77,230 clinical contacts by our team.

Our community nurses made 4,561 visits



Community Snapshot

81% of our patients were cared for entirely within the community

110 average number of days in our service

194,866 kms were travelled by our community nurses

Education Snapshot

92 education and training sessions held for medical professionals.

674 doctors, nurses and care assistants trained in palliative care in the region.

783 the number of times our range of educational services were attended.

Volunteer Snapshot

397 total volunteers

Over **51,751** hours were generously donated.



if paid the living wage of \$27.80/hr **our volunteers contributed \$1,498,202 worth of time.**

