

From the Chief Executive and Board Chair.

Welcome to Arohanui Hospice's Annual Impact Report for 2025/2026.

Behind everything shared in this report are people - patients, families and whānau, and a community coming together to support them. This report reflects far more than activity and outcomes; it represents patients, families and whānau, and a community united in supporting people living with a life-limiting illness.

During the past year, we cared for 1,206 patients and supported many more family and whānau members throughout our region. Our teams completed 83,854 clinical contacts and made 6,710 community nursing visits, travelling 220,003 kilometres to provide care wherever people needed us.

This report is an opportunity to reflect on the difference our services make in the lives of local people. It also recognises the extraordinary impact of the community support that ensures specialist palliative care remains available, free of charge, to everyone who needs it.

Demand for specialist palliative care continues to grow, and the way people receive that care is changing. Increasingly, patients are supported in their own homes and communities, while our inpatient unit remains an essential part of the care we provide. Responding to these changing needs requires thoughtful planning, responsible decision-making and the continued support of our community.

Our Fit for Future work is helping us consider what Arohanui Hospice will need in the years ahead, from how our services are delivered to the facilities and resources required to support them. This is long-term work, and we are approaching it carefully, informed by the needs of our patients, whānau, staff and wider community. Our goal is to ensure Arohanui Hospice remains strong, sustainable and able to provide excellent care for future generations.

For the 2026/27 financial year, we need to raise \$4.7 million from our community to ensure specialist palliative care and support remain available free of charge to patients and their whānau across our region.

This vital funding is made possible by people who donate, volunteer, shop, fundraise, partner with us, support our appeals, contribute through Farming for Hospice, and remember Arohanui Hospice in their will.

Every one of these actions helps ensure our services remain available to patients and whānau when they need them most.

This year, we have been particularly humbled by the extraordinary generosity of those who chose to remember Arohanui Hospice in their will.

These gifts are deeply meaningful legacies. They help us plan for the future with greater confidence, strengthen our ability to respond to changing needs, and help ensure care will continue to be available for generations to come. We acknowledge every person and family behind these gifts with sincere gratitude.

Our four hospice shops also continue to make an important contribution. Every item donated, every purchase made and every hour volunteered helps turn everyday community support into care for local people. Our shops are also places of connection, bringing together customers, donors, staff and volunteers who share a commitment to supporting Hospice.

Across our region, people have found many ways to stand alongside us. Farmers have donated and grazed livestock, businesses have shared their expertise and resources, community groups and individuals have raised funds, and supporters have contributed through appeals, regular donations, events and partnerships. Each contribution whatever its size or form has helped make our work possible.

We thank our staff for the knowledge, care and commitment they bring to their work each day, often in demanding circumstances. We are equally grateful to the 424 volunteers who contributed more than 49,000 hours across our clinical services, shops, events and wider organisation. Their generosity strengthens every part of Arohanui Hospice.

As we look ahead, our focus remains on people—ensuring hospice care across our region remains strong, sustainable and responsive to the needs of our community. Empathy and dignity will remain at the heart of the care and support we provide. We hope this report gives you a deeper understanding of the impact of Hospice care—and of the difference your support makes. This is a service made possible by our community, for our community.

Thank you for continuing to stand alongside Arohanui Hospice. Your trust, generosity and advocacy help ensure patients and whānau can receive the care and support they need, free of charge, now and in the years ahead.

Aroha mai, aroha atu.

Clare

Clare Randall
Chief Executive



Lorraine

Lorraine Vincent
Board Chair



Our Impact

1 July 2025 - 30 June 2026

Freephone: 0800 666 676
Phone: 06 356 6066
email: hello@arohanuihospice.org.nz

Address: 1 Heretaunga Street, Palmerston North 4414
Postal: PO Box 5349, Palmerston North 4441



@arohanuihospice
www.arohanuihospice.org.nz



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 2025 and 30 June 2026, 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 **1,206** people



We received **1357** new referrals for our care averaging **113** per month

Over **5,000** family members were supported

83,854 clinical contacts by our team

Our community nurses made **6,710** visits

Community Snapshot

80% of our patients were cared for entirely within the community

97 average number of days in our service

220,003 kms were travelled by our community nurses

Education Snapshot

123 education and training sessions held by medical professionals

564 doctors, nurses and care assistants trained in palliative care in the region

780 the number of times educational services were attended

Volunteer Snapshot

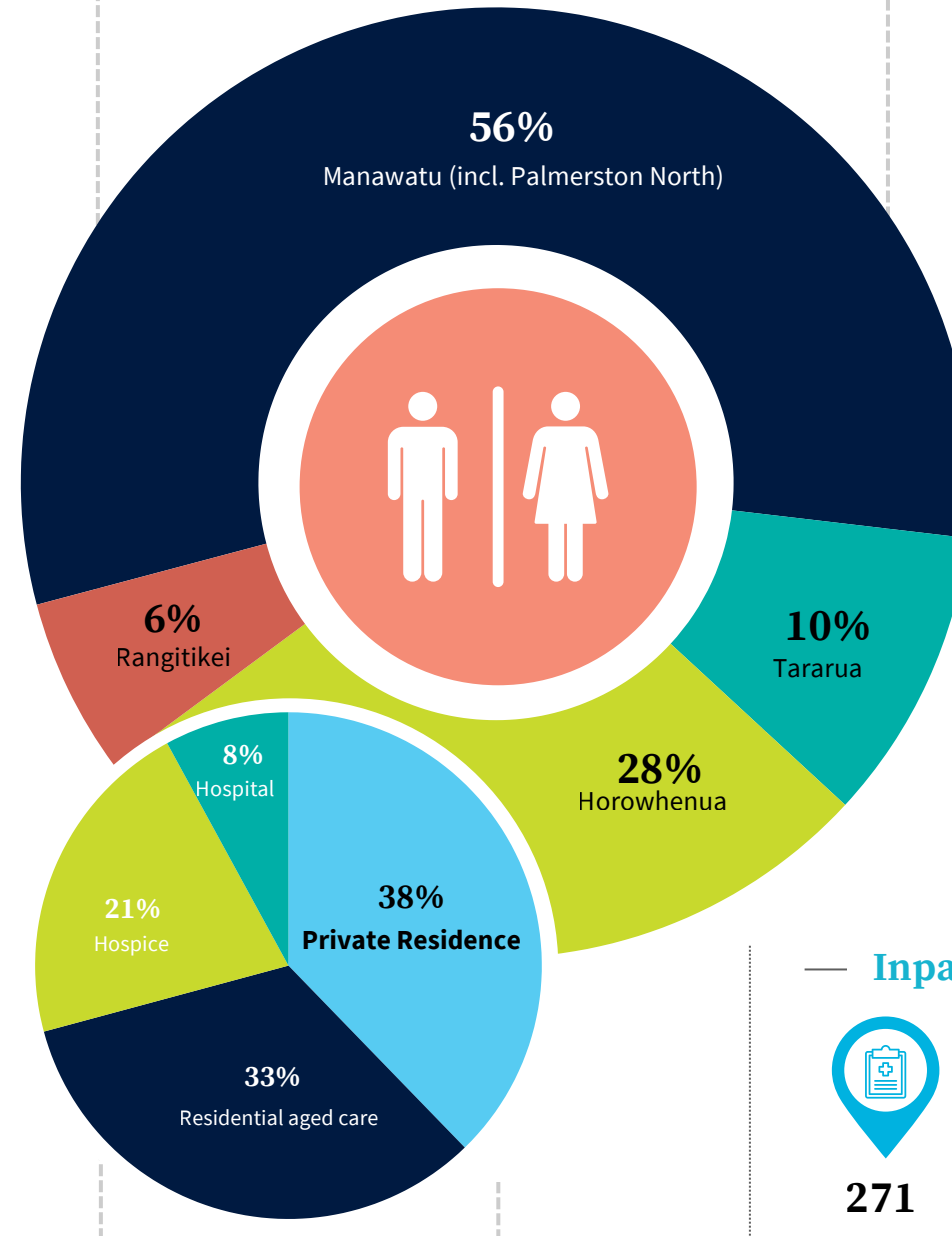
424 total volunteers

Over **49,249** hours were generously donated

if paid the living wage of \$28.95/hr **our volunteers contributed \$1,425,758 worth of time**



Where our patients live



Location	Percentage
Manawatu (incl. Palmerston North)	56%
Rangitikei	6%
Tararua	10%
Horowhenua	28%
Private Residence	38%
Residential aged care	33%
Hospice	21%
Hospital	8%

Place of death

Our patients' ethnicities

Ethnicity	Percentage
NZ European	81%
Māori	14%
Pasifika	2%
Asian	1%
Other	2%

Diagnosis



60% Cancer



40% Non Cancer

Our patients' ages

Age Group	Percentage
90+ years	14%
80-89 years	32%
70-79 years	27%
60-69 years	17%
50-59 years	6%
< 50 years	4%

Inpatient Unit Snapshot



271 admissions to the inpatient unit (IPU)



20% of patients had a stay in the IPU



5 days average length of stay in the IPU

Fundraising snapshot



Bequests \$1,384,958



Farming for Hospice \$258,412



Donations \$720,493



Our Hospice Shops \$1,929,804



Events \$407,011



Grants \$186,635

We raised a total of \$4,898,313