

# Gratitude Report.

Pūrongo mihi



**2024 / 2025**



# Your Waipuna.

## **SERVICES**

Waipuna Hospice provides specialist palliative care for patients living with a life-limiting illness, and support services for them and their families and whānau. Our geographical area covers Waihi Beach to Paengaroa. Waipuna Hospice care is effective, equitable, valued, and accessible to all people in Tauranga and the Western Bay of Plenty regardless of age, gender, diagnosis, or ethnicity.

## **PEOPLE**

Waipuna Hospice attracts, develops, and retains a high performing and engaged interdisciplinary team of staff and volunteers.

## **PARTNERS**

Waipuna Hospice has sustainable relationships with key stakeholders across our region, including Te Whatu Ora Health NZ, local businesses, health providers, iwi, and our communities. We deliver care in partnership with a patient's primary healthcare team and alongside any other specialist teams involved.

## **DIVERSE COMMUNITY**

Waipuna Hospice reflects the diversity of our communities in every aspect of our business.

## **FINANCES**

Waipuna Hospice demonstrates strong financial stewardship while providing for the future needs of our community.

### **Vision**

A world where  
there is  
compassionate  
end-of-life care  
for all.

### **Purpose**

To champion  
equitable end-of-life  
care for our  
communities.

### **Values**

We are inclusive.  
We are courageous.  
We make it simple.  
We are guardians.



**“I had no idea hospice cared for people at home. With Waipuna Hospice's support, I have been able to return to a fairly normal life, which, if you had asked back in December, I never would have thought was possible.”**

**BETSY PAVITTE**

*Waipuna Hospice patient*

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43 TE PUNA STATION ROAD, TAURANGA 

07 552 4380 

WWW.WAIPUNAHOSPICE.ORG.NZ 



# A YEAR AT A GLANCE

The difference you helped make in 2024 - 2025



TOTAL PATIENTS



NURSE VISITS

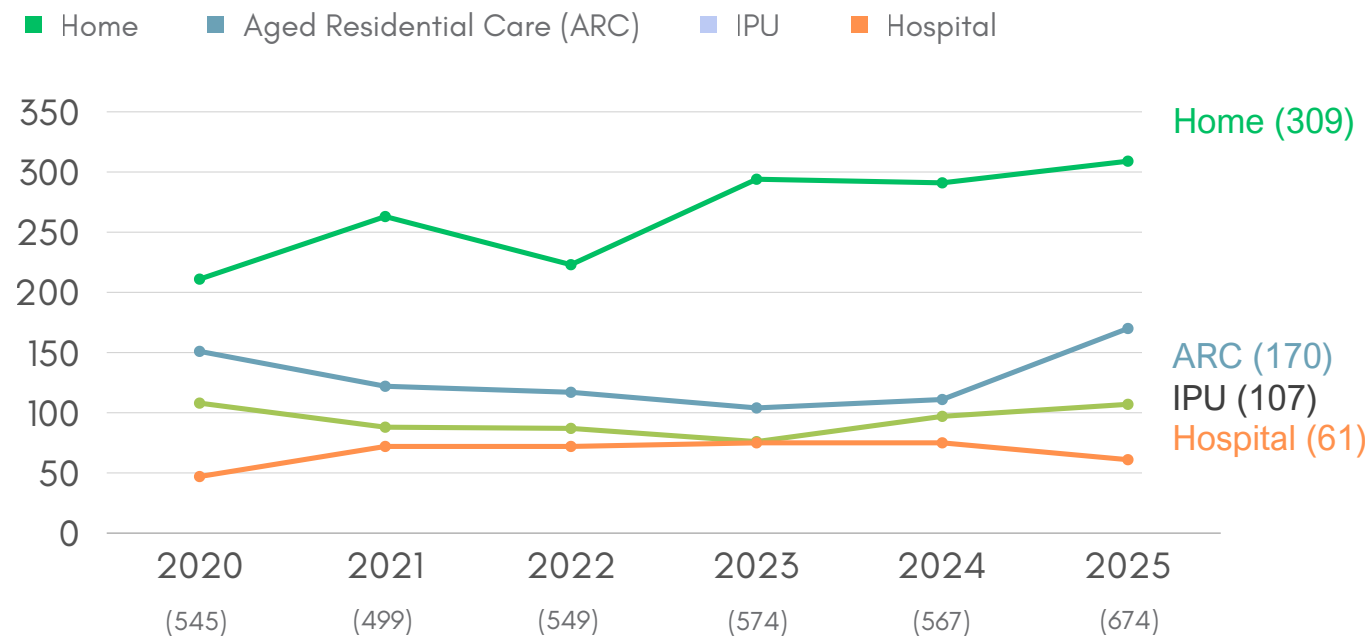


PHONE CALLS



FAMILY SUPPORT  
CALLS & VISITS

## Waipuna Hospice Patients - Place of Death



## Ethnicity

| NZ European | Maori | European | Asian | African | Pacific | Other |
|-------------|-------|----------|-------|---------|---------|-------|
| 712         | 135   | 86       | 6     | 6       | 17      | 21    |



256,397

KM TRAVELLED  
BY OUR TEAM

159

INPATIENT  
ADMISSIONS

560

ACTIVE  
VOLUNTEERS

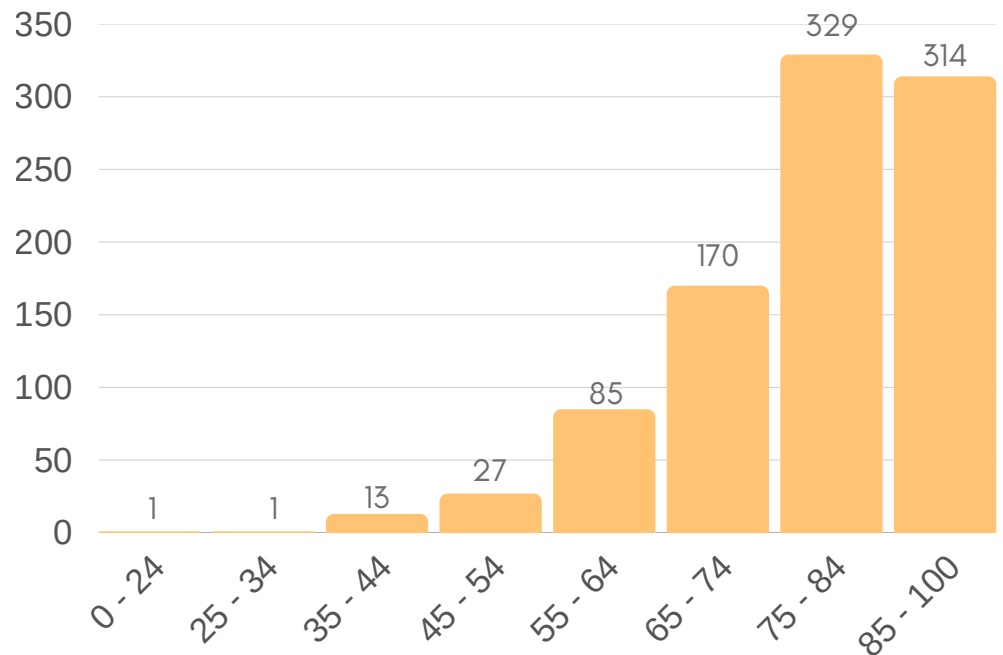
7.92

AVERAGE  
DAYS IN IPU

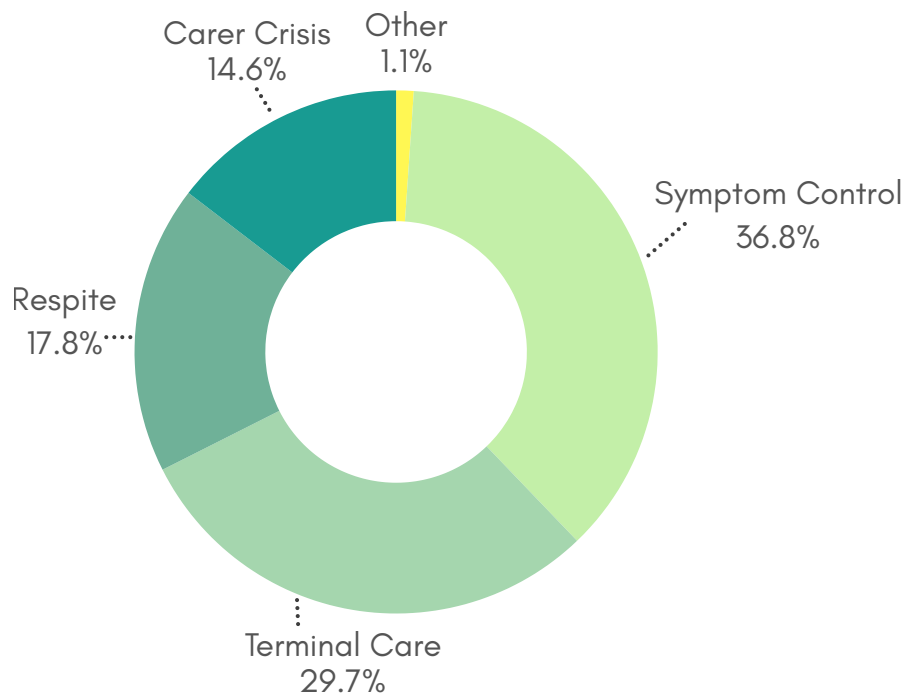
941

REFERRALS

## New Patient Referrals By Age



## Reasons For Admission To IPU



# 34,530\*

contacts were made to our  
patients and their families.

\*Phone calls, telehealth and in person.





# Building the Future of Hospice Care

## Chair's Report - Debbie Pattullo

2025 has been a transformative year for Waipuna Hospice. We have experienced significant leadership changes and launched a new 10-year strategic direction. Our new leadership team brings both passion and expertise to their roles, and together we are committed to guiding Waipuna Hospice through three key horizons of growth and impact.

We welcomed David Bryant as CEO at the end of 2024. David joins us from Hamilton City Council, where he served as General Manager for Corporate Services for nine years. He has made a strong start, assembling a senior leadership team with deep expertise in clinical care and fundraising.

Our new strategy focuses first on financial sustainability and high performance in end-of-life care. We aim to integrate more deeply into the Western Bay of Plenty palliative care ecosystem, expanding our reach and impact. Ultimately, our goal is to become New Zealand's leader in innovative, sustainable, and impactful end-of-life care solutions.

A key focus for our board this year has been improving our financial position. We have made significant, sustainable changes to move closer to a break-even position, ensuring the long-term viability of our services.

We also thank Lavina Good, who is retiring from the board, for her dedicated service, particularly her support through our leadership transition in the last 18 months and the leadership of our retail and fundraising committee over the past four years. We wish her well in her future endeavours.

Our community engagement efforts are only possible thanks to the support and collaboration of our partners, volunteers, and supporters. Together, we have expanded our reach, deepened our impact, and ensured that every family facing end-of-life challenges feels supported. Thank you.

**Thank you to all our supporters.**

A handwritten signature in grey ink that reads "Debbie Pattullo".

**DEBBIE PATTULLO** | Chair









# Empowering Compassionate Care for All

## CEO Report - David Bryant

As I reflect on my first year at Waipuna Hospice, I'm struck by how quickly the time has passed - and yet, from the very beginning, it has felt like home. I've been deeply moved by the warmth of the welcome I've received and feel genuinely privileged to help lead an organisation that touches so many lives with compassion and purpose.

This past year has not been without its challenges. Navigating fiscal pressures and a shifting healthcare landscape has required resilience, adaptability, and courage. I am incredibly proud of how our team has risen to the occasion. My heartfelt thanks go to every member of the Waipuna whānau for your unwavering commitment, trust, and for always placing patients and their families at the heart of everything we do.

As we embark on our 10-year strategic journey, I'm proud to share Waipuna Hospice's renewed commitment to championing equitable end-of-life care for our communities. Our vision - a world where there is compassionate end-of-life care for all - guides every decision we make.

This year marks the launch of Horizon One (FY26–FY28), focused on strengthening our financial sustainability through diversified revenue streams, innovative fundraising, and ensuring we maximise the impact of every dollar we have. Initiatives such as our Partnership Program, Regular Giving Programme, and enhanced retail operations are already showing promise.

Tough times call for razor-sharp focus on the things that matter most. Whilst our strategy provides direction and focus, we have also bolstered our Leadership Team to ensure we have the competence and capabilities to deliver.

We have also introduced technologies like "Heidi AI" and Health NZ's "Best Practice" referral system to streamline care delivery. Finetuning our services to ensure we support those that need us the most, in a way where they are at the centre of care decisions, is our ongoing commitment.

We continue to expand our care ecosystem through strategic partnerships with healthcare providers and community organisations. Our volunteer network remains a cornerstone of our service, and without the generosity of our volunteers, we simply would not be able to provide the support we do. Sharing stories of the care we provide is central to demonstrating the value Waipuna provides to our supporters and our community. Waipuna BOLD is a new programme we have established to achieve this. Through compelling care stories and more visibility across everything we do, we will deepen community engagement and elevate our brand. These narratives not only build trust but also highlight the meaningful impact of our work.

Looking ahead, through the later part of our 10-year strategy we will focus on integration and innovation. We aim to lead New Zealand in sustainable, compassionate end-of-life care. I extend heartfelt thanks to our staff, volunteers, donors, and partners. Your unwavering support empowers us to deliver exceptional care to our communities within the Western Bay of Plenty. Our communities taking care of our communities. Together, we all can feel very proud of the difference we are making!

**He waka eke noa – A canoe which we are all in with no exceptions – meaning we are all in this together.**



**DAVID BRYANT**  
CEO







# Strength, Love and Hospice Care

## Impact Story - Lois

Howard and Lois shared a life built on hard work, love, and commitment. Together they raised a family, nurtured kiwifruit orchards, and created memories that would last a lifetime. But their story took an unexpected turn when Lois was diagnosed with ovarian cancer. The doctors said they could treat it, but they couldn't cure it.

Despite the shocking news, Lois was determined not to let her illness define her. She wanted to spend the time she had left making memories with her family, so they booked a trip to Fiji. "It wasn't negotiable for Lois," remembers Howard. "She wasn't going to let her cancer hold her back. She was adamant she wanted to go, and nothing was going to change her mind." That trip was more than just a holiday - it was a testament to Lois' strength and determination.

Her cancer had advanced, and she soon began receiving more involved care from Waipuna Hospice. "Waipuna Hospice was very caring. They just couldn't do enough for us," Howard says. "There were several nurses who came to visit us, all of whom were excellent, but one, Lauren, really made a connection with Lois and she looked forward to her visits."

The team at Waipuna Hospice supported her through her physical struggles, helping her with everything from wound care to mobility aids, even supplying blocks to put under the legs of their couch to make Lois more comfortable. "It was those little things that made a huge difference," Howard says. "They were always thinking ahead, always making sure Lois had what she needed to stay comfortable."

After some setbacks in her health, Lois was in a lot of pain. "She was writhing in bed and crying out in distress," Howard remembers. "But when Lauren from Waipuna Hospice arrived, she sorted out the medication, and just like that, Lois was a different woman. It was amazing." For almost a whole year, Waipuna Hospice was by their side, guiding them through the complexities of end-of-life care.

Howard, in his wisdom, says, "Death is a fact of life. It's something we can't avoid, but with the right care and support, we were able to make Lois as comfortable as possible, and that made all the difference for us."



# Palliative Care with Heart

## Clinical Services Report

### **Building Partnerships in Care**

As our population ages and the demand for complex care increases, we recognise that collaboration is vital. We cannot do this work alone.

Strengthening relationships with other care providers and supporting them to deliver high-quality patient care has been a key focus for our clinical team this past year.

Our Clinical Nurse Specialists continue to engage closely with Aged Residential Care facilities, offering support and advice for patients with complex palliative care needs. They have built strong relationships with nursing staff and, alongside our education team, provided both structured and ad hoc training. This empowers colleagues to deliver compassionate, skilled care.

We have also strengthened our partnerships with several large GP practices, supporting GPs to enhance primary care for palliative patients. Similarly, our collaboration with pharmacies has streamlined the preparation of non-oral medications, saving valuable time and improving efficiency.

We are also grateful to those who support us in being the best we can be. This year, Pirirākau generously provided free vaccinations to our staff, helping us remain healthy and available for our patients.

### **Beyond Clinical Care**

Holistic care often extends beyond clinical treatment. Volunteers and staff frequently go above and beyond, offering practical support that makes a lasting impact and is deeply appreciated by families.

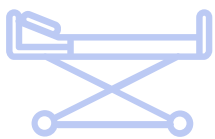
Our Inpatient Unit team recently repurposed a seldom-used room into a dedicated Reflection Room - a quiet, contemplative space for patients, families, and whānau. A beautifully donated desk holds a reflection book where visitors can share stories, letters, poems, and drawings, offering comfort and connection during precious moments.

Under the thoughtful guidance of our Bereavement Co-ordinator, we created our very own Bereavement Booklet. A resource designed and owned by Waipuna, carefully tailored to meet the unique needs of those we serve.

This booklet stands as a meaningful reflection of our ongoing commitment to walk alongside families through their journey of loss.

We are also deeply grateful for the generosity of our community partners who helped bring moments of light into challenging times. Through the kind support of the Lions Club, six families were gifted tickets to a Magic Show, offering them a precious opportunity for joy, laughter, and connection. Our heartfelt thanks also go to Supreme Cleaning Services, who generously provided complimentary cleaning services to several of our patients, easing their burden in a tangible and compassionate way.

Referrals to Occupational Therapy and Physiotherapy continue to increase each month, reflecting the growing need for these essential services. These programs enable families to remain at home by providing specialised education, equipment, and advice that promote comfort, independence, and quality of life.



# 159

**patients were admitted into our IPU last year.**



# 255

**syringe drivers were supplied to patients in our community.**



By offering non-pharmaceutical and holistic approaches, our dedicated therapists empower patients and whānau to manage daily challenges with dignity and confidence.

Our Remembrance Service, beautifully coordinated by our Spiritual Care Co-ordinator, was another meaningful highlight of the year. Held every six months, these gatherings offer a sacred space for reflection, peace, and aroha - bringing together families and friends to honour their loved ones and find comfort within our caring community.

### **Strengthening Clinical Leadership**

This year, recognising the complexity and importance of clinical leadership, we introduced three new clinical leads: Medical Director Dr Evelyn Gerrish, Director of Nursing Ruth McChesney,



# 1,348

**visits to patient homes were made by our equipment delivery team.**



and Director of Specialist Services Emily Siermans. Together, they are working to strengthen quality, systems, and clinical governance across our

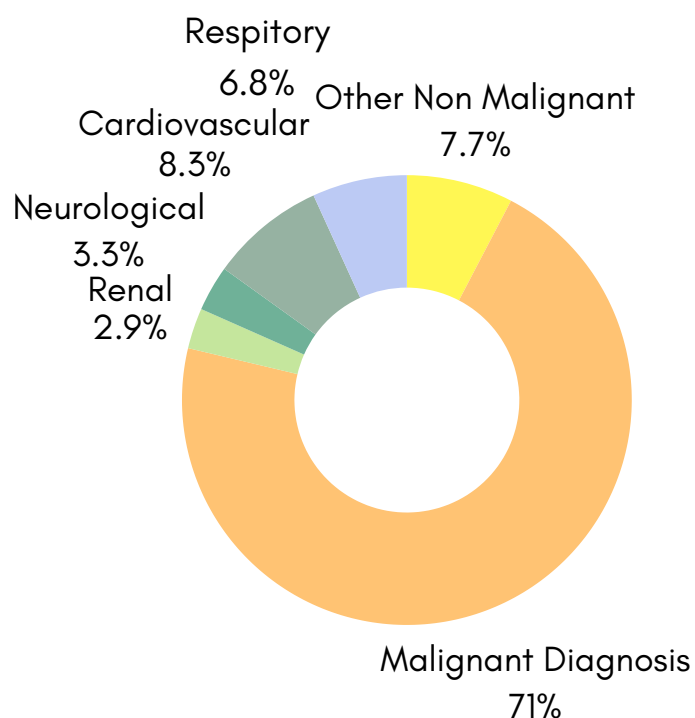
The appointment of a permanent Inpatient Unit Nurse Manager has also brought clarity and stability to this specialist care unit. We extend our sincere thanks to those who led and supported these transitions with generosity and professionalism.

### Education and Community Engagement

Our education team continues to make a significant impact, increasing knowledge among health colleagues, community members, and family/whānau.

Family/Whānau Information Sessions provide opportunities to connect and learn through a five-week series designed to support those caring for loved ones in hospice. Topics include Ways of Getting Support, Essentials for Care at Home, and Caregiver Wellbeing. Over the past year, we held 31 workshops with a total attendance of 134. Many participants have continued their shared journey through informal coffee groups and catch-ups, fostering ongoing peer support.

### Primary Diagnosis



We were privileged to host Dr Kathryn Mannix, an internationally renowned pioneer in palliative care. She spoke to regional health professionals about preparing for death through effective communication. The event created an inspiring atmosphere, bringing colleagues together for a thought-provoking and enriching experience.

Our education team also delivered 86 external training events, reaching 860 individual attendees. These included courses such as Fundamentals of Palliative Care, Syringe Driver Competency Workshops...



**348**

FAMILY SUPPORT  
CLIENTS



**2570**

FAMILY SUPPORT  
VISITS



**1852**

FAMILY SUPPORT  
PHONE CALLS

Palliative Care for Health Care Assistants, and bespoke sessions tailored to individual organisations.

Attendees represented a wide range of health professionals, including those from Residential Aged Care facilities, GP practices, hospitals, and Māori health providers.

### Embedding Excellence in Care

Looking ahead, a key priority is embedding consistent care excellence through strong systems. Clinical governance, quality improvement, risk management, and audit responsiveness are now firmly part of daily practice. External audit recommendations are being applied to achieve meaningful and sustained improvements, ensuring that our care continues to meet the highest standards.

on average **260**  
people are in our care at  
any one time.



We acknowledge that specialist palliative care is demanding work and can take a toll on our staff.

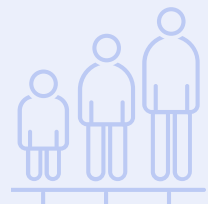
Yet we also feel deeply privileged to be present at such significant times in people's lives, offering support when it matters most.

We are profoundly grateful to our patients and families for their trust, and to our wider community for the ongoing value and support they place in what we do.

### -CLINICAL TEAM

In the last year, we cared for  
patients between the  
ages of

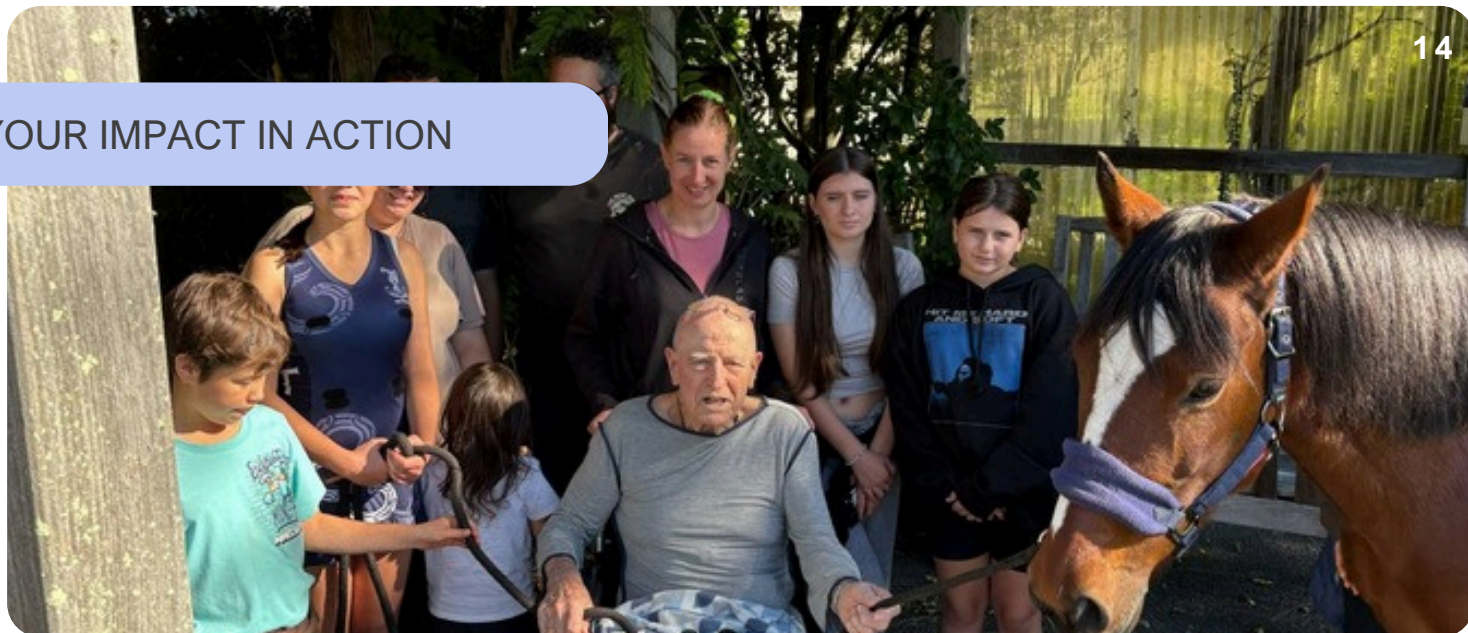
**14-103**\*



\*Paediatric palliative care is carried out in partnership with the Starship Hospital Paediatric Palliative Care Team.



## YOUR IMPACT IN ACTION



# A First of Its Kind

## Impact Story - Alan

As a boy in the 1950s, Alan had grown up surrounded by horses. His grandparents bred Clydesdales, those great, gentle giants who were still relied upon for farm work, heavy hauling, and logging. With eight siblings beside him, Alan's childhood was filled with the sound of hooves and the smell of leather harness. He adored the Clydesdales. As children, they'd scramble onto their broad backs while the horses were working, but the moment a foot hit the ground, the horses would stop, careful and patient.

Alan's daughter Stephanie recalls, "He found it fascinating how they were so considerate and gentle, these huge animals. They'd never stand on your foot, they wouldn't even step in a puddle. They were gracious, calm, and relaxed." Much like Alan himself. He worked hard, never complained, and carried a quiet strength that mirrored the animals he admired so much.

That same strength showed through his long battle with cancer. First diagnosed with bowel cancer in 2001, Alan endured surgery and six months of chemo and radiation before getting the all-clear.

Stephanie was only 11, and though she remembers how sick her dad became, what she remembers most was his toughness. He never faltered in showing up for his family.

Alan had been the stay-at-home parent, raising his children while his wife worked. Stephanie treasures that time as the foundation of their closeness. Throughout her life, Alan would leave her little notes, reminders, encouragements, or just thoughtful gestures. She still has the last one he ever wrote, stuck to her fridge: a message to say he'd kept the coffee warm and a warning not to trip over the cord as she was known for being a bit clumsy. Small words, but they captured the love and care he always showed.



Over the years, the cancer returned again and again. In 2016, it spread into his small and large intestine. In 2018, it returned to his bladder and prostate. Surgeries followed, and eventually Alan was living with two ostomy bags - something unheard of in the Bay of Plenty. In 2022, he was diagnosed once more, this time with a terminal cancer pressing on his sciatic nerve. It slowly paralysed his leg and caused searing pain, but still he fought. Round after round of chemotherapy left him sick and exhausted, yet he carried on, "I'm pretty sure he was doing it purely for me and my siblings, he was buying time," Stephanie cries.

That year, Waipuna Hospice came into Alan's journey. Their visits brought relief, not just for Alan but for his children too. "Dad really liked all the Hospice nurses he had over the years; they were all so great with him. For me and my siblings, it was such a relief knowing he was cared for. It was like I could finally breathe."

By 2023, Alan received a walker and other equipment to help improve quality of life, and his pain was managed with help from Dr. Murray Hunt and the Hospice team. He would describe the sharp jolts from the cancer pressing on his nerve as "belts" — sudden, fierce shocks that left him reeling.

While Alan and his family were getting some respite, the team at Waipuna Hospice were working busy behind the scenes to make his stay that little bit more special.

Plans were quickly made. The very next day, Alan phoned Stephanie with excitement: "Get all the family together and bring the kids, there's going to be a horse here today!"

Almost his whole family gathered at Waipuna Hospice that afternoon. Outside Alan's room stood a horse, calm and gentle, just like the ones he had grown up with. His grandchildren took turns riding, their laughter filling the air. Alan watched, smiling, surrounded by the people he loved most, reunited at last with the animals that had shaped his childhood.

Just two days later, Alan passed away. But he left his family with a final gift — the memory of joy, connection, and the enduring spirit of a man whose quiet strength was as steady as the Clydesdales he loved.

This was a first for Waipuna Hospice as it is not often we get to give our patients final gifts, but it is because of the support we get from our community that allows us to spend time with our patients in their homes and help them feel comfortable towards the end of their life.





# Community, Connection & Care in Action

## Marketing & Fundraising Report - Ross McLeod

### **Emerging Stronger, Together**

Over the past 12 months, our fundraising strategy set an ambitious goal - not just to weather the challenges of the current economic climate, but to emerge stronger, more resilient, and more sustainable. With around 1,000 patients and their families cared for by Waipuna Hospice each year, the need for reliable, long-term funding has never been greater.

We are proud to report that through the dedication of our supporters, volunteers, corporates, bequestors, and staff, fundraising income totalled \$2.7 million. This included \$1.01 million in bequest income for future capital expenditure and represented a solid result given leadership changes and the turbulent economic landscape.

### **Navigating a Challenging Environment**

The broader charitable landscape has continued to feel the effects of the cost-of-living crisis, which has placed significant pressure on both donors and businesses. Many grant providers have shifted focus or reduced available funding, creating greater competition for fewer opportunities.

Sponsorship budgets have tightened, and attendance at large-scale events remains below pre-pandemic levels, impacting event income and corporate giving.

Despite these headwinds, Waipuna Hospice has remained committed to our mission. Through creativity, collaboration, and the incredible generosity of our community, we continue to adapt and thrive.

### **Growing Support Through Partnership**

This year marked the beginning of a renewed focus on building meaningful partnerships with local businesses and organisations that share our values. The launch of a Partnerships Programme has already resulted in several high-value collaborations - including sponsorships, event partnerships, and shared campaigns that amplify community impact.

These partnerships are about more than just funding; they are about connection - engaging local leaders to stand with us in ensuring that every person in our community can access the care they deserve at the end of life.

## The Power of Legacy and In-Memorial Giving

Waipuna Hospice's Bequest and In-Memorial Giving programmes continue to be vital sources of sustainable, heartfelt support. Gifts in Wills and donations made in memory of loved ones not only honour those who have died, but also ensure that hospice care remains available for future generations.

A refreshed Bequest strategy, including an online Will-writing service and new communications, has already inspired new legacy commitments. Meanwhile, the introduction of a bespoke Circle of Care dedication Programme will provide families with simple, meaningful ways to give in recognition of care, strengthening the emotional and relational bonds that sustain our mission.

## Building a Platform for the Future

The development of a refreshed Regular Giving Programme represents a major step forward in securing Waipuna Hospice's long-term financial resilience. Through both individual and business-based giving, regular supporters provide the steady, predictable income we need to plan and deliver essential care - every day, all year round. By growing our database and this community of monthly donors, we will reduce financial volatility and ensure that patients and families continue to receive compassionate, specialist care when it is needed most.

In Marketing and Communications, advocacy took centre stage this year. Hospice Awareness Week sparked important community conversations about death, dying, and bereavement, while promoting equitable access to palliative care.

Every dollar raised, every story shared, and every partnership formed helps ensure that hospice care continues - free of charge, delivered with compassion, and grounded in dignity - for the people of Tauranga and the Western Bay of Plenty.

We are deeply honoured by your ongoing trust and support. Together, we are ensuring that care, comfort, and compassion remain available to every person who needs it.



**ROSS MCLEOD**

Philanthropy Director

**\$2.7 m\***

raised thanks to our community



\*Gross. Excludes retail income. Additional donations have been made to the Waipuna Hospice Foundation.

**\$1.01 m\***

received in bequest donations/gifts in wills.

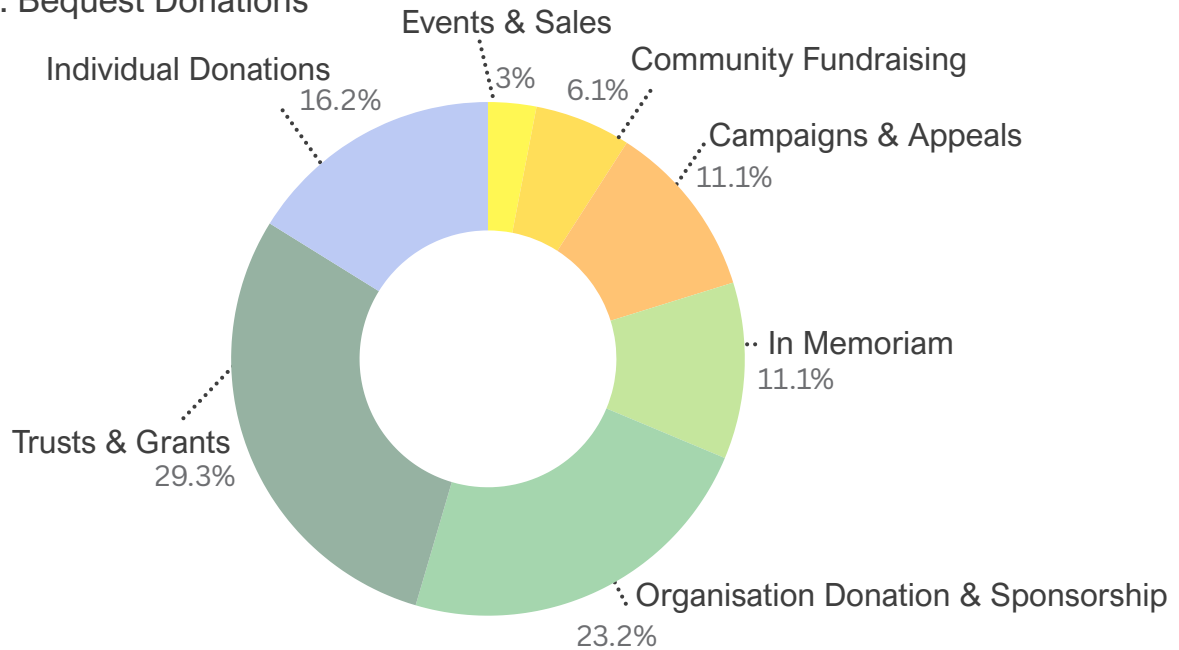
\*Additional bequests have been donated to the Waipuna Hospice Foundation.





# Fundraising Income Summary

excl. Bequest Donations



We received

**41 %**

of our funding  
from Te  
Whatu Ora  
Health

We needed  
to raise

**\$8.8 m**

to meet the  
shortfall.

our total operating  
costs for the year were

**\$14.9 m**

Includes retail.

**grassroots**  
trust



**TECT**



Progrowers Charitable Trust

**Four Winds**  
FOUNDATION

**Pub**  
**Charity**  
Limited

**THE LION**  
**FOUNDATION**  
*Here for good.*

Matrix  
Christian  
Charitable  
Trust

**perpetual**  
**guardian**

**OMOKORO**  
CENTRE

**WE CARE**  
COMMUNITY TRUST LIMITED

**NZCT**  
NZ COMMUNITY TRUST

**Lottery Grants Board**  
Te Puna Tahua  
LOTTO FUNDS FOR YOUR COMMUNITY

**Valder Ohinemuri**  
Charitable Trust

**Mackay**  
**Strathnaver**  
TRUST

**ONE**  
FOUNDATION

**Fonterra**  
Dairy for life

Fonterra  
**Doing**  
**Good**  
**Together**

**RANO**  
COMMUNITY TRUST

**ANZ** Staff  
Foundation

**Western**  
**Bay of Plenty**  
District Council  
Community Match Fund

Thank you to Trust and Grant providers KD Kirkby Charitable Trust, We Care Community Trust, Lottery Grants Board, DMS Progrowers Charitable Trust, Pub Charity, Omokoroa Centre Trust, Four Winds Foundation, MacKay Strathnaver Trust, Valder Ohinemuri Charitable Trust, Grassroots Trust, The Lion Foundation, Matrix, BOP Legacy Fund, Rano, Fonterra Doing Good Together, One Foundation, ANZ Staff Foundation, Western Bay Community Match Fund NZCT, and TECT.









# Revealing the Extraordinary

## Impact Story - Dave

Dave lived with cancer for 16 years – an extraordinarily long time. Sixteen years of enduring, and living, and through it all his wife, Cherryl and their children, stood by him.

“I remember when he told me,” Cherryl recalls. “He rang me crying and said, ‘I’ve got cancer.’” Dave had Metastatic Neuro-Endocrine Tumors, doctors gave him six months. Eight rounds of chemo couldn’t slow the disease. “The tumours in his liver were massive.”

Despite this, they kept living. They visited many of their favourite places - Whitianga, Hahei, Hot Water Beach, and skiing in the South Island for as long as Dave could. The treatment Dave needed wasn’t funded by the Government, so they petitioned for five years. Today, others can access vital cancer treatment - this meant such a lot to Dave.

“Slowly, we watched Dave get worse. It was hard. We loved him so much. It hurt to watch,” said Cherryl. “We had 55 years together, and I’ll cherish that forever.”

Dave’s wish was simple: to stay at home, surrounded by the people and things he loved - including their cats, who took turns guarding the foot of his bed. “He didn’t want to be in hospital,” Cherryl said. “I called my family, and we managed to provide Dave with 24-hour care, but by the end I was exhausted. I couldn’t do it on my own anymore.” That’s when Waipuna Hospice became part of their story.

“For me, Waipuna Hospice was a light at the end of the tunnel. Suddenly, there was help. Help for Dave but also help for me.”

At first, Dave was hesitant - like many, he thought hospice was only for the final days. But the visits from nurses and social workers changed everything. “They’d come round, check on him, and listen. He even joked with them. I could step back and just breathe. They supported both of us - and even our son Logan when he arrived. They explained everything clearly and never talked over me. It felt like friends were coming to visit. Dave looked forward to seeing them.”



"I remember Dave once asked why he was getting such special treatment," Cherryl laughs. "But we realised - it's just how Hospice cares."

One day, Cherryl told the nurses she needed a better bed for Dave - something that could help him sit up and breathe easier. The next day, it arrived.

At first, Dave wouldn't sleep in it. "He was afraid we wouldn't be able to hold hands," Cherryl smiled. "Every night we'd lie in bed, holding hands and just talk, like always." Small acts like that made it possible for Dave to stay at home, and for Cherryl to keep going.

Their son Logan, an Intensive Care Consultant, flew back from the Netherlands to be with them. Though he had clinical experience, nothing could prepare him for losing his dad. "Hospice allowed dad's final weeks to be on his terms. They helped us care for him at home - physically and emotionally," Logan said. "I used to think hospice was a place. I didn't realise how much they do in someone's home."

"Being able to ease dad's pain, and make sure we had a few more clear moments together, gave me peace. It helped me deal with the grief. Dad cared for me all my life - then I got to care for him. I feel grateful for that."

Dave died at home - just as he'd hoped. Peacefully. "Without Hospice, it would've been painful," said Logan. "Dad didn't want to fade away in hospital. He didn't want to be a burden to Mum or lose his independence."

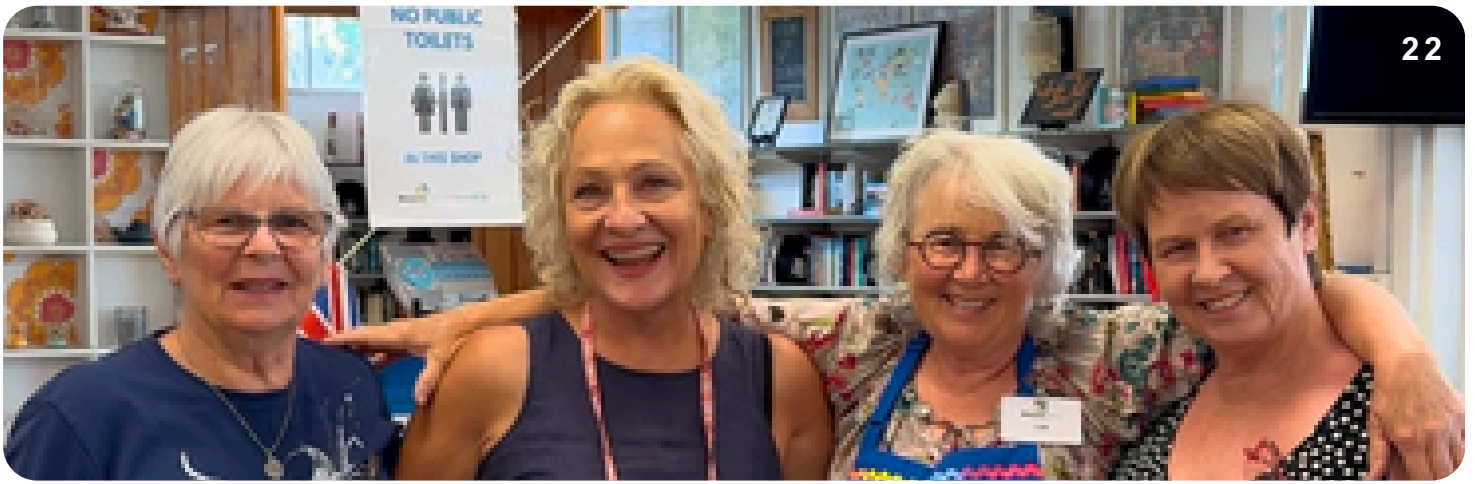
"Thanks to Hospice, his last day wasn't in a room with vinyl walls - it was at home, with music playing, Mum and I holding his hand, the cats guarding his bed."

Even after Dave passed, Hospice was there for Cherryl.

"Seven months later, I went to the bereavement group," she said. "At first, I wasn't sure. I thought, 'Do I want to sit around and talk about death?' But it wasn't like that at all."

She found comfort in the shared experience of others walking their own grief journeys. "Everyone there gets it. You don't have to explain how you feel. It's accepting. Supportive."





# Turning Treasures into Compassion

## Retail Report - Jace Dowman

Our retail network plays a vital role in sustaining Waipuna Hospice care. Income generated through our shops contributes significantly to our overall funding, which is essential given that only 43% of our total income is provided by the government. This reality makes fundraising and our retail income stream more critical than ever. We remain focused on increasing revenue and reducing operating costs, with the ultimate goal of safeguarding hospice services for the future. Beyond financial support, our shops also serve as community touchpoints - places where we can share information and raise awareness about the compassionate, end-of-life care that Waipuna Hospice provides.

In 2024/2025, our retail network continued to demonstrate strength and adaptability in a persistently challenging economic environment. With the cost-of-living crisis still influencing consumer behaviour, our team remained focused on delivering value, accessibility, and community connection.

We served 283,341 customers across our six shops, an increase of nearly

5% from the previous year and achieved \$5.099 million in revenue, up from \$4.8 million. Our average sale value rose to \$17.94, reflecting the effectiveness of our pricing strategy and the growing trust our customers place in our offerings.

We also saw a year-on-year increase in donation pickups, with 2,365 collections completed, up from 2,022 in 2023/2024. This growth highlights the generosity of our community and the continued relevance of our retail network as a channel for giving and sustainability.

 **283,341**

**TOTAL TRANSACTIONS**

 **\$17.94**

**AVERAGE TRANSACTION  
VALUE**

**\$5.09m<sup>\*</sup>**

raised by our  
six shops.

\*Gross



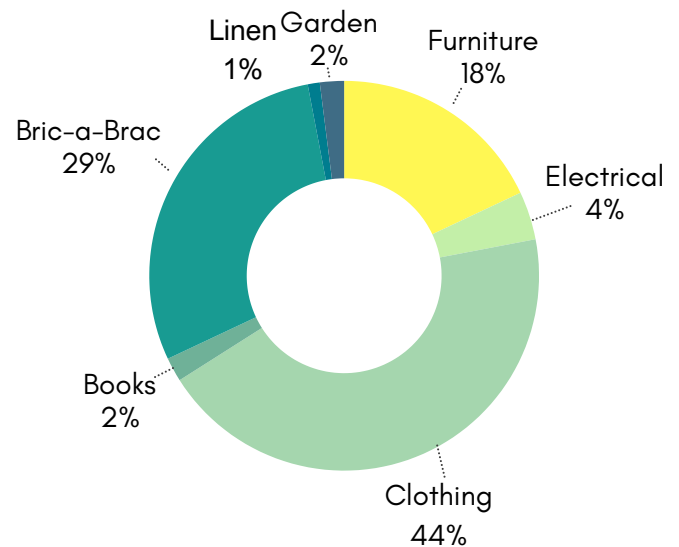
This year's success was underpinned by:

- Refined pricing and promotional strategies that balanced affordability with margin protection.
- Enhanced inventory management, ensuring better product availability and reduced waste.
- Continued investment in team capability and customer experience, fostering stronger community engagement.

The growth in customer numbers, revenue, and donation pickups underscores our resilience and ability to evolve with market conditions. These results affirm the strength of our operational foundations and position us well for further expansion and innovation in 2025/2026.

We are deeply grateful to our customers and to the wider community whose generous donations of goods make an extraordinary difference. Your support directly impacts our ability to provide care. We also extend heartfelt thanks to our dedicated staff and our remarkable

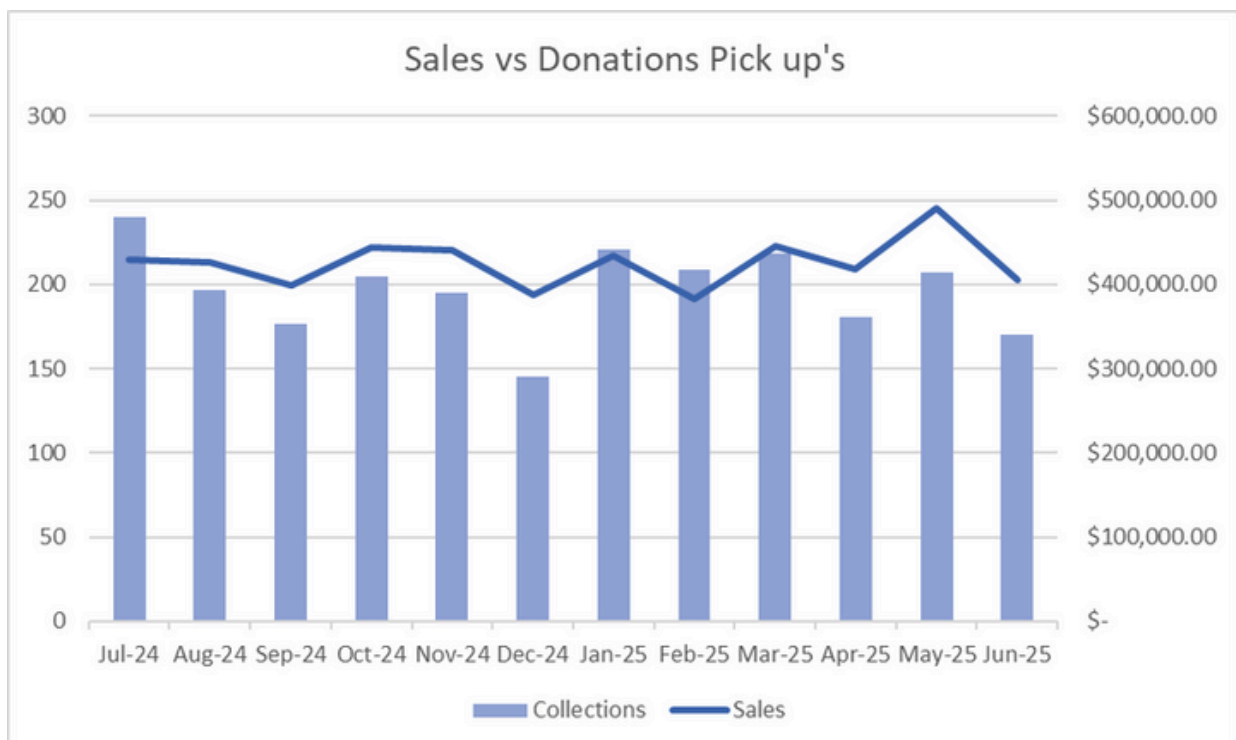
## Retail Sales By Category



volunteer network, whose commitment and energy keep our shops thriving every day. Together, you are the driving force behind the success of our retail operations and the sustainability of Waipuna Hospice services.

**JACE DORMAN**

General Manager of Retail







# Wrap-around Care

## Impact Story - Keryn Rennie

For Keryn and Peter, life has been an adventure. They met later in life and have spent 26 years enjoying each other's company and creating a relationship full of love and laughter.

For 15 years they travelled the world, creating memories they will cherish for life. "We didn't leave any stone unturned," Keryn says. They learned ballroom dancing, made lifelong friends, and even moved to Australia to become cheesemakers in their sixties. "We worked for a while, but it was too demanding, so we came back to New Zealand. Then Peter found art, and now painting is his happy place."

Three years ago, everything changed. Keryn's persistent health issues turned out to be colorectal cancer. "I had irritable bowel syndrome for years, so the symptoms were masked," she explains. "By the time they found the tumour, it was stage three. Then they discovered it had spread to my lungs, and it was actually stage four."

Despite the devastating news, Keryn and Peter faced it together. "This is our cancer journey, not just mine," Keryn says. "We do this together." Peter has been by her side every step of the way - managing medications, attending every appointment, and offering constant support.

However, as the illness progressed, the weight of it became overwhelming. Keryn endured 32 rounds of chemotherapy over the course of 18 months. "Then I said stop, I can't take it anymore. I wanted quality over quantity." It was a difficult decision, but one they made together. "We talked to our oncologist who had been telling us for a while that we needed to think about where we were going, and what our priorities were."

After stopping chemo, other health complications arose. Keryn's pain increased significantly, she suffered a heart attack, and was diagnosed with polymyalgia, and severe pain in her hip.

“That’s when we reached a crisis point,” Peter says. “Chronic pain took over. It was unbearable for Keryn, and we just couldn’t manage it anymore. We were then referred to Waipuna Hospice, and it has been a life-saver.”

“People assume hospice care is just for the end of days,” Peter says. “But there’s a whole heap more to it than that.”

Waipuna Hospice provided the expert support they so desperately needed. They offered pain management, counselling, physiotherapy, and practical help, easing the burden on both Keryn and Peter. “Hospice has saved us several times when we’ve been facing situations we couldn’t handle on our own,” Keryn says. “We have been so grateful.”

When Keryn’s pain became unbearable, hospice nurses worked to adjust her medications, ensuring she was comfortable. When Peter felt overwhelmed, he was able to access counselling.

When Keryn struggled to move, a hospice physio visited their home and recommended adjustments, including a reclining chair.

“The next day Waipuna Hospice had arranged for one of their Lazy-boy chairs to be delivered and installed,” Peter recalls. “It was just amazing.”

The hospice team were also there when things became too much at home.

“There was a period where the pain medication got out of balance, and I had a complete physical and emotional breakdown,” Keryn says. “I ended up staying in the hospice Inpatient Unit for 10 days. It was incredible. The level of care and support helped so much.”

“We have experienced the full spectrum of hospice’s services,” Keryn says.

“From nursing and doctor visits to equipment, physio, and even a stay in the Inpatient Unit. We call it their wrap-around care because it has just been so encompassing.”

Keryn smiles. “Cancer is greedy, it takes all my energy and leaves me with the leftovers, but I am making the most of it. It’s better to smile than frown. I truly believe there is always a brighter side, and that’s what I like to focus on.”







# Selfless Acts From Generous People

## Volunteer Report - Shelley Atkinson

Our volunteers continue to be the heartbeat of Waipuna Hospice. Their compassion, generosity, and unwavering spirit are what make our work possible. Every role they play, every hour they give, and every kind word they share, contributes to the care and comfort of our patients, their whānau, and our wider community.

Each volunteer brings their own spark to our hospice family. From the gardens and flower arrangements that offer a peaceful welcome, to the kitchens where nourishing meals are lovingly prepared, to the friendly faces greeting visitors at reception, their presence transforms our spaces into places of warmth and connection. Our community visiting volunteers provide companionship, complete biographies and provide respite in homes, while our drivers ensure patients can reach appointments or run essential errands, helping to remove barriers and keep people connected, all in clean and safe vehicles cleaned by our team of volunteer car valets of course!

Our retail volunteers continue to be a cornerstone of our organisation. Across our six charity shops and two depots, their dedication not only generated vital funds but also supports our wider



# 560

**ACTIVE VOLUNTEERS**  
WITH WEEKLY ROLES



# 845

**VOLUNTEERS**  
HELPED OUR 2025 STREET  
APPEALS



**I really enjoy my volunteering at the Mount Shop, its not just about the patients we help, but also the customers we serve. I feel a sense of belonging to something more than just my volunteering role.**

**ANN WRIGHT**

*Waipuna Hospice Volunteer*



community, offering affordable goods to those feeling the pressures of today's economic climate. The shops are increasingly seen as both community hubs and a helping hand for those in need, reflecting our mission of compassion in every interaction.

This year has seen exciting change and renewed energy within Waipuna Hospice. With new leadership has come a refreshed focus on our strategic direction and a welcome boost in administration resources to strengthen volunteer recruitment and retention. These developments ensure our Volunteer Services team can continue to grow, adapt, and provide the best possible support to those who give so much of their time and heart.

New volunteer clinical roles have also been introduced to help us better support community patients, reducing challenges such as travel time and traffic, and allowing our volunteers to make an even greater impact where it's needed most.

We've also noticed a shift in volunteer trends. Increasingly, people are offering their time and skills in shorter, more flexible bursts of commitment rather than long-term, regular schedules.



This reflects modern lifestyles, where work, family, and personal commitments can make extended volunteering more challenging, as well as the evolving nature of volunteering itself, where individuals seek meaningful contributions that fit around their other priorities.

We are also seeing more volunteers who are currently out of work - using their time with us to gain experience, skills, and confidence that often helps them transition back into employment. At the same time, we are privileged to have an impressive number of long-standing volunteers whose loyalty and ongoing service remain a true testament to the strength of our team and the deep sense of belonging within Waipuna Hospice.

While recruitment continues to be a key focus, our commitment remains steadfast: to ensure every volunteer has a meaningful, enriching, and rewarding experience with us. We continue to show our gratitude through recognition events, education opportunities, newsletters, and personal thank-yous but above all, through genuine relationships and the daily appreciation of everything our volunteers bring.

Our volunteers are not just helpers, they are at the heart of who we are and what we do. Their compassion is felt in every corner of Waipuna Hospice, reminding us that care, kindness, and community truly make a difference.

**SHELLEY ATKINSON**  
Volunteer Services Manager

## Celebrating our Volunteers



This year we were thrilled to celebrate our volunteer, Laurie Sanders, who won People's Choice Award at the Western Bay Community Awards 2025.

Laurie is part of a team of volunteers who generously contribute their time to creating patient biographies, capturing their stories with care and compassion. Their dedication helps preserve patients' voices and memories for their families, reflecting the heart of our volunteer program at Waipuna Hospice.

# 46,980

volunteer hours contributed by our retail volunteers.



To celebrate National Volunteer Week, we hosted our annual 'Around the World' volunteer party. Volunteers dressed in international costumes and enjoyed games including best-dressed competition, travel bingo, a 'guess the shop total' challenge and a geography quiz.

A huge thank you to New World Brookfield, Gate Pa, Te Puke, and Mount Maunganui for sponsoring the event. Your support made it possible and our volunteers had a fantastic time celebrating their impact.





# Financials

## Pūtea





# Statement of Comprehensive Revenue & Expenses

## Waipuna Hospice Incorporated

For the year ended 30 June 2025

|                                                       | NOTES | 2025              | 2024               |
|-------------------------------------------------------|-------|-------------------|--------------------|
| <b>Revenue from Non - Exchange Transactions</b>       |       |                   |                    |
| Corporate Sponsorship                                 | 2     | 221,256           | 198,897            |
| Donations                                             | 2     | 1,927,789         | 1,363,483          |
| Grants                                                | 2     | 502,947           | 577,832            |
| Te Whatu Ora WageParity                               |       | 748,967           | 782,119            |
| <b>Total Revenue from Non - Exchange Transactions</b> |       | <b>3,400,959</b>  | <b>2,922,330</b>   |
| <b>Revenue from Exchange Transactions</b>             |       |                   |                    |
| DHB Contracts Shop                                    |       | 5,477,403         | 5,344,184          |
| Sales Interest Received                               | 3     | 5,127,477         | 4,827,465          |
| Net Fundraising                                       |       | 7,802             | 21,283             |
| Subscriptions                                         |       | 118,754           | 137,558            |
| Depreciation Recovered                                |       | 400               | 2,296              |
| Sundry Income                                         |       | 21,723            | -                  |
| <b>Total Revenue from</b>                             |       | <b>89,143</b>     | <b>101,756</b>     |
| <b>Exchange Transactions</b>                          |       | <b>10,842,702</b> | <b>10,434,543</b>  |
| <b>Total Revenue</b>                                  |       | <b>14,243,661</b> | <b>13,356,873</b>  |
| <b>Expenses</b>                                       |       |                   |                    |
| Audit Fee                                             |       | 19,725            | 14,938             |
| Depreciation                                          |       | 131,881           | 187,603            |
| Insurance Loss on                                     |       | 86,288            | 79,414             |
| Sale of Fixed Assets                                  |       | 26,253            | 5,159              |
| Other Operating                                       | 4     | 1,771,266         | 1,905,816          |
| Expenses Rent                                         | 5     | 520,000           | 520,000            |
| Shop Expenses                                         | 3     | 3,626,593         | 3,429,539          |
| Wages                                                 |       | 8,509,383         | 8,809,230          |
| <b>Total Expenses</b>                                 |       | <b>14,691,388</b> | <b>14,951,697</b>  |
| <b>Total Surplus / (Deficit) for the Year</b>         |       | <b>(447,727)</b>  | <b>(1,594,825)</b> |
| <b>Total Comprehensive Revenue and Expenses</b>       |       | <b>(447,727)</b>  | <b>(1,594,825)</b> |

The accompanying notes form part of these Financial Statements

# Legal and Administration

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

|                                                            |         |
|------------------------------------------------------------|---------|
| Charities Commission Certificate<br>of Registration Number | CC22206 |
|------------------------------------------------------------|---------|

|                   |                                                          |
|-------------------|----------------------------------------------------------|
| Registered Office | 43 Te Puna Station Road<br>Te Puna, RD6<br>Tauranga 3176 |
|-------------------|----------------------------------------------------------|

|               |                                                                                                                                                                                    |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Board Members | Debbie Pattullo (Chairperson)<br>Simon Darmody (Treasurer)<br>Deborah Cameron (Secretary)<br>Lavina Good<br>Murray Foreman<br>Susan Lund<br>Dr Ian Galley<br>Sybrand van Schalkwyk |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                         |              |
|-------------------------|--------------|
| Chief Executive Officer | David Bryant |
|-------------------------|--------------|

|          |              |
|----------|--------------|
| Auditors | BDO Tauranga |
|----------|--------------|

|            |                 |
|------------|-----------------|
| Accountant | Ingham Mora Ltd |
|------------|-----------------|

|           |             |
|-----------|-------------|
| Solicitor | Parry Field |
|-----------|-------------|





**Waipuna Hospice helped us understand what was happening to Dad, what to expect as the end got closer, what we could do to help Dad be more comfortable, and how we could look after each other as well - which was really important, especially afterwards. We, like many other people, thought that once Dad was gone, that was it - hospice was gone, and we'd be on our own. But that wasn't the case at all.**

**LISA FOWLER**

*Daughter of Waipuna Hospice patient*

*Thank you*

Without you, Waipuna  
Hospice couldn't provide  
care and support for the  
dying and bereaved.

