

Your Hospice, Our Impact

1 July 2024 – 30 June 2025



*We honour living and
dignify dying for all.*

*He whakanui i te
oranga, he whakamana i
te matenga, mō te katoa*



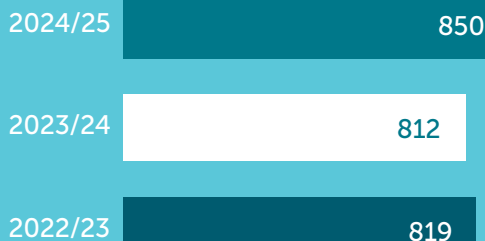
Our impact

\$15,619

Average cost per patient



Number of patients a year



1793

Starlight Circle
regular givers



Number of
volunteers

2025

614

2024

562



165,310

Number of kms driven by Hospice
community clinical staff



Percent of patients responding to
consumer surveys who said we
always met their individual needs



53,769

Volunteer hours



1027

Trademe sales

Average \$114.90 per sale

Our mission | Ō mātou kaupapa

Mary Potter Hospice helps people make the most of their final months, weeks and days of life. Our specialist teams care for patients and their whānau with aroha and mana. We also support other health services to deliver palliative care.

Our values | Ō mātou mātāpono

- Mana / Respect
- Aroha / Compassion
- Rangatiratanga / Dignity
- Manaakitanga / Hospitality
- Kaitiakitanga / Stewardship

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From the Chair and Chief Executive

E ngā mana, e ngā reo, e ngā waka o ngā hau e wha. Tēnā koutou katoa

Welcome to our 2024/25 Impact Report. We are pleased to offer this review of the last financial year.

Our mission is very simple: we look after people facing the end of their lives after an illness. We support their whānau. But to do that in ways that respect and recognise the profound significance of the last months, weeks and days of life challenges us to use the very best of our collective abilities. This report tells some of the stories of how we do that. How we've made a difference and our impact on lives, families and communities.

We want to start this report by acknowledging everyone who has helped make our services for people across Wellington, Porirua and Kāpiti possible. We continue to be very grateful for the hard work and skills of our staff, the commitment of volunteers and our supporters across the community. We could not do what we do without you. We especially want to highlight and acknowledge the dramatic impact that this year's bequests have had on our future sustainability.

This year has seen a focus on our service model. As a result, we are rolling out a new model that will include:

- moving from multi-disciplinary- to inter-disciplinary teams;
- making better use of telehealth, AI, and outpatient clinics;
- a new approach to triage and service delivery that offers more tailor-made responses including episodic care, allied health only, full service, and specialist consulting for other providers of palliative care; and
- the need for a more consistent and flexible approach to responding to urgency of patient need in the context of our entire region.

This in turn led us to agree that we needed to make a decision about the future of our Newtown building that has been home to our inpatient unit, Wellington community team and support services, fundraising and more for over 35 years. The building is becoming increasingly expensive to maintain and less fit for purpose. The Board is considering future options including upgrading the current building, replacing the building at the same site, or moving to a new site. While we hope that a decision will be made early in 2026, starting work on any new building would be at least two to three years away.



We were deeply saddened by the loss of Aunty Kahu in May. She served on our Advisory Board, Te Pou Tautoko for 12 years. Her years of wisdom, clarity, support and guidance to the staff and kaupapa of Mary Potter Hospice were deeply valued. She was a beacon of kindness and her presence and legacy of generosity and selflessness will continue to inspire us all. Kua haere ia ki tōna moenga roa. Moe mai rā, Moe mai rā e te wahine toa.



In loving memory of Aunty Kahu

Another highlight was our participation with the five other hospice services in our region in a much more intentional collaboration as we navigate a health system under huge pressure and collectively lobby the government for a fairer funding deal for hospices. One initiative supported by the Little Company of Mary has been to plan for a regional approach to all the education we provide for staff, volunteers, other health professionals and the wider community. We are confident this will extend our ability to grow a skilled palliative care workforce and to be part of communities where death is less of a taboo.

Steph Dyhrberg
Chair



The Board said farewell to long serving trustees Catherine Epps this year and Tui Te Hau just after the end of the year covered by this report. Our thanks to Catherine and Tui for their voluntary contribution to what will always be a challenging governance environment. We thank the external specialist directors on our property investment company: Devon Diggle, Melissa McGhie and – since his retirement from the Board – Martin Lenart. We also acknowledge the significant contributions to Mary Potter Hospice from the community members of Te Pou Tautoko and the Pacific Advisory Group.

Tony Paine
Chief Executive



Mary Potter Hospice Board

Steph Dyhrberg (Chair)
Professor Gregor Coster
(Deputy Chair)
Tui Te Hau
Peter Chew
Liz Gibbs
John Scutter
Dr Tim Jefferies
Hori Waaka
Kura Moeahu
Anthony Carter
Catherine Epps
(to February 2025)

Mary Potter Apartments Ltd

Martin Lenart (Chair)
Devon Diggle
Melissa McGhie
Peter Chew

Audit Finance and Investment Committee

Professor Gregor Coster (Chair)
Liz Gibbs
John Scutter

Te Pou Tautoko Community Members

Vanessa Eldridge (Chair)
Diane Tatana, Hori Waaka,
Aunty Judy Rene, Davon Eru

Pacific Advisory Group Community Members

Anthony Carter (Chair), Tiimalu Maria
Goretti Sialava'a, Agnes McKay, Emily
Toimata-Holtham, Pastor Faimafili
Henry Ugapo

Senior Leadership Team

Tony Paine, Chief Executive
Donna Gray, Director Clinical Services
Julie Watson, Director Support Services
Alex Lavigne, Medical Director
Karen Jacobs-Grant, Director
Health Equity
Peter Sewell, Director Retail
Ross McLeod, Director Fundraising,
Marketing and Communications
(to May 2025)



The impact of our services

Mary Potter Hospice provided free specialist palliative care for 850 people with a life-limiting illness across Wellington, Porirua and Kāpiti in the year to June 30, 2025. We offered clinical support to manage pain and other symptoms, as well as emotional, spiritual, cultural, psychological and whānau care. Support is tailored to each person and may be provided at home, in outpatient clinics, via telehealth, or in our Inpatient Unit in Newtown. The Hospice also offers practical assistance, equipment to improve mobility and quality of life, guidance with legal or financial matters, and bereavement support for whānau.

Our care is compassionate, respectful, and centred on the needs and values of each person and their loved ones.

During the year outpatient clinics were introduced as a core service and we started trialling telehealth to enhance our face-to-face connection with patients at home. The Porirua day unit, in particular, went from strength to strength, with more than 10 patients regularly attending each week.

The need for bereavement support has risen, and counselling service contacts increased, with a notable rise in face-to-face post-bereavement support. Across all sites there is an emerging increase in male clients seeking counselling,

prompting plans to establish a Men's Bereavement Support Group.

Regular collaboration with Te Omanga Hospice, Hospice NZ and wider community agencies has fostered shared learning and service improvements. Examples include joint facilitation of Children's Remembrance Services to support diverse families across the Wellington region, and Te Omanga and Mary Potter jointly employing data support staff.

Patient satisfaction with our service is high as indicated in the annual satisfaction survey. 90% of patients who responded said we met their needs all the time.

Equity is a shared responsibility at Mary Potter Hospice, with our people increasingly recognising the significance of Te Tiriti o Waitangi to guide specialist palliative and hospice care. Equity programmes are progressing, creating a more inclusive workplace and a culturally welcoming environment for tūroro / patients and whānau.

Over 60 staff attended disability workshops with Te Whatu Ora in 2024, leading to identified improvements. The Hospice became a Gold member of the Pride Pledge movement, with training on rainbow and gender diverse



communities added to the Education programme, including annual workshops and monthly online sessions.

We've started more work on embedding Te Whare Tapa Whā as a holistic model of care. Staff training, new culturally appropriate resources such as tukutuku panels, an upgraded whānau area in the inpatient unit, and translated information are in train. Staff have access to mihi and pepeha training and Te Tiriti education, and mandatory completion of online modules is required for all new staff.

Rima was one of the Hospice's 850 patients, and his family experienced the wraparound care that Hospice offers.

"Dad was very kind and understanding. He was happy and loved his family," say his four children Leanne, Michelle, Mareta, and Moko and wife Shirley.

Rima spent his last three weeks at Mary Potter Hospice. "When we got there they were waiting for us, even though it was late. Rima was shown to his room and he said, 'this feels like home.'



Rima's extended family catches up every month to connect, share food and pass down stories

"The staff were brilliant – every single one of them. You could ask the staff any questions about what we should expect and they would explain. They gave you peace of mind.

"Our family is forever grateful - we thank you Mary Potter Hospice for your kindness and compassion.



In partnership with Te Omanga Hospice, Children's Remembrance Services were held to support and connect families across the Wellington region.

Te Pou Tautoko and The Pacific Advisory Group continue to guide the Hospice. A Pacific 3rd year student nurse was successful in applying for the Pacific Nurse scholarship and a community Te Mauri programme, supporting tūroro and whānau affected by cancer, now runs fortnightly from Te Whare Rānui, the Porirua base.

We continue to focus on improving patient services and infrastructure. Thanks to generous donors, we have been able to replace ageing equipment, and in the inpatient unit the main lift in our Newtown building was upgraded.

There have been enhancements to patient catering, cleaning and laundry services and additional parking spaces created for visiting whānau.

New Medical Director Dr Alex Lavigne sees lots of differences between how things are done in New Zealand and in Florida, where he last worked.

"In the States it's a competitive model. You could have billboards in the city, with competing hospices saying their hospice care is better. It's not that the spirit of caring for patients is not there. It's just that it is money-based, and to keep operations going you need to be competitive."

To help with efficiencies here, Alex has introduced Heidi to the team – an AI-powered clinical scribe and notetaking tool.

"With consent from patients and their whānau, Heidi listens in the background during consultations, capturing key details while filtering out what's not clinically relevant. Clinicians still review and edit the notes to ensure they accurately reflect the conversation and care provided."

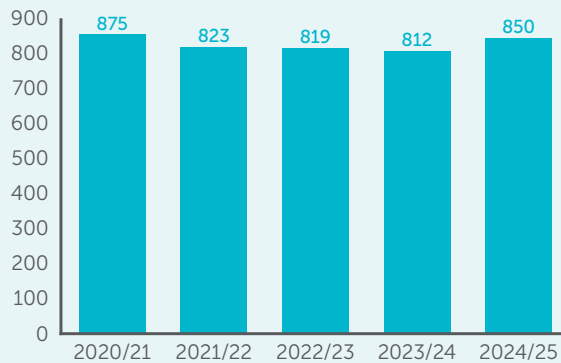
Alex said AI notetaking software is happening around New Zealand in GP practices, hospitals and hospices.



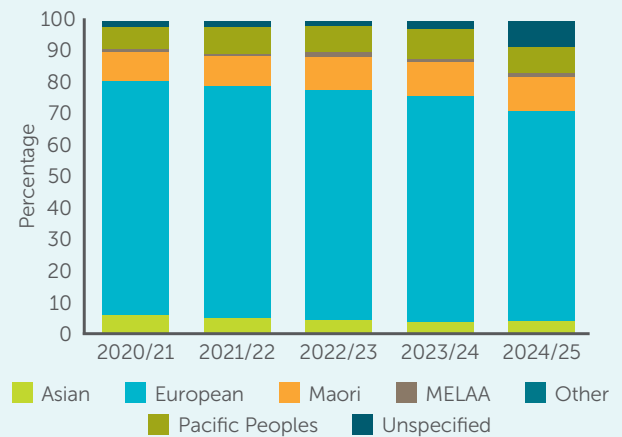
Medical Director Dr Alex Lavigne

Our impact by the numbers

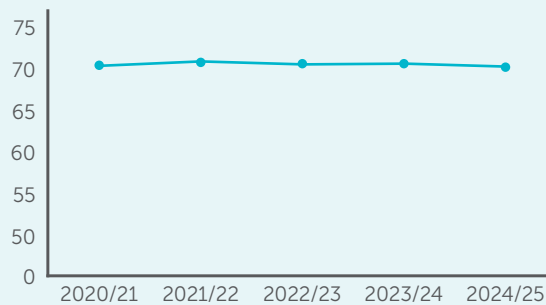
Total patient numbers



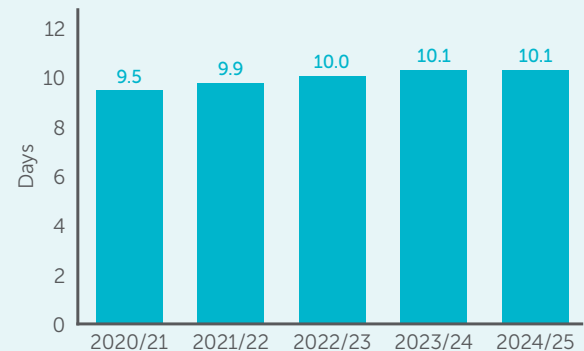
Patient ethnicity distribution



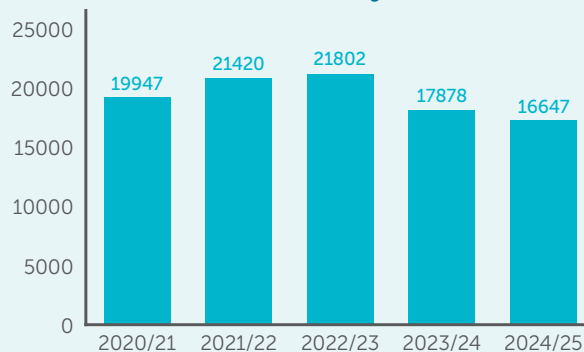
Average patient age



Average nights stayed in the IPU



Total community contacts



127

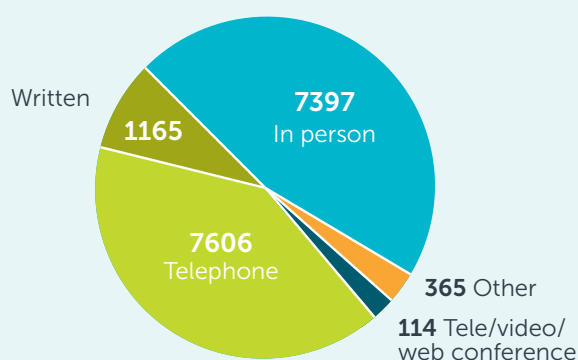
Art Therapy Sessions 2024/25



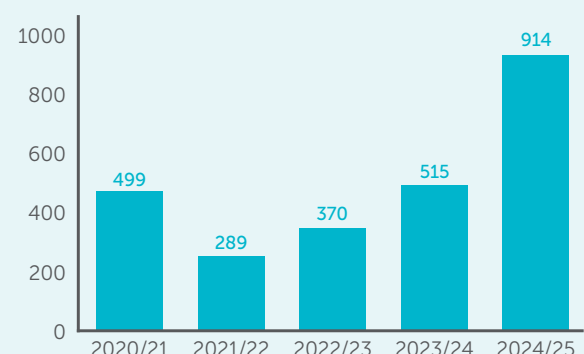
1267

Counselling Sessions 2024/25

Community contacts (method) 2024/25



Hospice outpatient clinic counts



It takes a community to make Hospice happen

Mary Potter Hospice relies on the generosity of supporters, donors, and volunteers. This year the community contributed 56% of our total costs, the remainder coming from Te Whatu Ora. We are deeply grateful for the support the community shows towards our work. To all who have been involved, our heartfelt thanks.

The impact of our retail network

The impact of our retail network had one of its best years ever, building on last year's record results. The challenge now is to maintain this success as costs rise and household spending tightens. To support our community, we kept pricing the same as the previous year.

Across the network, difficult conditions presented by the higher cost of living, increasing rents and other challenges, were experienced. Our online presence strengthened, with the development of the Mary Potter Hospice Trademe shop. This new shop can list up to 500 items, and is maintained by a hardworking team of staff and volunteers. The annual income was \$118,000 from 1027 sales, more than double the income of the previous year. This shop lists mostly rare and unusual items: www.trademe.co.nz/a/marketplace/stores/Mary-Potter-Hospice

We also laid the groundwork for a new store in Kelburn, while the Thorndon shop managed to hold its own despite major roadworks. Kāpiti continued its strong growth, reaching \$560,000 in sales. Overall, retail brought in \$3,171,759, just slightly below last year's total. Rent remains the biggest cost pressure for our shops.

Our sincere thanks to a dedicated team of 342 volunteers (as at 30 June 2025) who gave 41,177 hours, and the retail staff team whose energy and commitment helped achieve annual income of \$3,171,759.

Fundraising and community support

Our monthly giving programme, Starlight Circle, grows and provides much-needed security to our income month by month. Around 1790 loyal supporters have made this commitment to the Hospice. Supporters also give in response to campaigns, in memory of loved ones or in gratitude for Hospice services, or leave a bequest.



While the cost of living constraints have had an impact on fundraising programmes, the exceptional income from bequests this year of \$4,674,618, far exceeded our budget expectations and was gratefully received.

The Hospice's own events such as the Strawberry Festivals and Annual Appeal continued successfully. These events rely on community involvement and over a thousand volunteers. We are also grateful when community groups run fundraising events for the Hospice.

For example, since 2002 the Kāpiti Underwater Club's annual Charity Fish Auction has raised an incredible \$111,718, including over \$11,000 this year alone. Their long-time partnership with Doug Palmer of Harcourts, whose auctioneering skills always lift the bids, has been central to this success. We're deeply grateful to the Club and Harcourts for more than 20 years of support, and for choosing to direct the proceeds of this much-loved community event to Mary Potter Hospice.

Likewise, long-running Fabric-a-Brac has been running in Wellington since 2009 and at

October 2024 the total donated to Mary Potter Hospice was \$92,702.50. Last year a new initiative was created – a 'Mop-up Pop-up' sale where the items left over from Fabric-a-Brac plus others donated to our Hospice shops was held at the Newlands Hospice Shop. Around \$1,914.40 was raised from this sale.

Grants

The ongoing support from grant funders, large and small, support operations and capital expenditure. As noted on page 13 the Ian Crabtree Charitable Trust has been a long-time major supporter of the Hospice and supported some large capital projects. These grant funders provided \$731,434 to the Hospice during the year up from \$667,992 the previous year.



The impact of our loyal supporters 2024/2025

The support that Mary Potter Hospice receives from the community enables us to continue our work. We are grateful to everyone who helps us, in whatever way they can, to achieve the highest quality service possible for the people in our care.

Thank you to all those individuals, families, friends, groups, workplaces and so many more who donated in the financial year 1 July 2024 – 30 June 2025. We couldn't do what we do without you. We are pleased to acknowledge the generous support of the following businesses, trusts and organisations.

Platinum

Mary Potter Hospice Forever Foundation;
Ian Crabtree Charitable Trust

Gold

Farmers and Farmers Stores Wellington Region (Kilbirnie, Lambton Quay, North City and Paraparaumu); MSV Trust; The Lion Foundation

Silver

BNI Combined Kāpiti Chapters; Bowen Trust Board; Jack Jeffs Charitable Trust; Mevo; NZ Community Trust; NZ Lottery Grants Board; Ray Watts Charitable Trust; Resene Paints; Rutherford & Bond Toyota; Tonks Family Foundation

Bronze

Dorothy L Newman Charitable Trust; Eftpos NZ; Fabric-a-Brac; Kāpiti Sunsets Calendar (Murray Short and local Kāpiti businesses); Kiwi Gaming Foundation; Maurice Capstick Medical Trust Fund; Maysie & Henry Hill Charitable Trust; Mitsubishi Motors NZ; Nikau Foundation (Robert & Kathleen Lyon Fund and Kevin & Julia O'Connor Fund); North Island Spearfishing Champs Fish Auction (Kāpiti Underwater Club and Doug Palmer Harcourts Paraparaumu); Pak'nSave Kilbirnie; Ron Long Charitable Trust; Rotary Club of Plimmerton; TG Macarthy Trust; Wellington Airport Regional Community Awards; Wellington Lodge No. 1521

Our sincere thanks to these loyal supporters

Aurora Lodge; Berry's Jewellers; Betty Stoker Charitable Trust; BNI Accelerate; BNI Biz Grow; BNI Business Abundance; BNI Capital City; BNI Positively Wellington; Brian Whiteacre Trust; Brigidine Sisters; Coffee Supreme; Cohen Family Trust; Crestmont Group; Cricket Wellington; Cyprus Community of Wellington; Dilmah NZ; Donovan Family Charitable

Trust; DW Dentice Electrical Contractors; Elite Services; Ellen Ngaire Cooper Trust; EM Pharazyn Trust; Estate Of William Hanna Trust; FH Muter Trust; Flight Coffee; Four Winds Foundation; Gallagher Insurance & Raizor - Insurance for Good; Gibson Sheat; Gold Coast Mechanical; Good Bitches Baking; Goodman Contractors; Graeme Eskrigge Charitable Trust; Greek Orthodox Community of Wellington; Hemi Matenga Bush Water Society; Hibrite; Hinemoa Kairangi Lodge Charitable Trust; Holmes NZ Limited Partnership; Hononga Milon; Howard & Co Realty; Inner Wheel Club Plimmerton; Irene Baker Foy Trust; Jack Hackett's/Four Kings; James R Gaynor Charitable Trust; Joan Moya Campbell Charitable Trust; Johnson Controls - Wormald; Just Paterson Real Estate; Kāpiti Flooring Xtra; Kāpiti Jewellery Design & Manufacturers; KPMG; LL Property Services; Lychgate Funerals; MARDAG; MetService - Te Ratonga Tirorangi; Mills Albert; Mojo Coffee; Mokoia Masonic Perpetual Trust; Moore Wilson & Co; Natoli Electrical & Communications; Norman Disney & Young; Norman Francis Paton Charitable Trust; NZ Herald; One Foundation; Paddy Brow Charitable Trust; Pak'nSave Kāpiti; Pak'nSave Porirua; Paraparaumu College - It's Show Time!; Parkwood Seekers; participating New World supermarkets of our 'Add a Dollar' campaign; Pelorus Trust; Peoples Coffee; Peter M Acland Foundation; Racing Integrity Board; Raumati Beach School; Rotary Club of Kāpiti; RSA Paraparaumu Poppy Fund Trust; Rutherford & Bond Toyota Porirua & Kāpiti; Sisters of Mercy; St Mark's School; Stuff Good Turns Programme; Supreme Balustrades; t Leaf T Ltd; T&R Interior Systems; Telesmart; The Nick Lingard Foundation; The Trusts Community Foundation; Thomas Cavell Connelly Nichol Charitable Trust; Trustees Executors Charitable Foundation; Unity Books; Vital; Waikanae Baptist Church Op-Shop; Waikanae Community Market; Waikanae Golf Club; Warren & Anne Plimmer Foundation; Wham Bam Events/Kāpiti Party Hire; Whitcoulls Lambton Quay; WN Pharazyn Trust; Z Energy Corporate Office; Z Energy Good in the Hood (Z Broadway, Z Kāpiti, Z Mana, Z Mungavin Ave)

The impact of our people

Hospice is about people.

There were 141 staff (104 full-time equivalent) and 614 volunteers doing Mary Potter Hospice's important work (at 30 June 2025). This compares with 144 staff (106.5 FTEs) and 562 volunteers the previous year.

Volunteer numbers grew 9%. Their roles are varied – inpatient unit hospitality, companion volunteering, retail support, biographers, floral artists, administration helpers, fundraising and much, much more. Thanks to a generous grant, we introduced Better Impact, a new volunteer database and online portal that's transforming how we manage and support our volunteer team. Since April 2025, all new volunteers have been onboarded through the system, which also lets them update their profiles, access resources, and review training materials.

There are nine current volunteers and five current staff who have given 25 or more years service to the Hospice.

Education for staff is vital, and this year Hospices across the lower North Island began collaborating on a regional education network, with the long-term goal of establishing a regional approach to education for staff, volunteers, other health professionals and the wider community.

The Education team also launched an allied health professional development recognition programme, creating clear career pathways for these professionals. In addition, a nursing development pathway was introduced, supporting growth from novice through to expert practice.



Gratitude in action: Meet Ben, a Mary Potter Hospice volunteer

For 18-year-old Ben, serving meals in the Inpatient Unit is a privilege. "I love hearing stories, cracking jokes, and making people laugh," he says. "People think hospices are sad places, but it's the opposite: welcoming, vibrant, and a great way to give back."

As he begins paramedic training, Ben plans to keep volunteering. His advice: "If you can't give time, donate or support fundraising—every contribution helps keep care free for patients and their whānau."

Ben is one of the many volunteers who help keep hospice services going in the retail network and patient services. As well, around 1000 volunteers assist community events such as the street appeal and Strawberry Festivals.

Chair Steph Dyhrberg (second from left) with members of the Kāpiti team - winners of the 2024 Quality Award

Wellington Regional Community Airport Awards

Mary Potter Hospice was delighted to receive the People's Choice Award at the regional finals of these community awards in recognition of our work in the Wellington region. The awards celebrate volunteers for their valuable contribution to society.

In the Wellington section, Mary Potter Hospice received first prize for our work related to Health and Well-being in the community and was overall Supreme Winner in the Wellington category. We were also nominated in the Kāpiti section.



Wellington Mayor Tory Whanau (centre) with Katerina Tesarova and Ross McLeod from the Hospice.



Receiving the People's Choice Award are (left to right) Phillip Harris, Clare Cain and Anthony Carter.



"Everyone is so friendly." Meet Ashwin, a friendly face in Newtown

When Ashwin volunteers at the Inpatient Unit in Newtown, he enjoys the friendly and warm environment. Ashwin is also a representative on the Hospice's Volunteer Advisory Team. "The Hospice does a really great job at making sure that volunteers are valued, and it's a privilege to be one of the representatives. Volunteers are such an integral part of the Hospice team."

Ashwin says that while sometimes there may be a young patient staying at the Unit, or there may be interactions with grieving loved ones which can be sad, he feels well supported by Hospice staff.

"The staff, including the support staff like the cleaners, are so friendly. We always share a warm hello and goodbye."



The impact on our finances

The struggle to make ends meet was eased this year through generous legacies, with \$2.54 million able to be invested into the Forever Foundation endowment fund to safeguard future operations and capital requirements. Legacy support totalled \$4,674,618, including 10 bequests over \$100,000 (worth \$4,164,355, or 89% of total bequest income). This compares with \$1,093,944 last year, of which five large bequests over \$100,000 contributed \$859,438 (79%).

During the year grants and donations funded a major IT upgrade to Microsoft 365, replacing all hardware and migrating to the Cloud. The Ian Crabtree Trust covered most of this project, as well as the 2023/24 lift refurbishment. We are very grateful for their ongoing support, which has been crucial in keeping the Newtown Inpatient Unit operational and fit-for-purpose.

In general, costs continue to rise – particularly salaries, cleaning and security - and our reliance on the community for support is constant.

Retail sales

The number of in-store sales decreased by 2% compared to the previous year, achieving income of \$3,171,759 compared with \$3,231,599 in 2023/24. Rents continue to increase, however insurance costs appear to have plateaued.

Te Whatu Ora funding

This year Te Whatu Ora provided 41% of our income, with a welcome 3% increase that helps us continue delivering quality palliative care. Our total income also reflects the recognised value of our amazing volunteers, whose contributions represent 7%.

A new Te Whatu Ora contract was agreed in June 2025 to partially fund our Hospice @ Home service, replacing the Last Days of Life programme. The Hospice @ Home service provides in-home nursing support until 10pm seven days a week, and has historically been supported through the generosity of our community via donations and grants.

While this new agreement is a welcome development, ongoing collaboration with Te Whatu Ora is essential to ensure the long-term

sustainability of our services. We remain committed to working together to explore further opportunities for support so that everyone in our community who needs specialised palliative care can continue to access it, free of charge.

Volunteer contributions

Volunteer services are a vital part of our daily operations and are recognised in both revenue and expenses. In the past year, volunteers contributed over 53,769 hours (2024: 52,948). Without their support, particularly in our stores, this important revenue stream would not be financially sustainable. The Hospice values each volunteer hour at the living wage rate of \$27.80 (2024: \$26.00).

Community fundraising events

The Hospice's successful community engagement continued during the year. The Strawberry Festivals raised \$116,497 in November 2024. The Annual Street Appeal brought in \$115,045 on the day, up from \$112,884 in 2024. There are many other ways that the Hospice

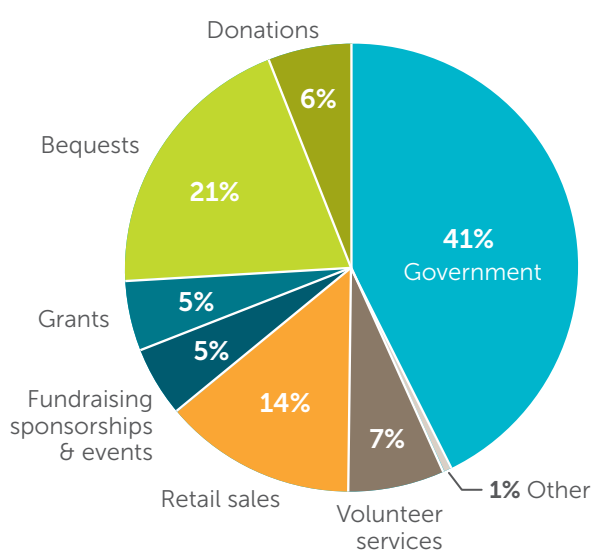
receives vital community support, including the regular giving Starlight Circle programme, in response to direct mail campaigns, donations in memory of loved ones, and in gratitude for Hospice services.

During the year the last of the Peter Lapsley Scholarship Fund was spent. This fund of \$64,378 was established in 2018 by the Estate of Peter Lapsley to support staff professional development.

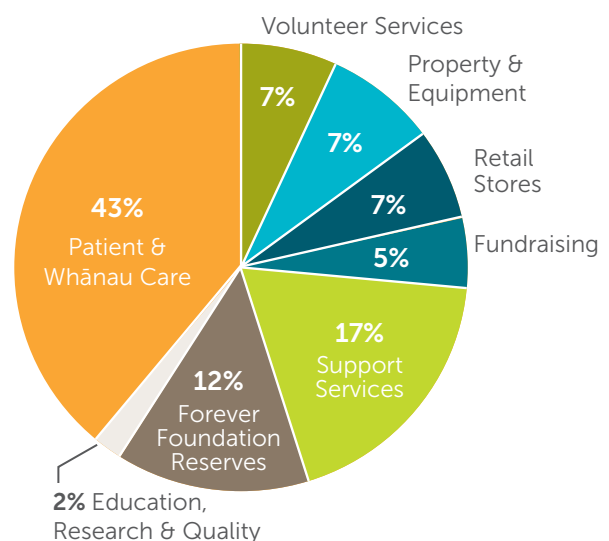
The Arthur Young Memorial Fund has paid \$94,830 to families in need since it started in 2020/21, from an opening fund balance of \$200,000.

During the year we welcomed our new auditors from Grant Thornton, and thanked Baker Tilly Staples Rodway for their 12 years of service.

Where the funding comes from



Where the funding goes



Operating Statement of Expenses and Revenue

Mary Potter Hospice Foundation For the year ended 30 June 2025	Mary Potter Hospice	
	2025 \$	2024 \$
Operating expenses		
Depreciation and amortisation	603,561	535,413
Forever Foundation Grants	2,540,000	-
Operating leases	857,988	812,374
Other	3,567,091	3,645,670
Personnel	12,834,443	12,091,232
Volunteer services	1,494,785	1,376,636
Total operating expenses	21,897,868	18,461,326
Operating revenue		
Exchange transactions		
Te Whatu Ora Funding	8,897,096	8,714,116
Retail sales	3,171,759	3,231,599
Interest and dividends	41,494	21,060
Other	111,075	98,357
Total exchange transactions	12,221,424	12,065,132
Non exchange transactions		
Bequests	4,674,618	1,093,944
Donations	1,766,611	1,739,016
Fundraising sponsorships and events	639,956	741,802
Grants	1,076,445	995,090
Volunteer services	1,494,785	1,376,636
Total non exchange transactions	9,652,415	5,946,487
Total operating revenue	21,873,838	18,011,619
Operating (deficit) for the year	(24,029)	(449,707)

Totals are rounded to the nearest dollar.

Statement of Service Performance 2024/25

Vision

We honour living and dignify dying for all.

Mission

Mary Potter Hospice helps people make the most of their final months, weeks and days of life. Our specialist team partners with other community health services to deliver palliative care for patients and their whānau with aroha and mana.

Access

International evidence suggests around 1/3 of all people who die need specialist palliative care. We know that the health system has failed Māori and Pasifika people – one indicator of whether we are addressing that is ensuring that at least 1/3 of

The heart of the matter: a promise

At the heart of our work is a promise we make to the people we serve and the communities we are part of: we will provide compassionate, free, specialist palliative care for everyone who needs it.

Our values and commitment to equity and Te Tiriti o Waitangi help guide our work.

Our care is focussed on responding to what patients tell us is most important to them. Guided by Te Whare Tapa Whā¹, we care for the whole person and the people most important to them.

Following are some important indicators of how well we are keeping that promise and about the quality of our services and organisation.

Māori and Pasifika people who die each year are being cared for by Mary Potter Hospice. The access time measure tracks whether people needing palliative care start to receive services as quickly as possible.

Measure	This year	Last year	Target
Māori deaths in our service as a percentage of Māori deaths in our service area	32%	31%	30%
Pasifika deaths in our service as a percentage of Pasifika deaths in our service area	28%	New measure	30%
Deaths in our service as a percentage of all deaths in our service area, excluding Māori and Pasifika	24%	25%	30%
Median wait time from accepted referral to first contact (visit or phone call) with patient	3 working days	New measure	4 working days

¹Te Whare Tapa Whā was developed by leading Māori health advocate Ta Mason Durie. This model describes hauora (health and wellbeing) as a wharehui (meeting house) - a house of four walls. Each wall represents a dimension of our health, and our connection to whānau and the whenua/land forms the foundation.

Experience and Outcomes

What patients and whānau say about our services is a key indicator of the quality of our work and helps us understand how well we are meeting people's needs.

Complaints received were managed in line with policy, with three resolved to complainants' satisfaction and one still under Health and Disability Commissioner review.

Measure	This year	Last year	Target
Percentage of patients responding to consumer surveys who said we always met their individual needs	90%	New measure	90%
Percentage of patients responding to consumer surveys who said we always met their social needs	86%	New measure	90%
Percentage of patients responding to consumer surveys who said we always met their cultural needs	77%	New measure	90%
Percentage of patients responding to consumer surveys who said we always met their spiritual needs	67%	New measure	90%
Formal complaints about our services	4	New measure	0%

People

Specialist palliative care requires a skilled and experienced workforce. We also need a workforce that reflects the ethnic makeup of the communities we are part of. Our health, safety

and wellness programmes and systems need to be keeping people safe and well in all our workplaces.

Measure	This year	Last year	Target
% of clinical workforce with more than 3 years' experience in Palliative care	81%	New measure	60%
% of staff who are Māori	8%	New measure	17%
% of staff who are Pasifika	2%	New measure	8%
Number of workplace injuries resulting in an ACC claim	6	New measure	0

Resources and Stewardship

These measures track the performance of our two non-government income sources. The level, and growth of returns to the Hospice from these activities is essential to our ability to continue to

cover growing costs and to ensure that everyone who needs our services can access them free of charge.

Measure	This year	Last year	Target
Net Retail profit growth compared with previous year	(20%)	New measure	3%
Gross Fundraising income (excluding bequests) growth compared with previous year	(3%)	New measure	3%



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Thank you for everything you do
for Mary Potter Hospice!