



Your Hospice, Your Impact

We honour living and
dignify dying for all.

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

“You understood Orlando as a whole person”

Orlando's whānau sent this card to the team at Mary Potter Hospice. He died in October 2025.

Their words show what you make possible: hospice care that supports each person as an individual while helping them feel comfortable and at home.

Care for the whole whānau

Hospice care doesn't stop with the person who is dying. It includes the people around them too.

For Orlando's children, being cared for included the welcome they received, the food they shared and knowing they were being looked after alongside their dad.

We so appreciate all the love, care & support you have poured into supporting & helping Orlando & our whole family. You have all been so very kind and caring and generous. You have given us hope for better days ahead amongst the hard times when we were feeling hopeless. We feel that you know & understand Orlando as a whole person and have made us all feel comfortable & at home. Thank you, Orlando & Lucy

Thank you
for taking
care of us
and giving
us all the
yumsnacks. and food.
Love from Maiti
and Taitoa 😊

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 whā

Tēnā koutou katoa

The words of Orlando and his whānau at the beginning of this report are a powerful reminder of what good hospice care can mean for the people we look after.

It means being known and understood as a whole person, feeling comfortable and at home, and knowing your whānau are cared for and supported too.

That is what we want for every person we care for. It's also why we keep looking at how we work and asking what we can do better.

Last year, we shared some of the changes we believed would help us do that. During 2025/26, much of that work moved from planning into practice.

We continued to develop our model of care, with our community teams working more closely as one integrated team and a stronger interdisciplinary approach to care. At the same time, we made significant progress on one of the biggest questions facing the Hospice: a new building to provide inpatient care for future generations.

We want to make sure these changes help us continue to do the best we can for the people and whānau we care for across Wellington, Porirua and Kāpiti.

Work like this relies on the contribution of many people. Our Board of Trustees volunteer their time and expertise to govern and guide Mary Potter Hospice, with valuable support from our advisory groups. We are very grateful for the commitment they bring to this work, particularly as we make important decisions about the future of hospice care.

This year we farewelled outgoing Chair Steph Dyhrberg and Trustee Tui Te Hau from the Board, with Kura Moeahu concluding his service shortly afterwards. Together, they gave 18 years of service as Trustees, and we thank them for the contribution they have made to Mary Potter Hospice.

Our staff bring skill, compassion and aroha to their work every day. Hundreds of people volunteer their time in our services, shops and communities. Donors, funders, retail customers, health partners and many others contribute in different ways. You are part of this wider Hospice community too.

This report shares some of what that collective effort has made possible over the past year and the impact it has had for people and communities across our region. You will see it in the care provided to patients and whānau, in knowledge being shared with others, in the places where we provide care, and in the many different ways our community continues to stand behind Mary Potter Hospice.

Thank you for the part you play in making this care possible.

Ngā mihi nui

Prof. Gregor Coster
Chair



Tony Paine
Chief Executive



Mary Potter Hospice Patron

- Dame Kerry Prendergast, DNZM

Mary Potter Hospice Board

- Steph Dyhrberg
(Chair and Trustee to Oct 2025)
- Emeritus Professor Gregor Coster, CNZM
(Chair from Nov 2025)
- Hori Waaka
(Deputy Chairperson from Nov 2025)
- Tui Te Hau (to Aug 2025)
- Peter Chew
- Liz Gibbs
- John Scutter
- Dr Tim Jefferies
- Kura Moeahu (to July 2026)
- Anthony Carter
- Phillip Jacques (from Oct 2025)
- Linda Clark (from Dec 2025)
- Nadine Gray (from Dec 2025)

Mary Potter Apartments Ltd

- Peter Chew (Chair from Nov 2025)
- Martin Lenart (Chair and Trustee to Nov 2025)
- Devon Diggie
- Melissa McGhie
- Mark Anderson (from March 2026)

Te Pou Tautoko Community Members

- Kaumatua Peter Jackson (acting Chair)
- Vanessa Eldridge (Chair to Dec 2025)
- Diane Tatana
- Hori Waaka
- Justine Te Moananui-Makirere

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- Tiimalu Maria-Goretti Sialava'a
- Agnes McKay
- Emily Toimata-Holtham
- Pastor Faimafili Henry Ugapo
- Michael Rongo
- Ngairi Lerwill

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
- Sandy McGregor, Director Fundraising Marketing and Communications



Your impact: Carolyn and Mani's story



Mani and I had travelled a lot in our time together. But for this final journey, I needed a guide, and Mani needed help beyond what I could give him.

I knew how hospice worked, but the phenomenal ability of just the right person with the right knowledge and skills to appear at exactly the time they were needed was a daily miracle. The Hospice team also worked with our GP's practice nurse, the DHB and ACC to make sure we had what we needed to keep Mani safe and comfortable at home.

The last few days are a bit of a merciful blur, but the support of the Hospice team meant that I could try to balance my roles as partner and carer.

I could be there for Mani, reminding him of his adventures and achievements, his courage and creativity, and of the love of his family, while knowing that there was expert management of his medication to keep him as comfortable as he could be.

There's no pretending it was easy, but it was a privilege to be able to go through that last journey together. As I wrote in the note with his family's donation to Mary Potter Hospice, between us we had managed to give Mani a good death, in his own time, in his own place and on his own terms.

He was able to die as he had lived, and there can be nothing better than that.



A more connected approach to patient care

Last year, we shared our plans to change the way our community teams work together, moving from multidisciplinary to interdisciplinary ways of working. This year, that work has taken shape.

Since the project began in November 2025, considerable work has gone on behind the scenes. Following consultation, clinicians and staff from different disciplines took part in co-design workshops, and the team continues to develop, test, and refine new ways of working together.

This has formalised the move from Multidisciplinary Team (MDT) to Interdisciplinary Team (IDT) working. Rather than disciplines working alongside one another, this approach supports them to work more collaboratively, sharing their expertise and understanding of each patient's needs.

Director of Clinical Services Donna Gray says feedback from managers is beginning to show the difference this work is making.

Teams are building stronger relationships and greater cohesion, with improved communication and a better shared understanding of roles and priorities. Greater visibility across services and faster information sharing are also supporting more coordinated decision-making.

The changes are strengthening a patient-centred approach to care. Care and service delivery are increasingly aligning with the principles of Te Whare Tapa Whā, supporting teams to consider the whole person and provide a more connected experience for patients and whānau.

The work continues as the integrated Community service develops. But this year's progress reflects the considerable work of people across Mary Potter Hospice to build a more connected way of working, centred on every patient and whānau we care for.



11,665

in-person contacts
with patients and
whānau in our care



12,170

phone calls with
patients and
whānau in our care

Your impact: By numbers



649
volunteers



205
is the average number of patients
receiving hospice care each day

51,900
volunteer hours



766 patients in total received
our services this year



109



Art Therapy sessions



1,438

Counselling sessions

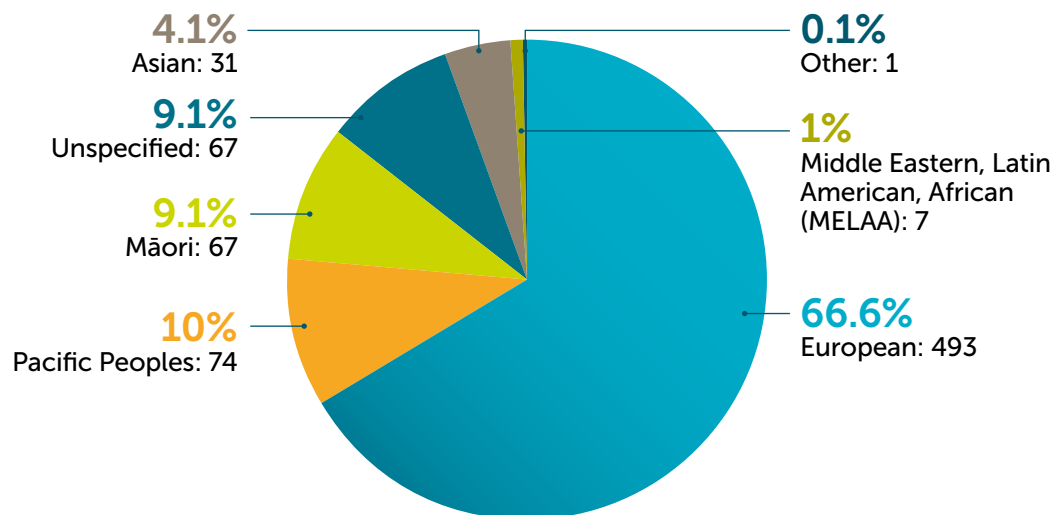
967

Outpatient clinics
(an increase from
922 last year)



283 admissions to the Inpatient Unit (IPU)
with a total of **2,663** bed stays
The average length of stay in IPU was **9.5** days

Our 2025/26 Patient Ethnic Distribution



15



staff completed
Te Tiriti o Waitangi
training

More
than

65 + 15

staff community
partners



completed **Te Whare
Tapa Whā** training



We awarded

1

Māori Nurse
scholarship

Care that makes space for culture

Think about a place where you feel completely at home. Perhaps it's a familiar view, the sound of people you love nearby, the landscape you know by heart, or the small things around you that hold memories and a sense of who you are.

There is comfort in familiarity. And at the end of life, when so much can feel uncertain, that sense of connection and belonging can matter enormously.

When someone needs the specialist care of our Inpatient Unit, we want them to enter a place that recognises more than their clinical needs. We want them to feel that they belong here, too.

That aspiration sits at the heart of our Culturally Safe Spaces project. It is part of Mary Potter Hospice's commitment to health equity and to being a good Te Tiriti o Waitangi partner: listening, learning and finding meaningful ways for our environment, as well as our care, to recognise te ao Māori.

This year, that commitment became something whānau can see and experience.

Local Tohunga Mahi Toi Kauia Moriarty and Vianney Parata created five striking art screens for our Inpatient Unit. Grounded in Te Whare Tapa Whā, the artworks carry pūrakau reflecting tinana, hinengaro, wairua, whānau and whenua. They are also mobile, so they can be brought alongside tūroro and whānau wherever they are needed.

One tells of transforming the storm into peace. Another evokes protection and safe passage from the physical world to the spiritual. Others speak of the watchful presence of a kaitiaki, the collective strength of whānau, and care and comfort for the body as life draws to a close.

They bring warmth, privacy and cultural familiarity into a clinical environment. Whānau sitting beside someone they love can be surrounded by signs that their culture, their connections and their way of understanding wellbeing have a place here.

It is another way you, as part of this community, help Mary Potter Hospice make room for the whole person at the end of life.

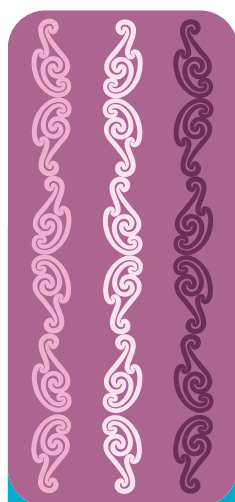
Our five striking art screens created by Tohunga Mahi Toi Kauia Moriarty and Vianney Parata



Raukawakawa
Tinana



Hinenuitepō
Wairua



Kopa
Hinengaro



Mako
Whānau



Pū te Hue
Whenua

Specialist palliative care that reaches further

When someone needs palliative care, much of their care may come from the GP or practice nurse they already know. Nationally, around two-thirds of people who die are cared for by their usual healthcare team.

Mary Potter Hospice has introduced a role to strengthen the connection between those healthcare professionals and specialist palliative care.



Shaun is our Specialist Palliative Care Nurse – Primary Healthcare Advisor. He has nearly 30 years of palliative care experience and works with GPs, practice nurses, paramedics, and other healthcare professionals across our community.

"A GP might call me about someone whose pain or breathlessness has become difficult to manage," says Shaun. "Or a practice nurse may need help planning for changes in someone's condition. Or another healthcare team might ask whether it's time for specialist palliative care to become more directly involved".

Sometimes advice over the phone is enough. At other times, Shaun can work directly alongside the healthcare team and the person they are caring for.

Since the role began in October 2025, Shaun has connected with teams across all 59 GP practices in the Mary Potter Hospice community, building relationships that make it easier for primary and specialist palliative care to work together.

Those connections extend beyond general practice. Shaun's sessions with Wellington Free Ambulance in Porirua help ensure decisions made at home reflect the person's wishes and may, where appropriate, avoid an unnecessary hospital visit.

The value of these relationships can last beyond one conversation, says Shaun.

"When I support a healthcare professional with a particular situation, that advice can help with their current patient, while equipping them with knowledge and confidence for similar situations in the future".

National palliative care planning shows why this approach is becoming more important. The number of deaths in New Zealand will increase from around 36,000 in 2023 to 63,000 in 2053, with more people dying at older ages and with multiple health conditions.

The national direction is to build capacity in both primary and specialist palliative care, with stronger connections between the two. Shaun's role is one way Mary Potter Hospice is putting that into practice locally, helping put specialist palliative care knowledge within reach for more people across our community.

A special thank you to **Starlight Circle supporters** who sponsor Shaun's role. Your ongoing support helps make this work possible across our community.



59 out of **59** GPs reached across our community



2,008 Starlight Circle supporters (an increase of **12%**)

Inpatient hospice care for future generations

This year, following several years of planning, the Mary Potter Hospice Board made the decision to progress plans for a new purpose-built Inpatient Unit at Kenepuru.

For more than 35 years, our Newtown hospice building has been an important part of Mary Potter Hospice.

Patients and whānau have received care there, staff and volunteers have supported families through some of life's most difficult moments, and our community has helped make that care possible.

As we look to the future, we need to ensure our facilities continue to support the changing needs of patients and whānau across Wellington, Porirua and Kāpiti.



A carefully considered decision

The decision followed extensive work to understand what would best support hospice care across our region in the long term.

Options included refurbishing the existing Newtown facility, rebuilding on the current site and relocating. Feasibility work, consultation with the Mary Potter Hospice community and a detailed business case helped the Board assess the options and their implications for service delivery, access and cost.

Newtown has served our community well, but we face challenges with the 35-year-old building. A long-term maintenance plan identified \$5 million of work required over the next few years. Even with that investment, the building would remain poorly configured as an Inpatient Unit and continue to have accessibility limitations.

The decision was therefore about more than replacing a building. It was about considering how specialist palliative care can best serve patients and whānau across the entire region in the years ahead.





Improving access for patients and whānau

Kenepuru's location offers an important advantage.

Mary Potter Hospice supports patients and whānau from Wellington through Porirua and Kāpiti, as far north as Peka Peka. Locating the Inpatient Unit closer to the geographic centre of this area will mean more patients and whānau are within a 30-minute drive of inpatient hospice care.

For patients and whānau, that means increased, equitable access to specialist inpatient care when it is needed.

A purpose-built facility also provides the opportunity to create an environment specifically designed for specialist palliative care, with the needs of patients and whānau considered from the outset.

Importantly, the proposed move accounts for Mary Potter Hospice's commitment to providing care throughout Wellington, Porirua and Kāpiti.

Most hospice care takes place in the community. At any one time, our community teams support over 220 people, predominantly in their own homes, and around 800 people

receive Mary Potter Hospice services each year. A Wellington base for the community team will be retained, alongside our existing presence in Porirua and Kāpiti.

There is still significant work ahead.

The proposed purpose-built facility at Kenepuru is being developed in partnership with Ngāti Toa. The next stages include design work and resource consenting, followed by construction, which is expected to take until early 2029. Hospice services will continue throughout this process.

The project is expected to cost approximately \$30 million, with a significant amount needing to be raised through community fundraising. No central or local government funding is anticipated.

Significant work remains, but the outcome is clear: a purpose-built Inpatient Unit that will improve access to specialist palliative care for patients and whānau across our region, while community-based hospice care continues in Wellington, Porirua and Kāpiti.

As it has throughout Mary Potter Hospice's history, community support will play an important part in making that care possible.

Your impact: By Hospice Shops

A jacket. A book. A lamp. A volunteer shift. A purchase. Together, they help make free specialist palliative care possible for the people who need it.



Small actions add up

One donated item might seem like a small thing. Across our shops, thousands of donations, purchases, and volunteer hours become part of something much bigger, helping keep hospice care free of charge for the people who need it.

Justin is one of our dedicated Retail Volunteers at the Mary Potter Hospice Shop in Miramar. Justin spends his volunteer hours repairing electrical items, helping prepare donations for sale, and lending a hand wherever it's needed.

"My paid job pays the bills, but this volunteering job is fulfilling and brings me a lot of joy."

"Every little bit matters. Every contribution helps Hospice do what they do best and support the community."



10 Hospice Shops
including one online
(increase of 1 shop)

Retail sales
reached a record
\$3.50 million
(increase of 10.5%
from last year)

In-store transactions
increased by 3%

358 Retail volunteers
(55% of our overall total)

14% of total revenue
came from Hospice Shops

The people behind hospice care

Every year, the Mary Potter Annual Awards, proudly sponsored by KPMG, bring together volunteers, staff, health partners and supporters to recognise some of the people whose work helps make hospice care possible.

Past recipients include people supporting patients week after week, serving meals and raising funds, alongside those maintaining our buildings, improving the quality of our services, sharing clinical knowledge and providing specialist care.



Mana Wāhine recipients of our Health Partner Award



PROUDLY SPONSORED BY



Your impact: By Fundraising

Ian will never know the people his gift might one day help. He won't know their names or their families. He won't be there to see what his gift makes possible.

But he knows what it's like to need Hospice. Ian's wife, Susan, was diagnosed with motor neurone disease in 2016.

As her illness progressed, Mary Potter Hospice cared for Susan at home, during respite stays and, finally, in the Inpatient Unit during the last weeks of her life. "The care that they wrapped around her and myself at that really, really tough time was absolutely exceptional."

And that care wasn't only for Susan. Ian was her husband, her companion and part of the whānau navigating everything that came with her illness. After Susan died, Hospice continued to support him. "There were specialist people providing me with what I needed, even if I didn't realise I needed it. That was incredibly valuable to me."

Today, Ian volunteers for Mary Potter Hospice. And he's decided his connection with Hospice won't end there. He's leaving a percentage of his estate to Mary Potter Hospice in his Will, after first taking care of the people who matter to him.

For Ian, it was a simple way to continue supporting an organisation close to his heart. "Knowing that I am leaving some money behind after I've gone that might help someone in exactly the same situation I have been in makes me so happy that I can continue to help out Mary Potter Hospice after I'm gone." His family knows about his decision, and fully supports it.

One day, Ian's gift might help another husband sitting beside the person he loves. Another whānau facing something they never expected.

Ian will never know them. But he knows what it means to have Hospice there when you need it. And through his gift, he can help make sure someone else does too.



Ian Chapman

\$6.24 million

received from gifts in Wills,
making up 26% of revenue

16% of revenue came from
donations, grants, fundraising
sponsorships and events

\$118,663 raised on the day
of our Annual Appeal in May



What Kāpiti made possible

This year, we refurbished our Kāpiti Community Base to better support the patients, whānau, staff and volunteers who use it. The Kāpiti community found all sorts of ways to help make it happen.

Many made donations. Others bought tickets, bid at auction, gave their professional time, reduced their fees or found ways to make the budget stretch further. For example, at A Night Under the Stars Gala Dinner, 110 people raised more than \$50,000 in one evening.

As a result of this generosity, patients and whānau have more welcoming spaces for outpatient clinics, counselling and art therapy. The refreshed Day Room includes a new open-plan kitchen and appliances for patients, volunteers and staff.

To support that care, we now have fit-for-purpose workspaces, soundproofed areas, and additional storage. Improved heating and ventilation also make the building more comfortable year-round.

The team based here supports around 200 people each year. What people across Kāpiti gave, raised and contributed has helped renew the Community Base. In doing so, they've helped ensure people in their community can continue to receive specialist palliative care for years to come.



A Night Under the Stars Gala Dinner



Our Supporters 2025/26

Thank you to all the individuals, families, friends, groups, workplaces and many more who donated during 2025/26. Your support helps make specialist palliative care possible for patients and whānau across our community.

Please join us in acknowledging the generous support of the following businesses, trusts and organisations.

Platinum

Deane Endowment Trust; Ian Crabtree Charitable Trust; Mary Potter Hospice Forever Foundation; Thomas George Macarthy Trust

Gold

Farmers and Farmers Stores Wellington Region (Kilbirnie; Lambton Quay; North City and Paraparaumu); NZ Lottery Grants Board; Paddy Brow Charitable Trust; Pub Charity

Silver

Bowen Trust Board; Cohen Family Trust; Eftpos NZ; Hnry Stadium | Wellington Regional Stadium Trust; Jack Jeffs Charitable Trust; Nikau Foundation (Kāpiti Disability Support Fund); NZ Community Trust; Ray Watts Charitable Trust; Ron Long Charitable Trust; Rutherford & Bond and King Toyota; The Lion Foundation

Bronze

Coronation Lodge 127, The Freemasons Charity, & NZ Pacific Lodge; Dorothy L Newman Charitable Trust; Fabric-a-Brac Wellington; Kāpiti Sunsets Calendar (Murray Short and local Kāpiti businesses); Lions Club of Kāpiti; Lions Club of Waikanae; Luke Southorn; Mevo; North Island Spearfishing Champs Fish Auction (Kāpiti Underwater Club and Doug Palmer Harcourts Paraparaumu); Pak'nSave Kilbirnie; Resene Paints; Thomas Cavell Connelly Nichol Charitable Trust; Tour de Plim 2025; Unstoppable Force; Waikanae Golf Club; Wellington International Airport; Wham Bam Events NZ; What Would You Wear to WOW Charity Fashion Parade

Our sincere thanks to these loyal supporters

33 Club Trust Board Inc; 501st Legion Outpost 42 NZ Garrison; Beach FM; Berry's Jewellers; Betty Stoker Charitable Trust; BNI Accelerate; BNI Biz Grow; BNI Business Abundance; BNI Capital City; BNI Capital Connections; BNI Harbour City; BNI Positively Wellington; Brian Whiteacre Trust; C G Jung Association; Capital City Motors Kāpiti; Coffee Supreme; Crestmont Group; Cyprus Community of Wellington; Dilmah NZ; Donovan Family Charitable Trust; DW Dentice Electrical Contractors; Eastern Suburbs U3A; Elite Services; Ellen Ngaire Cooper Trust; EM Pharazyn Trust; Entertainment Publications; Estate Of William Hanna; Fabric-a-Brac Kāpiti; FH Muter Trust; Flight Coffee; Four Winds Foundation; Gallagher Insurance & Raizor - Insurance for Good; Gibbons Hotel/Four Kings; Gibson Sheat; Gold Coast Mechanical; Good Bitches Baking; Graeme Eskrigge Charitable Trust; Greek Orthodox Community of Wellington; Harcourts Foundation Hospice NZ Grants Programme; Harvey Norman Commercial Division; House of Travel Wellington City; Howard & Co Realty; Hutt Mana Charitable Trust; Hygiene Systems; Inner Wheel Club Wellington; Irene Baker Foy Trust; James R Gaynor Charitable Trust; Joan Moya Campbell Charitable Trust; Kaffee Eis; Kāpiti Coast District Council; Kāpiti Coast Line Dancers; Kāpiti Jewellery Design & Manufacturers; Kāpiti VA; Karori Classics; Kiwi Gaming Foundation; KPMG; Lions Club of Kapakapanui (Paraparaumu); Lions Club of Kāpiti Pakeke; LL Property Services Ltd; Lychgate Funerals; MARDAG Holdings Ltd; Maurice Capstick Medical Trust Fund; Menzshed Kāpiti; Metlifecare Kāpiti Village Residents' Committee; MetService - Te Ratonga Tīrangi; Milestone Foundation Limited; Mills Albert; Mixed Media Design; Mojo Coffee; Mokoia Masonic Perpetual Trust; Moore Wilson & Co; MusicHelps - Āwhina Puoro; Natural Sugars NZ; New World participating supermarkets of our 'Add a Dollar' campaign; Norman Francis Paton Charitable Trust; NZ Herald; One Foundation; Pak'nSave Kāpiti; Pak'nSave Porirua; Paraparaumu College - It's Show Time!; Pelorus Trust; Peoples Coffee; Peter M Acland Foundation; Raumatī Beach School; Rotary Club of Kāpiti; Rotary Club of Plimmerton; Rutherford & Bond and King Toyota Porirua & Kāpiti; Sevenoaks Social Committee; Seyip Association of NZ; Southward Car Museum; Sprig+Fern Brewing Co and Sprig+Fern Taverns Wellington Region; Spy Valley Wines; Stuff Good Turns Programme; Summerset Group Holdings; t Leaf T Ltd; T&R Interior Systems Ltd; The Nick Lingard Foundation; The Trusts Community Foundation; Titahi Bay Bowling Club; Unity Books; Vital; Waikanae Baptist Church Op-Shop; Waikanae Community Market; Waikanae Funeral Home; Warren & Anne Plimmer Foundation; Wellington City Council Events; Wellington Water Filters; Westpac NZ Employee Matching Gift Programme; Wilks Charitable Trust; Z Energy - KJ & LM Burns Limited; Z Energy Good in the Hood (Z Kāpiti, Z Kilbirnie, Z Mana, Z Taranaki St)

Financial Statements 2025/26

Every donation, gift, purchase and hour volunteered helps make free specialist palliative care possible. This year, community support helped Mary Potter Hospice continue providing that care to patients and whānau across Wellington, Porirua and Kāpiti.

Total revenue increased by 11.6% to \$24.42 million compared to 2024/25, while expenses increased by 12.6% to \$24.66 million, resulting in a modest deficit of \$245,130.

Legacies supporting future care

Bequests reached \$6.24 million this year, an increase of 34% on the previous year. Twelve gifts of more than \$100,000 contributed \$5.83 million, or 93% of total bequest income.

This extraordinary generosity enabled the investment of \$4.49 million in the Forever Foundation, supporting the future development of the Kenepuru New Build and helping ensure hospice care remains available for future generations.



Retail sales grow despite rising costs

Retail sales reached a record \$3.50 million, up 10.5% on the previous year, with in-store transactions increasing by 3%.

While rising operating costs continued to put pressure on the contribution from retail, our shops had a record year for sales. Thank you to everyone who donated goods, volunteered their time or shopped with us. Your support helps make specialist palliative care possible for our community.

Funding care together

We are deeply grateful for the government's continued support, which plays a vital role in sustaining hospice care and the skilled workforce that delivers it. Te Whatu Ora funding increased by 3% to \$9.15 million this year, representing 37% of total revenue and covering 69% of total personnel costs.

Donations also rose to \$1.87 million, and grants increased to \$1.42 million. Together, government funding and the generosity of donors and grant funders help ensure patients and whānau can continue to access specialist palliative care free of charge.

Health New Zealand
Te Whatu Ora



The value of volunteering

Volunteers contributed more than 51,900 hours across retail, fundraising and patient services during the year. Their contribution was valued at \$1.50 million in the financial statements. If you gave your time this year, those hours became part of something much bigger, supporting patients, whānau and the many services that make hospice care possible.

Community fundraising

People like you held and supported events all across our region. The Strawberry Festival raised \$110,952 through sales and sponsorships this year, while the Annual Street Appeal raised \$118,663 on the day.

If you bought tickets, hosted, shook a bucket, made a donation, volunteered or sponsored an event, you helped turn those fundraising totals into support for hospice care.



Investing in care and people

Patient and Whānau Care remained the largest area of expenditure, with \$10.16 million invested in services during the year.

Personnel costs totalled \$13.19 million, reflecting the skilled workforce needed to deliver hospice care. Clinical teams work alongside support services and generous volunteers to help provide safe, sustainable and high-quality care across the region.

Looking ahead

The generosity people like you have shown this year helped Mary Potter Hospice meet rising costs, invest for the future and continue delivering specialist palliative care.

As the needs of our community continue to evolve, we remain committed to regularly reviewing our services and the way we deliver them, ensuring the resources entrusted to us are directed where they can make the greatest difference for patients and whānau.

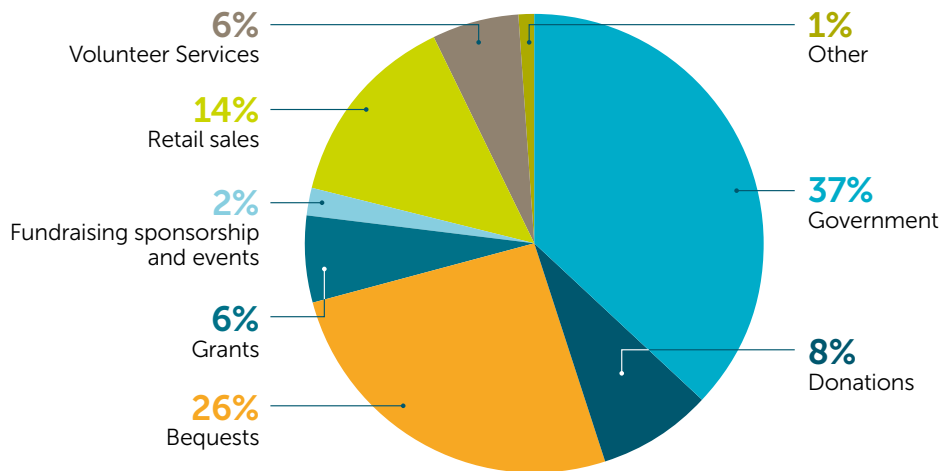
Statement of Comprehensive Revenue and Expense

Mary Potter Hospice Foundation
For the year ended 30 June 2026

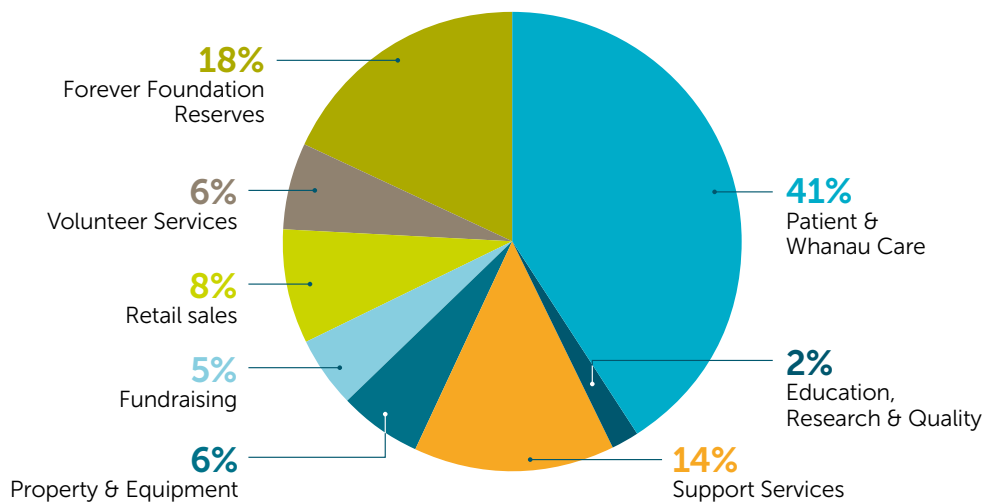
	2026 \$	2025 \$
Revenue		
Exchange transactions		
Te Whatu Ora services	9,146,080	8,897,096
Retail sales	3,504,179	3,171,759
Interest and dividends	23,401	41,494
Other	115,782	111,075
Total exchange transactions	12,789,442	12,221,424
Non exchange transactions		
Bequests	6,242,317	4,674,618
Donations	1,870,327	1,766,611
Fundraising sponsorships and events	591,065	639,956
Grants	1,420,754	1,076,445
Volunteer services	1,503,589	1,494,785
Total non exchange transactions	11,628,052	9,652,415
Total revenue	24,417,494	21,873,838
Expenses		
Depreciation and amortisation	636,986	603,561
Grants - Forever Foundation	4,492,317	2,540,000
Operating leases	898,311	857,988
Personnel	13,192,650	12,834,443
Volunteer services	1,503,589	1,494,785
Other	3,938,772	3,567,091
Total expenses	24,662,624	21,897,868
	(245,130)	(24,029)
Deficit for the year		
Total comprehensive revenue and expense for the year	(245,130)	(24,029)

Totals are rounded to the nearest dollar.

Where the funding comes from



Where the funding goes



Group¹ Statement of Service Performance

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 Whā², we care for the whole person and the people most important to them.

Some important indicators of how well we are keeping that promise and about the quality of our services and organisation:

Access

Measure	This year	Last year	Target
Māori deaths in our service as a percentage of Māori deaths in our service area	26%	32%	30%
Pasifika deaths in our service as a percentage of Pasifika deaths in our service area	32%	28%	30%
Deaths in our service as a percentage of all deaths in our service area, excluding Māori and Pasifika	21%	24%	30%
Median wait time (working days) from accepted referral to first contact (visit or phone call) with patient	2	3	4

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 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.

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 peoples' needs.

Measure	This year	Last year	Target
Percentage of patients or whānau who rated their overall satisfaction with the Hospice services as 'Satisfied' and 'Very Satisfied' in the annual consumer survey	90%	New measure	90%
Formal complaints about our services	1	4	N/A
Percentage of formal complaints responded to within agreed timeframes	100%	New measure	100%

Consumer feedback from the Annual Consumer Survey 2026 and the Inpatient Unit feedback programme confirmed consistently high levels of satisfaction with Mary Potter Hospice services. Response rates increased across both surveys, and patients and whānau described care as compassionate, respectful, responsive, and supportive. Key strengths included emotional support, high-quality clinical care, and strong whānau engagement, while opportunities for improvement were identified in spiritual care, information sharing, and support for whānau and caregivers.

During the year, the Foundation received one formal complaint, compared with four in the previous year. The complaint was managed in accordance with policy and legislative requirements. While no corrective actions were required, opportunities for service improvement were identified, including strengthening collaboration with the ARC Partnership Nurse for patients in residential care and implementing any recommendations arising from the ongoing HDC investigation.

People

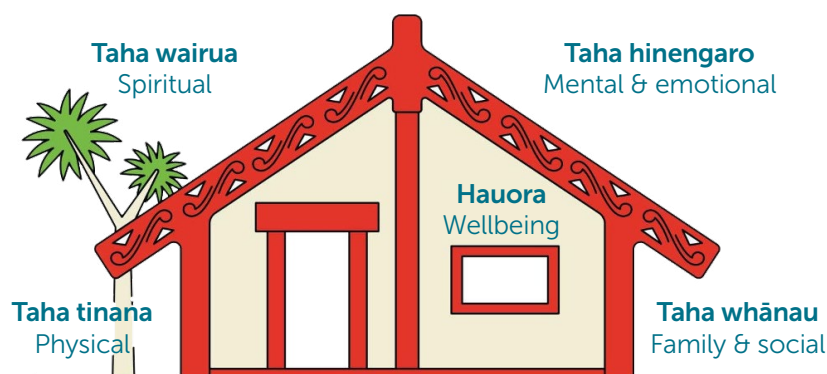
Specialist palliative care requires a skilled and experienced workforce. We also need a workforce that reflects the ethnic makeup of the communities we are part of. Our health, safety and wellness programmes and systems need to be keeping people safe and well in all our workplaces

Measure	This year	Last year	Target
Percentage of clinical workforce with more than 3 years' experience in Palliative care	93%	81%	60%
Percentage of staff who are Māori	8%	8%	17%
Percentage of staff who are Pasifika	2%	2%	8%
Number of workplace injuries resulting in an ACC claim	8	6	0

Resources and Stewardship

These measures track the performance of our four non-government income sources. The level, and growth, of returns to the Foundation 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 cf previous year	10%	(20%)	3%
Gross Fundraising income (excluding bequests) growth cf previous year	1%	(3%)	3%
Mary Potter Apartments Ltd average rental yield across investment rental portfolio	4%	4%	4%
Apartment occupancy average over the year	98%	96%	95%
Forever Foundation ROI net of fees and CPI	5%	7%	4%



¹Group refers to the combined entities of The Mary Potter Hospice Foundation, Mary Potter Hospice Forever Foundation and Mary Potter Apartments Limited.

²Te Whare Tapa Whā was developed by leading Māori health advocate Ta Mason Durie. This model describes hauora (health and wellbeing) as a wharenui (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.

Thank you

Patients and whānau trust Mary Potter Hospice to care for them as they approach the end of life, and to support those closest to them. Staff bring specialist knowledge, compassion and aroha. Volunteers give their time. Donors and supporters give generously. Funders, health partners and the wider community stand behind this mahi.

As part of the Mary Potter Hospice community, your contribution has an impact. It helps make specialist palliative care possible for people and whānau across Wellington, Porirua and Kāpiti.

Ngā mihi nui.



marypotter.org.nz

**Want to help bring
compassionate hospice care
to people and whānau across
your community?**

Volunteer your time
Shop or donate goods at Hospice Shops
Leave a gift in your Will
Make a donation
Join our team

Find out more at
marypotter.org.nz

**Thank you for being part of our
hospice community. Together,
we make a difference.**