

## From the Chief Executive and Board Chair.

**Time flies over us, but leaves its shadow behind - Nathaniel Hawthorne**

**Welcome to Arohanui Hospice's Annual Impact Report for 2023/2024.**

As we reflect on the year that has passed, we are filled with deep gratitude for the incredible support of our community. Thanks to your generosity, we have raised more than \$4 million through the Foundation this year, ensuring that our services remain free of charge for all those who need them. This contribution, along with the dedication of over 600 + volunteers, who have generously donated more than 60,000 hours, has been vital in helping us deliver care and compassion to the people who need it most.

Our commitment to supporting patients and their whānau in the community continues to grow. During this financial year, we have invested in the training and development of Nurse Practitioners, Medical Registrars, family support staff, and nursing trainees. By expanding our team and expertise, we ensure that we can continue to meet the increasing need for hospice care in our region. In our inpatient unit, we provide expert care and symptom management to those who require short-term stays—usually before returning home. Our focus remains on caring for both the patient and their whānau in a welcoming environment that feels nothing like a hospital.

We are proud to have welcomed many new nurses and healthcare assistants to our team as we farewelled those who have retired, continuing to uphold the high standards of care that Arohanui Hospice is known for. The dedication of our people, and the wrap-around care we provide, is the cornerstone of everything we do.

Partnerships are key to our success. We have invested in an Equity & Partnerships role and we are working closely with our Māori, Pacific and other cultural partners to ensure that our care meets their needs.

We deeply value our relationships with Hato Hone St John, District Nurses, General Practice Teams, Hospital Clinicians, and the Hospital Palliative Care Team. Together, we provide coordinated, patient-centred care that ensures everyone has access to the support they need. We are also grateful to our donors, community groups and business partners, whose support helps us to continue providing these essential services. This year, we have also been active in national efforts to ensure that hospice services across the country are equitable, sustainable, and accessible to all.

As we move into Financial Year 2024/2025, we are excited about the future. We are actively planning for the next phase of Arohanui Hospice's growth—investing in the ways in which we deliver care and making plans for development of our facilities to meet the future need. We have made significant progress and look forward to sharing our plans with you soon.

While the reach of Arohanui Hospice care extends far across the region, our gratitude runs even deeper. We are incredibly thankful for every single person who has helped us make a difference in the lives of so many in our community. Your loyal and ongoing support allows us to continue our mission of helping to "take the bumps out of a difficult journey" for our patients and their families.

Aroha mai, aroha atu.

**Clare Randall**  
Chief Executive



**Lorraine Vincent**  
Board Chair



# Our Impact

1 July 2023 - 30 June 2024

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# Returning Care and Aroha To You Every year

Our impact is much more than numbers and statistics. At the heart of hospice is our philosophy of care, being holistic – taking into consideration a person’s entire being and needs. These figures reflect at a glance how many people, between 1 July 2023 - 30 June 2024, relied on the services that Arohanui Hospice provide, and the scale of which we need to be growing to keep up.

Since 1991, Arohanui Hospice has supported a population of over 200,000 across our vast region and delivered excellent care and support to those with life-limiting illnesses and their families/ whanau. Our care is provided free of charge and approximately 54 percent of our funding comes from Te Whatu Ora, with the remaining funding shortfall of \$4.2 million being raised in our community. We pride ourselves on providing quality specialist palliative care to our patients and the wider medical community, so that those in our region with life-limiting illnesses can live their life to the fullest with empathy, compassion and above all, with aroha.



**We cared for 1,160 patients**



We received **924** new referrals for our care averaging **77** per month

Approximately **4,800** family members were supported.

**52,621** clinical contacts by our team.

**Our community nurses made 4,356 visits**



**Community Snapshot**

**79%** of our patients were cared for entirely within the community

**101** average number of days in our service

**187,974** kms were travelled by our community nurses

**Education Snapshot**

**55** education and training sessions held for medical professionals.

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

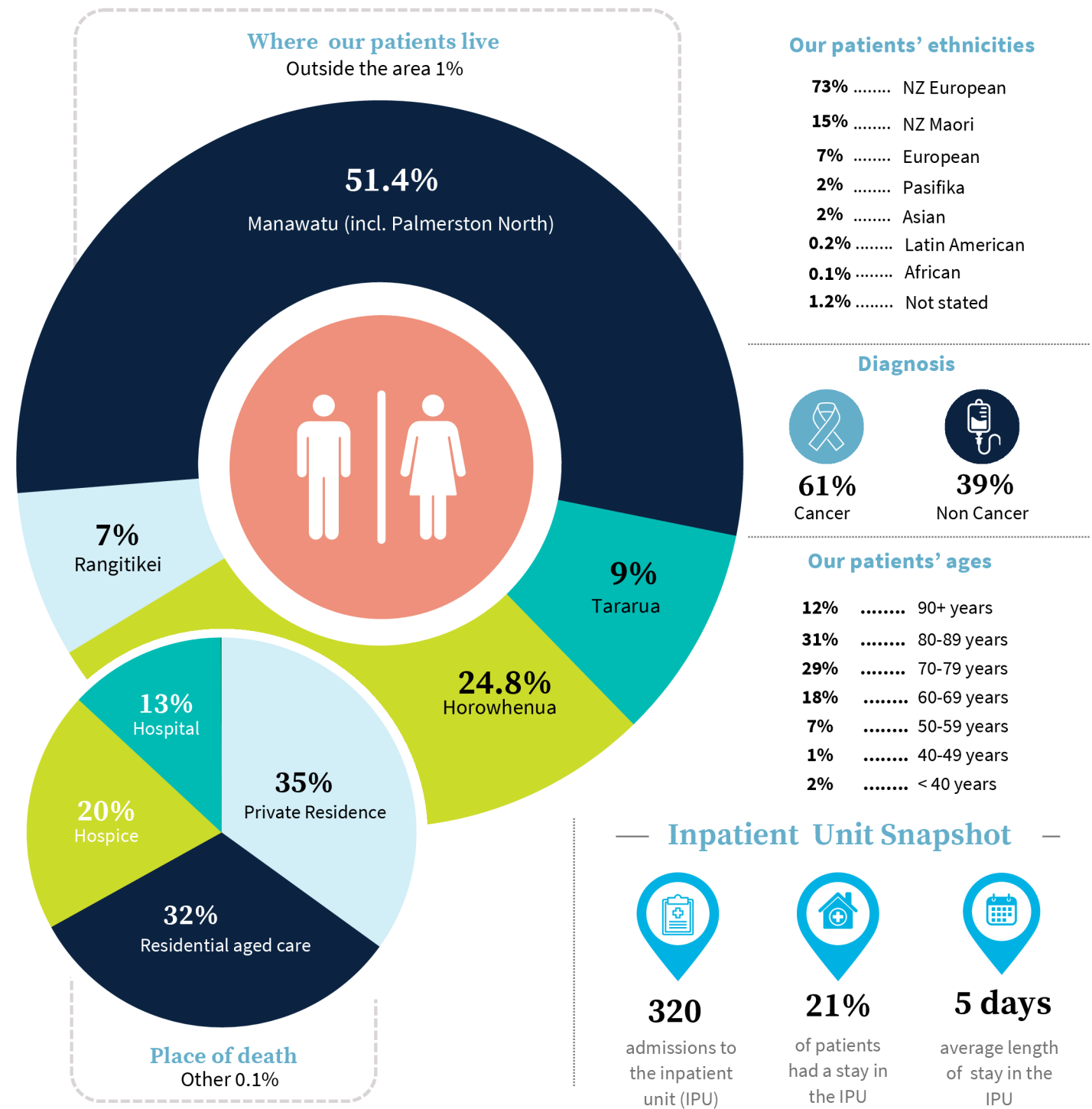
**502** the number of times our range of educational services were attended.

**Volunteer Snapshot**

**567** total volunteers

Over **60,000** hours were generously donated.

if paid the living wage of \$27.80/hr **our volunteers contributed \$1,668,000 worth of time.**

**Fundraising snapshot**

- Bequests** \$675,737
- Farming for Hospice** \$127,926
- General Donations** \$464,716
- Our Hospice Shops** \$1,680,634
- Events** \$363,478
- Grants and Foundations** \$317,226

**We raised a total of \$4,214,705**