

Hospice West Auckland | 01.07.2024 - 30.06.2025

Impact Report



Living Every Moment
He rā hōu, he oranga ngākau



Our Mission

Pokohiwi ki te pokohiwi

We will walk with people and their
whānau, delivering the best palliative
care, where everyone matters

Our Vision

Dignity, comfort, and choice through
specialised palliative care for all

Our Values

Kaitiaki Taonga
Ngākau Aroha
Kotahitanga
Wairua Whakaute
Aronga Whanokē

Accountability
Compassion
Togetherness
Respect
Innovation

Our Pillars

- Our best for the West
- Your care, your choice
- Partnering with our communities
- Thinking ahead
- Wellbeing



CEO & Chair Report



This year has focused on strengthening our foundations for the future of Hospice care in West Auckland. Through careful strategic planning, we are positioning Hospice West Auckland to adapt to changes in the healthcare, social, and economic environment, ensuring our services remain sustainable and effective. We are committed to leading innovation in palliative care so we can continue to meet the needs of our community.

The continuing success of our Korowai Care programme highlights the value of this model of care. Feedback from patients, whānau and our clinical teams shows it is bridging a vital gap – supporting people to remain at home with extended, intensive care. Korowai Care not only eases pressure on acute services but also strengthens the confidence and wellbeing of families.

Building cultural confidence has been another key focus. The establishment of Te Rōpū Mauri Mate and the appointment of a Kaiārahi – Cultural Lead have been significant steps in deepening our connection with Māori patients, whānau and community networks. We are also committed to strengthening our understanding and engagement across the diverse populations that make West Auckland, so that every family feels supported in ways that honour their culture, values and traditions.

Peter Larmer

Hospice West Auckland Chair

We have strengthened and expanded our relationships with community providers, guided by our commitment to ensuring all West Aucklanders have access to palliative care and support. Building strong and meaningful relationships is central to extending our reach, understanding the complexities faced by community providers, and collectively delivering responsive palliative care.

Innovation is also shaping the evolution of our retail model. This year we launched *Flair*, a premium op shop delivering a curated retail experience that showcases style and quality. By redefining what an op shop can be, *Flair* extends our reach to new sectors and strengthens our ability to generate vital income.

At the heart of Hospice West Auckland are our people — skilled staff, generous volunteers, and a supportive community. Every contribution, whether through time, expertise, or support, enables us to deliver free, compassionate specialist palliative care to those who need it most. Together, we create a lasting impact for families across West Auckland, and we extend our sincere thanks to everyone whose dedication and generosity make this possible.

Dean Kelly

Hospice West Auckland Chief Executive Officer



Our Reach

\$1,197,611

raised by Hospice
West Auckland Op
Shops (net)

350⁺
active
volunteers

+

36,045
hours
worked

=

\$847,057
equivalent
cost

21.2
FTEs



Hospice Op Shops

TE ATATŪ PENINSULA

568 Te Atatū Road, Te Atatū Peninsula

NEW LYNN

17 Delta Ave, New Lynn

HENDERSON

Op Shop
208 Swanson Road, Henderson
Learning Centre and Distribution Centre
206 Swanson Road, Henderson

WESTGATE - FLAIR

2B Topere Way, Westgate

MASSEY

396 Don Buck Road, Massey

GLEN EDEN

186 West Coast Road, Glen Eden

HELENSVILLE

36a Mill Road, Helensville

KUMEŪ

46 Main Road, Kumeū

HELENSVILLE

KUMEŪ

WESTGATE

MASSEY

HENDERSON

GLEN EDEN

NEW LYNN

Hospice House

52 Beach Rd, Te Atatū Peninsula

TE ATATŪ PENINSULA

NEWMARKET

MOUNT EDEN

ONEHUNGA

MĀNGERE

South Head

Parakai

Waitoki

Dairy Flat

Coatesville

ALBANY

ROSEDALE

GLENFIELD

Riverhead

Waimauku

HOBSONVILLE

Taupaki

Muriwai

WAITAKERE

TITIRANGI

Piha

Huia



Our Year

Number of Patients



We cared for
760
patients

New patients
516
(68%)

Existing patients
244
(32%)

Average number of patients
in our care at one time

226



We made
25,524
contacts with patients

Percentage
satisfaction of
patients and carers:

Place of Death



72%

died in the place
they call home



75%

died in their
preferred
place of death

Diagnosis



Cancer
75%
Other illnesses
25%



Training and education



Number of education
sessions delivered



Total attendees
trained

Admissions by ethnicity



65% ● European
12% ● Pacific
11% ● Māori
10% ● Asian
2% ● Other

Number of students hosted



For education sessions
42
For placements
7

Admissions by age

Under 65 years
27%

65+ years
73%



Angela's Story

On October 17th 2023, the Brightmore family's world was turned upside down when, at the age of just 44, a tumour was found in Angela's brain. One month later they were introduced to the world that is Hospice.

Aron and Angela first met as teenagers but it wasn't until a chance meeting years later that sparks flew. From then on, they were inseparable. Within six months they had blended families and moved in together, later marrying and having a daughter. "Everything just felt right: this is it, this is us," says Aron.

Life changed twelve years later when Angela developed a tremor in her hand. A neurology referral was made, but before her appointment she woke one morning with one side of her mouth drooping. A rushed visit to hospital revealed a mass in her brain. "I'll never forget that moment when the doctor walked back in," recalls Aron. "He knelt down next to the bed, and I knew then that we were in real trouble."

A biopsy confirmed the worst: the tumour was inoperable. And despite an initial prognosis of two to three years with treatment, her condition deteriorated rapidly. That was when a neurology nurse suggested Hospice. At first Aron resisted: "My very limited knowledge of Hospice at the time was that it was where you went to die. So my immediate reaction was: no way – she's not there yet! But the nurse told us there was so much more that Hospice does."

The referral opened a new world of support. Aron became Angela's full-time carer, but with Hospice beside them, he was never alone. "She very quickly went from being a strong, independent woman who could do anything to needing help with almost everything. And I would have cared for her a million times over, but I couldn't have done it without Hospice."



Hospice provided the support the family needed to care for Angela at home, including that vital coordination of care among her wider medical team. Aron was shown everything from how to use a slide sheet to administering medication and giving sponge baths. "Hospice gave us the reassurance that what we were doing was right," says Aron.

Part of Angela's support included admission to Hospice's Korowai Care programme, where she was provided with short-term intensive symptom management and care. "Without it, Angela would have ended up in hospital because I wouldn't have been able to look after her, or the kids," says Aron.



In the past year we:



Cared for

760

patients



Supported

72%

of patients to die
in the place they
call home



25,524

contacts with patients

27%

of patients are
under 65 years old

926

referrals for social
care services

69

people were cared
for in Korowai Care

We supported

718

patients and whānau
holistically

Aron was also supported by Hospice's 24-hour phone line, providing advice and reassurance even in the middle of the night. "Regardless of who we spoke to, they made us feel like we were the only people who mattered, and they all knew our story so I never had to explain it."

What mattered most to Aron was Angela's safety and dignity. "With Hospice that was never in question," he says. He recalls the Massage Therapist visiting a week before Angela passed, treating her with profound respect, and their nurse Charlie, who "became part of our family. You could actually see Angela relax when she walked in the room."

Aron will never forget the day Angela died. "The Hospice Doctor came to do the final checks and she talked to Angela like she was still with us, telling her what was happening. That level of respect was just mind-blowing."

Hospice continued to walk alongside Aron and his family after Angela passed away, providing grief counselling and arts therapy. Those sessions, he says, were a vital part of learning to live with loss.

"Hospice showed us what true care looks like," says Aron. "They didn't just see Angela as a patient; they saw her as a person, and they supported all of us as a family. The effect they had on our lives is indescribable. You could never put a price on it."



Angela's Story – Walking the Final Path Together is a nine-episode podcast series available on all major podcast platforms chronicling the final chapter of Angela's life and Hospice experience. It is an informative, intimate and emotional look at who Angela was, and her journey with Hospice from diagnosis to saying goodbye. It also features members of the Hospice West Auckland team giving insights into the support and compassion that surrounds end-of-life care.

www.hwa.org.nz/podcasts



Building a Community of Care

The Poi (Palliative Outcomes Initiative) team works alongside a wide variety of people and organisations to build a community of care that encourages collective, community-led ideas, actions and connections which support the care of people and their families in their last few years of life.



Quarterly Networking Events

Our quarterly networking events bring together people and organisations in the end-of-life space to share knowledge, build connections, and support each other's work. With growing attendance and an expanding reach, these relationships are vital to delivering responsive palliative care in our community.

Community Engagement and Education

This year our team participated in a huge amount of community events, workshops, expos and education sessions. We have hosted, delivered and attended wonderful events all over our rohe – from Te Kia Ora Marae in the north to New Lynn in the south – Hobsonville Point in the east and Muriwai in the west. Our collaborations with organisations such as Auckland Council Community Centres and Hubs, Citizens Advice Bureaus, the Whau Local Board, Te Whatu Ora, the NZ Police, Hato Hone St John and a myriad of community groups and organisations have been integral to our growing community reach.

153

individuals / organisations attended our Poi networking events

743

community workshops, expos and education sessions were hosted or supported

3,797

individuals / organisations received support from Poi

18

nurses joined our Poi Link Nurse programme

Community Relationships

We have continued to connect with groups that have traditionally been underserved by palliative care and health services. We have developed connections with homeless and housing providers, intellectual and physical disability organisations, the Ministry of Social Development, Kainga Ora, the Department of Corrections, ethnic service providers, and many more community NGO organisations. Next year we aim to grow our reach even further, ensuring access to palliative care services and support for all West Aucklanders.

We successfully implemented structured regular 'Poi Rounds' in 12 Aged Residential Care facilities, providing regular clinical support for the care of their patients. We have also collaborated more closely with general practice (Primary Care community teams) to support the early identification of deterioration for their patients, and to implement proactive plans of care for those patients.

Supporting the Next Generation of Palliative Care Providers

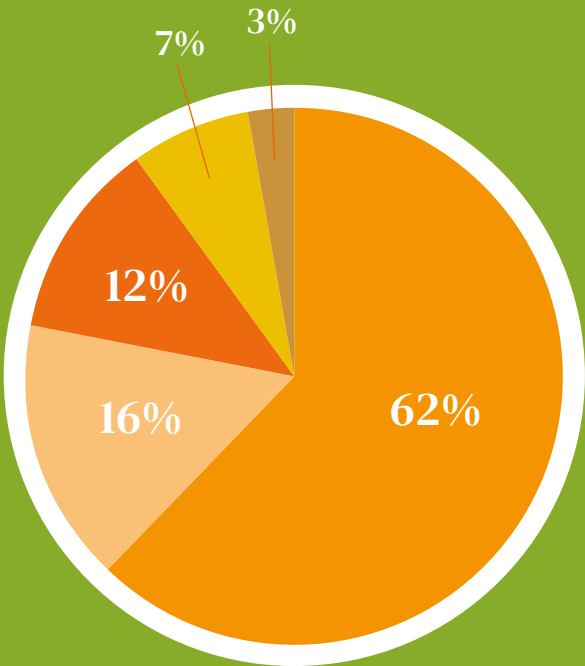
We continue to support the growth and development of tertiary students and grow the knowledge and skills of community providers to support the end-of-life care they provide in a wide range of community and institutional settings. The reciprocal learning has been invaluable for us in gaining awareness and understanding of the complexities faced by our community providers and their support needs.



Financial Snapshot

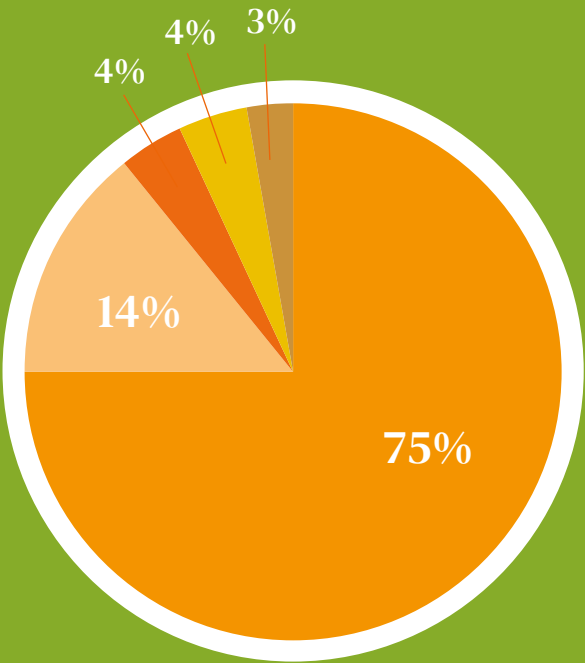
Where does our money come from?

	FY 2025
Health NZ / Te Whatu Ora	62%
Retail (net)	16%
Fundraising (net)	12%
Investment returns	7%
Sale of assets	3%
	100%



Where does our money go?

	FY 2025
Caring for patients	75%
Shared support services	14%
Education & training	4%
Facilities & buildings	4%
Depreciation	3%
	100%





Key Supporters

Thank you to our key supporters for helping us to continue providing specialist palliative care, free of charge, to our community.



National Partners



Charitable Trusts, Sponsors and Businesses



Louisa and Patrick and Emmett Murphy Foundation

Ernest Hyam Davis and Ted and Mollie Carr Legacies

Charles Rupert Stead Charitable Trust

N R and J H Thomson Charitable Trust

A K Franks Charitable Trust

Karakia: Hā ki roto

Hā ki roto
Hā ki waho
Kia tau te mauri e kōkiri nei
I ngā piki me ngā heke
Ko te rangimārie tāku e rapu nei
Tihei mauri ora!

Breathe in
Breathe out
Settle the mauri that stirs inside of me
Through the ups and downs
It is peace that I seek



 facebook.com/hospicewestauck  instagram.com/hospicewestakl  linkedin.com/company/hospice-west-auckland

General Enquiries

(09) 834 9750

info@hwa.org.nz

24 Hour Nurse Line

0800 834 9755

Fundraising

(09) 834 9752

fundraising@hwa.org.nz

Donate Goods

0508 4 HOSPICE (0508 446 7742)

Volunteer Services

(09) 870 4041

volunteerservices@hwa.org.nz