



Te Kahu Pairuri o Cranford
ki Te Matau-a-Māui

Impact Report

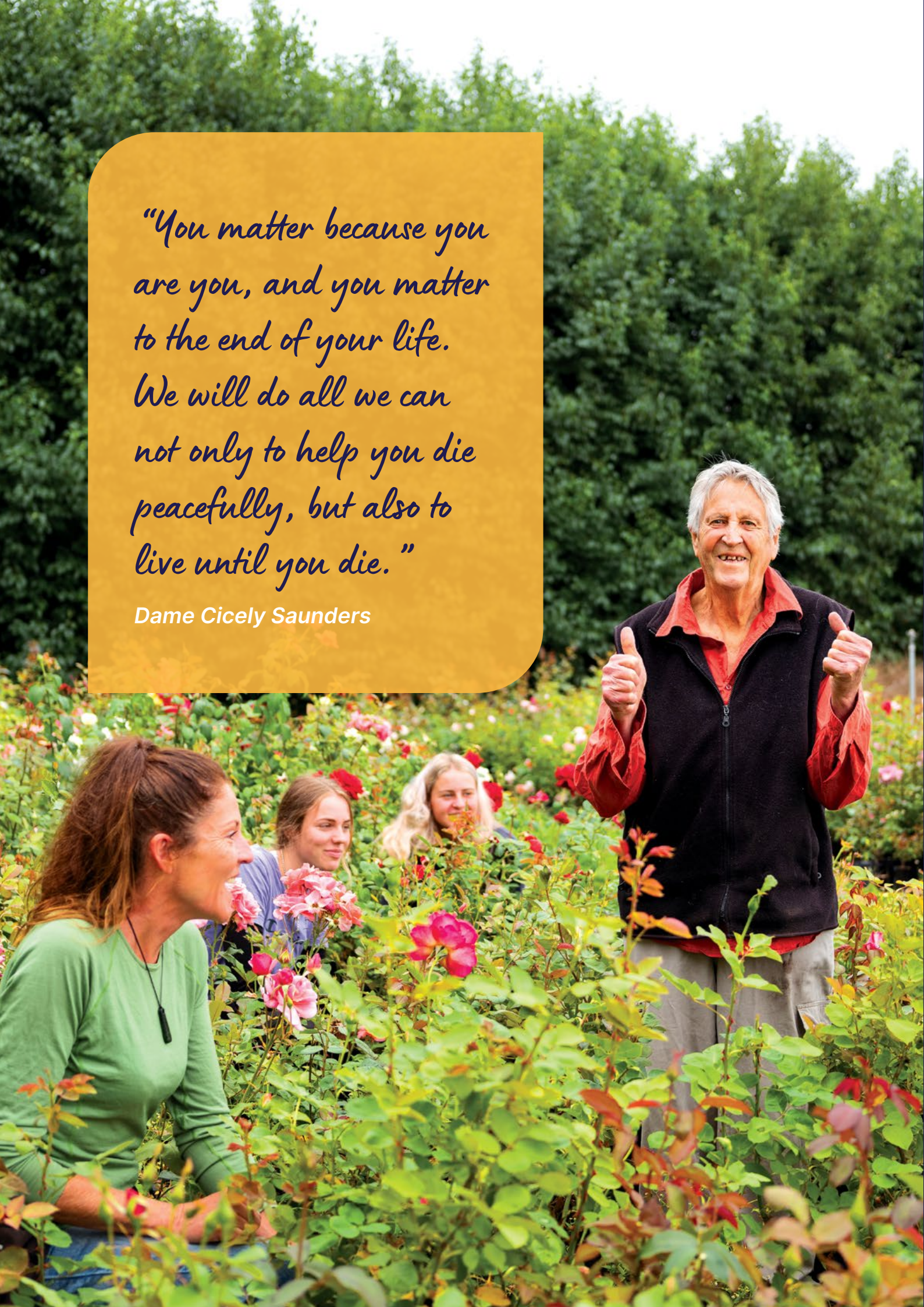
2024/2025

koe e kōrero – Let the work speak for itself



"You matter because you are you, and you matter to the end of your life. We will do all we can not only to help you die peacefully, but also to live until you die."

Dame Cicely Saunders



Our vision

Moemoea

Access to the very best palliative care within a compassionate community.

Our mission

Whakatakanga

We will provide the very best specialist palliative care and bereavement support, with commitment, collaboration and compassion.



Collaboration
Mahi Tahī

Our values



Commitment
Manaakitanga



Compassion
Aroha

Making an impact

Chairperson's report

Two years after Cyclone Gabrielle disrupted our plans to build at Chesterhope, we are thrilled to share that Cranford Hospice has secured a new site between Hastings and Havelock North. This is a significant milestone towards our goal to build the new home for Cranford. This year has been one of resilience, dedication and progress. The Board thanks Andrew Lesperance and the senior management for their strong leadership along with all the staff and volunteers who delivered exceptional care whilst maintaining fiscal responsibility, a balance that is increasingly difficult in today's economic climate. With approximately 50% of our operating costs funded through community support, we are deeply grateful to our donors, bequestors and for all the events that are run on our behalf; we could not do this without your support. We also welcomed two new trustees at the end of the year, Fleur Wainohu and Michael Newby whose skills and experience strengthen our governance team.



I thank my fellow trustees for their ongoing guidance and insight throughout the year. As volunteers, they generously contribute their time and energy, and I value the expertise and perspective they bring to our team.

A big thanks to Chris Tremain and the other Cranford Foundation Trustees for their dedication and support. We are so fortunate to have such a great team with a common vision.

Warmest regards,
Andrea Jopling—Board Chair

Making a difference

CEO's report

This year has been one of thoughtful progress, strategic collaboration, and a deepened commitment to our kaupapa. Despite the complexities of ongoing restructuring within Health New Zealand, Te Whatu Ora, we've remained agile and responsive to the diverse needs of our community.

National and regional advocacy has elevated hospice visibility, with engagement in Parliament raising critical issues like funding shortfalls and pay equity.

A most significant achievement over the past year was securing land for a future hospice build—laying the foundation for a future that will better serve our patients, whānau and the community. We thank The Cranford Hospice Foundation for their work and of course the community for all their ongoing support.

Collaborative mahi through the Central Region Hospices plan has strengthened shared outcomes, especially in education. Our clinical services have strengthened notably in rural areas like Wairoa and Central Hawke's Bay improving access and delivering education. We make sure our care reaches whānau where it's most needed.

As we reflect on the past year, I want to extend my deepest gratitude to every member of our staff.



Your dedication, creativity, and compassion have made a profound impact—not only within our organisation but across the communities we look after.

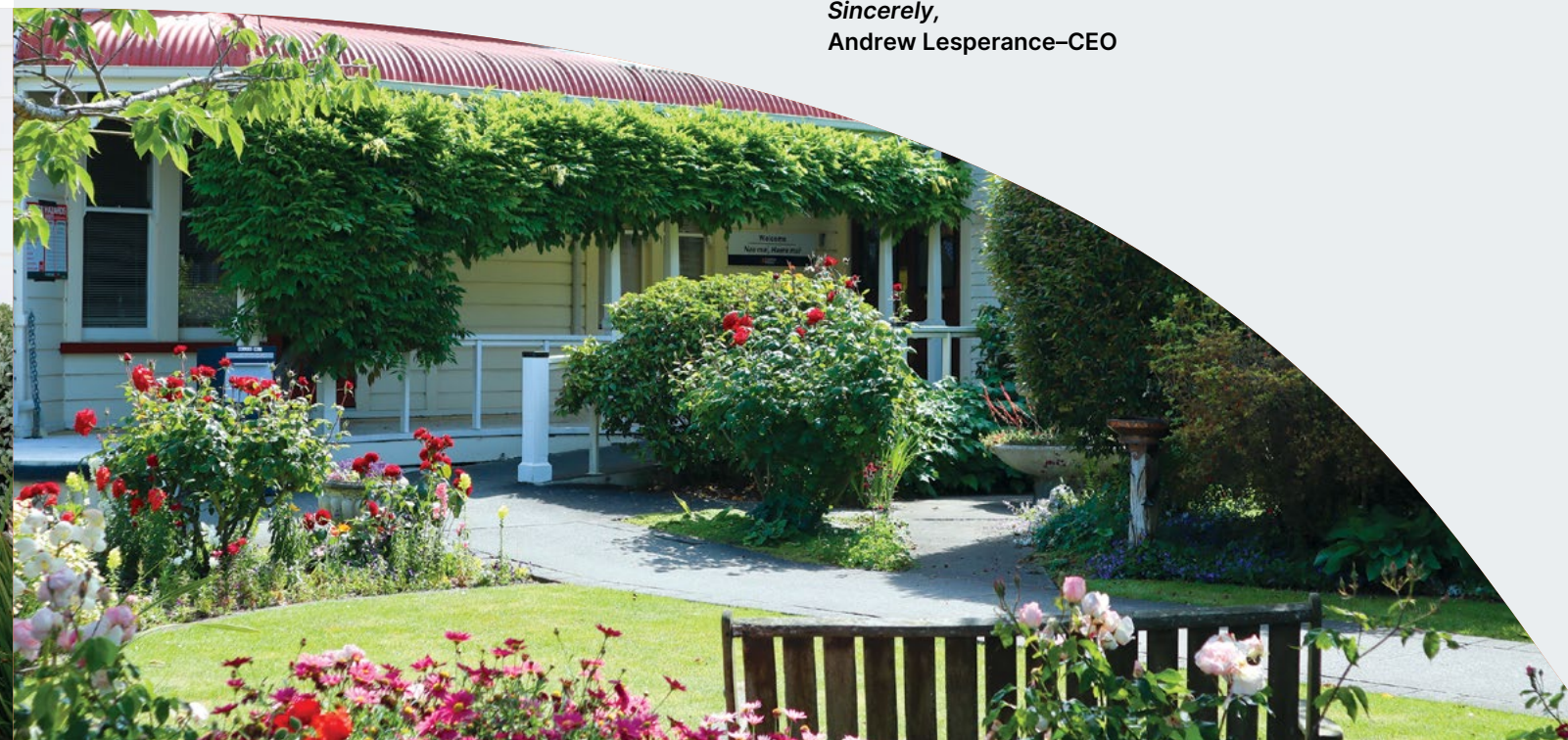
Thanks to careful financial management—reviewing everything from phone plans to supplier contracts—we've achieved a modest surplus. This, combined with strong partnerships, has enabled us to begin upgrading our fleet and initiate other essential asset renewals, ahead of our move to new premises.

We are deeply grateful to our kaimahi and nearly 400 volunteers—your aroha is the heartbeat of our service. While many hospices face hardship, our community's unwavering support ensures we remain present and ready to support you when it matters most.

Sincerely,
Andrew Lesperance—CEO



L-R: Garth Cowie, Derek Goodisson, Richard Brown (Deputy Chair), Regan Loach, Alan Wright.
Seated: Andrea Jopling (Chair) Michael Newby. Absent: Helen Walker, Fleur Wainohu.



Making an impact that makes a difference



At Cranford Hospice, our team delivers care grounded in what matters most to each person and their whānau.

This deeply personal approach ensures every patient receives support that honours their values, preferences and cultural needs.

The heart of the service lies in the community. Most patients are cared for in their own homes or residential facilities, allowing them to remain in familiar surroundings supported by loved ones.

For those who require more intensive support, our InPatient Unit (IPU) provides a calm and compassionate environment.

We work in close partnership with primary palliative care providers—including General Practitioners, district and Practice nurses, hospital teams and aged residential care staff to ensure a seamless and coordinated care approach.

These relationships are vital to delivering high quality hospice services across Hawke’s Bay.

1,233

People
Required ongoing specialist palliative care.
Increase of 132 patients on previous year

49

New families
Are admitted to Cranford Hospice every month

188

Patients
Under our care at any given time

36,818

Contacts
To support people living with a life limiting condition

151

Patients
Received around the clock care in our IPU

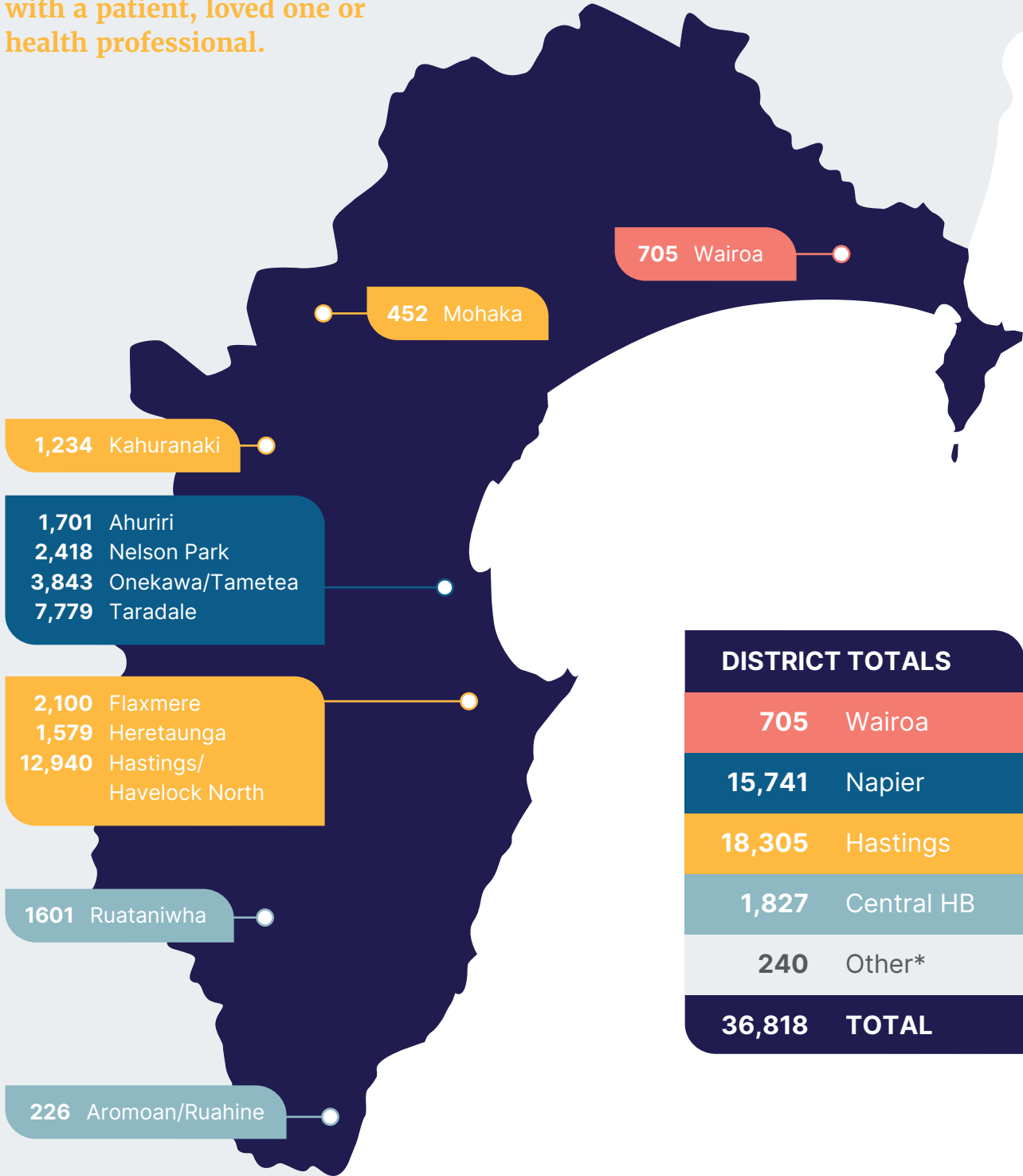
983

People
Were supported with counselling and bereavement support

Where we make an impact

Individual contacts made with a patient, loved one or health professional.

Hawke’s Bay District
14,164 square Kilometres

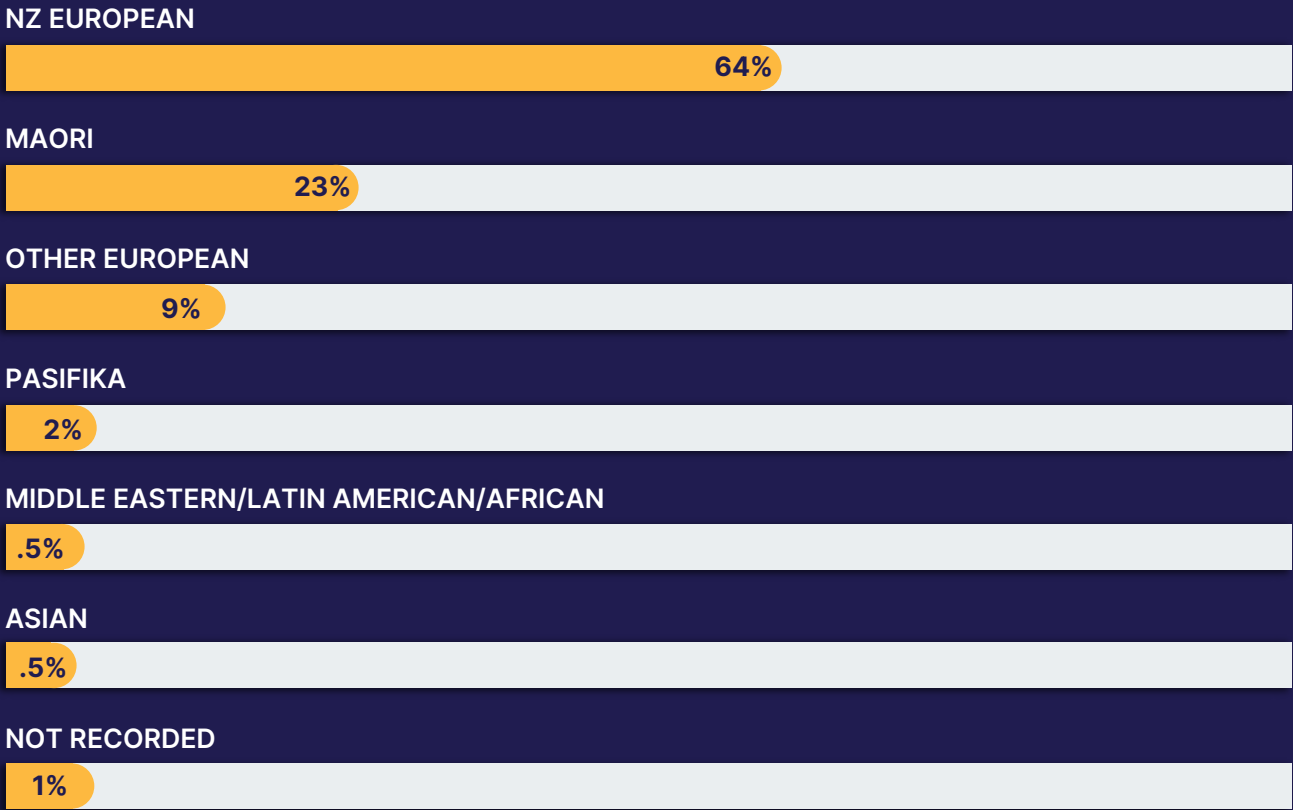


DISTRICT TOTALS	
705	Wairoa
15,741	Napier
18,305	Hastings
1,827	Central HB
240	Other*
36,818	TOTAL

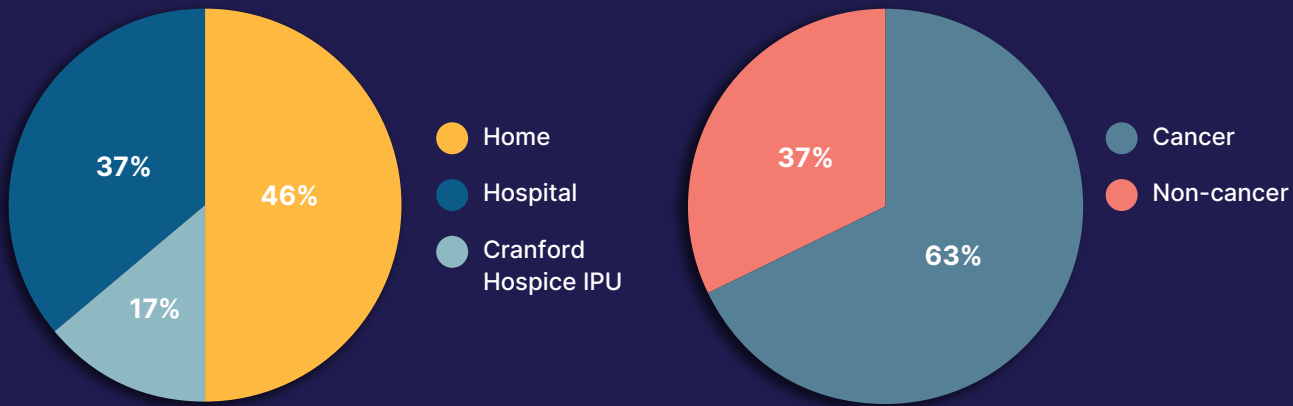
*No address given/Out of town

Making an impact

Ethnicity



Deaths



Age



Making an impact through supporting patients and whānau

At the heart of Cranford is a team dedicated not only to patients but, to the families and whanau who walk alongside them. Our Family Support Team provides compassionate care, guidance and emotional strength during one of life’s most challenging times.



Making an impact

Ben's story

Delivering holistic wraparound care to the whole family

Ben and his whānau shared their story with us and our supporters as part of our Go Orange appeal in April 2025. Ben's letter to our supporters was deeply moving and demonstrates firsthand the impact Cranford Hospice has on families facing a life-limiting condition.



A letter from Ben

April 2025

Kia ora, my name is Ben, and I am writing to you on behalf of Cranford Hospice, which has been providing invaluable support and care to my whānau during one of the most difficult times in our lives.

In November 2023, my wife, Ema (47), was diagnosed with pancreatic cancer—a devastating diagnosis that turned our world upside down. Ema's father had died from pancreatic cancer in 2021, under the care of Cranford Hospice. We knew right away what the road ahead would look like—it was unbelievable and crushing.

As Ema's illness progressed, Cranford Hospice became a part of our journey. They didn't just offer medical care—they also supported us emotionally. At first, I thought they were only there for the patient, but I soon learned that Cranford Hospice provides a full wraparound service for the entire whānau.

Ema and I were married in 2002 and have three beautiful daughters: Ngahuia (19), Ekara (16), and Paikea (8). I am incredibly proud of the way our older daughters stepped up to care for their younger sister, Paikea. I stopped working so I could care for Ema and be there for her. Cranford's nurses provided me with training and guidance to care for Ema at home. Thanks to their support, Ema could be at home in her own space surrounded by her whānau. This provided Ema with a calm and loving environment.

Cranford Hospice provides 24/7 support and advice. I could phone Cranford at 3am if needed, and they'd offer guidance or if needed they'd send a nurse or doctor to visit us at home. The nurses are different—they are calm, peaceful, and so reassuring. Their presence helped us feel at ease, knowing Ema was receiving consistent, high-quality care in collaboration with her GP and specialist.



Ema found comfort in interactive drawing and music therapy with Laura from Cranford. These sessions provided a space for Ema to process her emotions and talk through what we were facing as a family and gave her a sense of calm. This therapy also extended to our whole whānau, providing us with the emotional support we desperately needed.

Ema died in June 2024, it has been brutal, and we are still taking it one day at a time. But the support from both our whānau and Cranford Hospice has been a lifeline. Even after Ema died, Cranford continued to offer counselling and therapy, particularly for our youngest daughter, Paikea, who found healing through their interactive drawing programme. Laura visits Paikea at school, helping her express her feelings through drawing.

Ngahuia, our oldest daughter, was at university in Wellington throughout, but through regular visits and FaceTime she was able to see the impact Cranford Hospice had on her mum. She wanted to share her gratitude with you:

"It was really hard seeing mum in so much pain. But I could see all the help the Cranford nurses were giving us. It was really beautiful. No matter what, you would see the team at Cranford come in with big smiles, and they would always sort out any problems. It was so lovely."

I cannot understand why a service like Cranford Hospice is not fully funded by the Government—it should be, because it preserves people's dignity, helps them stay at home, and allows families to spend precious time together.

On behalf of my whānau, I would like to thank you for supporting Cranford Hospice. Your generosity ensures that families like ours aren't alone in their time of need, and it allows Cranford to continue its vital work.

Please know that your support makes a profound difference in the lives of families like ours.

Ngā mihi, Ben

Making an impact

Throughout the past year, we have facilitated numerous professional development opportunities for our staff, as well as training programmes for external stakeholders.

Through education



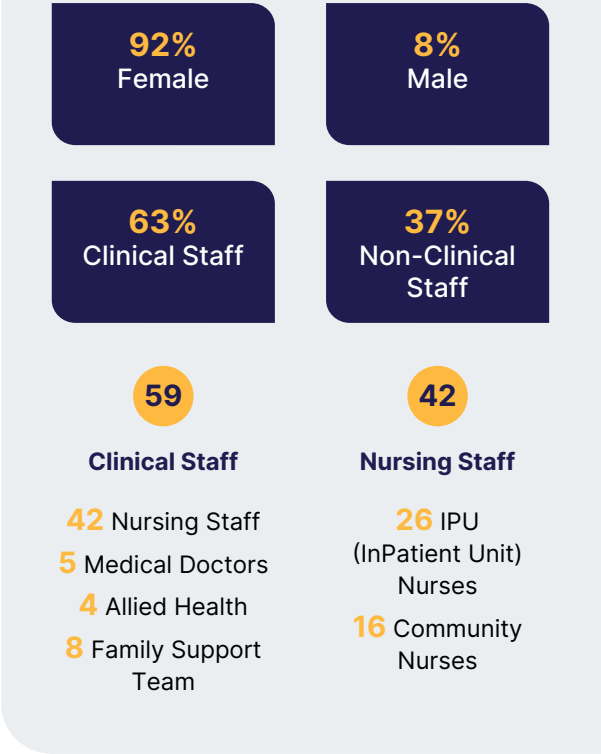
Through training

Course	Sessions	Attendances
Graduate Nurse Programme	2	48
Syringe Driver Training	20	95
Peer Review	9	55
Serious Illness Discussion	5	42
Kitenga	11	88

The impact of our staff and volunteers

Staff

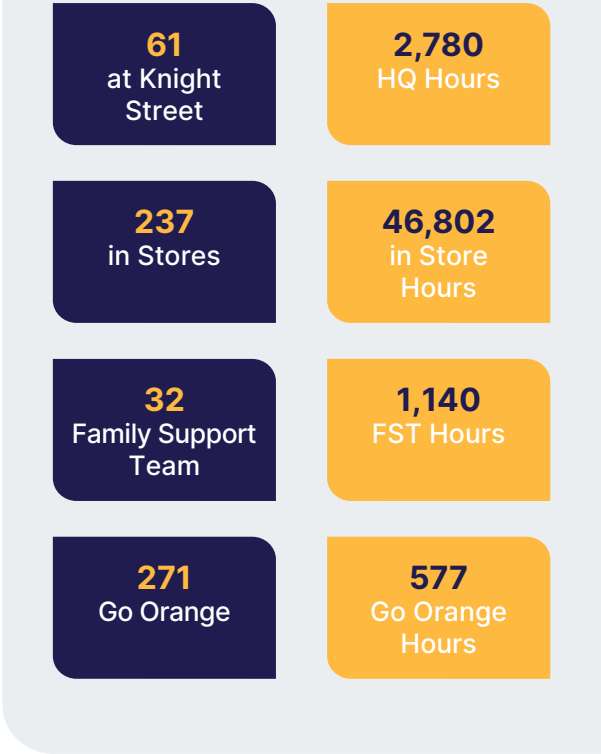
Their compassion, expertise, and unwavering commitment ensure that every person who comes through our doors receives the highest standard of care and support.



Together, our team creates a welcoming and supportive environment making a meaningful difference in the lives of patients and their whanau every day. We extend our heartfelt thanks for their exceptional dedication and passion.

Volunteers

Volunteers give their time and energy across a wide range of roles, from patient care to fundraising and behind the scenes support.





The impact of your generosity

This year the Fundraising and Retail team faced the critical task of raising **\$4 million**, representing approximately 50% of our total income. The fundraising is essential to ensure our services remain accessible to everyone who needs them, regardless of their circumstances.

The remaining income is secured through contracts with Health New Zealand—Te Whatu Ora.

We extend our heartfelt thanks to everyone in our community who has supported Cranford Hospice this year. The Hawke’s Bay community is truly special; your generosity lightens our load and strengthens our impact. We are deeply grateful to our incredible supporters who, year after year, continue to give so generously.

We’d like to give special mention to two incredible supporters of Cranford Hospice. The Holly Trail event delivered an extraordinary contribution of

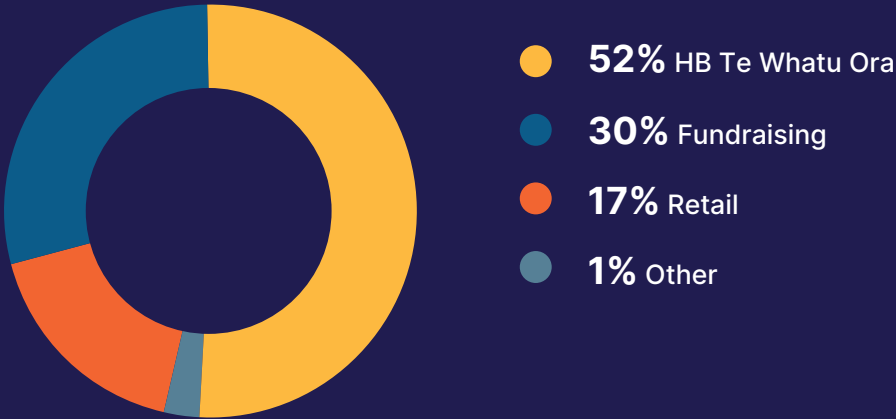
\$500,000 this year, a truly staggering gift that has made such a difference. And the Hawke’s Bay Wine Auction, now in its 33rd year of supporting Cranford Hospice, raised a phenomenal \$335,000. We are so humbled by this generosity.

“Our Go Orange” month was a vibrant success, thanks to the incredible support from community groups and local businesses. From cheerful orange morning teas to enthusiastic participation in schools, and the outstanding response to the “Go Orange” Street Appeal, the energy and generosity shown was truly inspiring. Every effort made a difference, and we are so grateful to everyone who got involved.

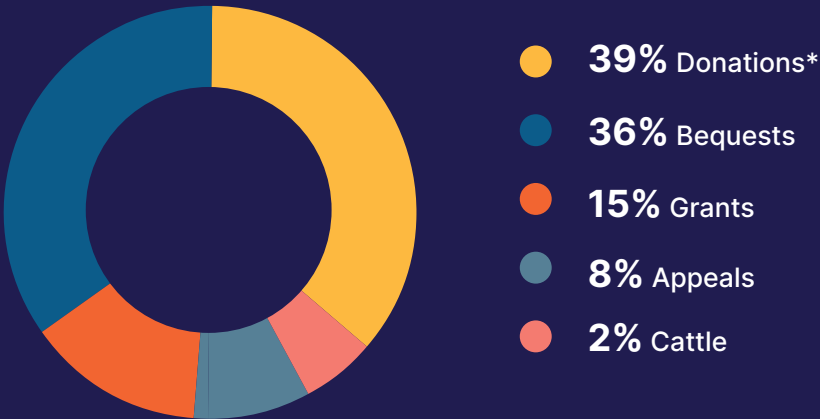
A big thank you to our generous sponsors, the businesses that donate prizes and auction items, and the incredible individuals who work tirelessly behind the scenes. Whether it’s organising events, hosting golf days, running fun runs or supporting countless other activities, every effort is made with Cranford Hospice in mind, for which we are truly grateful.

Making an impact

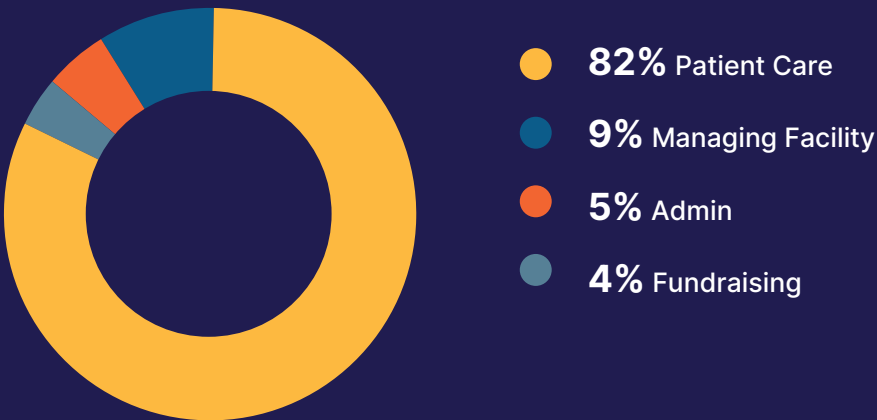
Income



Fundraising



Expenses*



* Excludes financial disbursement to Cranford Foundation classified as loan repayment.
* Donations include major events.

The impact of giving

This year 1,117 individuals, families, groups, and friends supported us. Thank you all—the amazing support we receive genuinely makes a lasting difference to the patients and whanau we care for across the region.

It is the generosity of our community that enables us to continue providing specialist palliative care at no charge to all our patients. We received 49% of our funding from the Health New Zealand, Te Whata Ora Health Board, leaving a shortfall of \$4 million that had to be raised through fundraising and retail activities.

A number of generous people not only supported Cranford Hospice during their lifetime but also understood our vision and made a commitment to the future of hospice services by making a gift in their Will. These following bequests were made this year:

Estate of

Claire Yvonne Thomas
Charitable Trust
Rosemary Silva-Jones
Helen Viginia Whyte
Norman Edward Bell
Selwyn Herries Smith
Rex Betrand Ingram

Wendy Moody
Sandra Jean Burnside
Barrie James Murphy
Andrew Barry Stephenson
Gaye Ariel Van Der Meer
Peter James Wenley
Elizabeth Anne Beall

William James Davey
Geoffery David Orr
Robert Stott
Athena Eileen Galyer
Jackie Brash
David Anthony Woodford

Over 90 businesses, trusts, organisations and schools supported us this financial year. We are pleased to acknowledge the following major supporters:

Alexander Construction Company Ltd
Alive! Psychological Service
ANZCO Foods Limited
BDO Central Ltd
Benmore Trust
Bernard Chambers Charitable Trust
BNI Hawke's Bay
BNI Wine Country Chapter
Bowls Taradale
Cheal Consultants Limited
Clubs Hastings
Community Burgers
David & Gary Conroy Family Trusts
Dementia Hawke's Bay
Douglas Carmichael Georgetti Trust
Drillers Poultry Farm
Eastern & Central Community Trust
Easy Clean Blinds
Eldershaw Construction HB Ltd
Fabric-a-Brac Hawke's Bay
Farmers Trading Co
First Light Community Foundation
Forsyth Barr
Four Winds Foundation
Frimley Foursquare
Grassroots Trust Central
Greenmeadows Rotary
Grow Human Resources
Harcourts Foundation
Harold Holt Charitable Trust
Harry Otton Charitable Trust
Hastings Karamu Rotary Club

Hastings Orphans Club
Havelock North Bowling Club
Havelock North Bridge Club
Havelock North Primary School
Hawke's Bay Foundation
Hawke's Bay Wine Auction Charitable Trust
Hazel Logan Parkhill Charitable Trust
Higgins Bequest Trust
Hospice Holly Trail Charitable Trust
Hutchinson's
Integrity Intervention Centre
Iona College
John Holt Memorial Trust
Kahungunu Asset Holding Company (KAHC Ltd)
Kia Toa Bowling Club
Lions Club of Hastings Host
McCain Foods Ltd
Meateor Pet Foods
Menzshed Hastings
Meridian Energy Power Up Community Fund
Mills Family Charitable Trust
Napier RSA
NZ Lottery Grants Board
One Foundation Limited
Orikan
Pam Torbett Charitable Trust
Property Scouts
Pub Charity Ltd
Ramsay Trust

Regatta Trust
Rose & Shamrock Village Inn
Royston Health Trust
Rush Munro Ice-cream
Society of Mary (Marist) Trust Board
St Andrew's Church Hastings
St Luke's Church
Stradegy Planning Limited
Taradale Medical Centre
Tasman Smith Charitable Trust
Te Mata Four Square
Te Mata School
Te Whanau Aroha
Terry Longley & Son
The Doris M Partridge Trust
The Kingdom Foundation
The Lion Foundation
The Marjorie M Stead Trust
The Riverstones Cafe
Tironui Estate
Tremains Real Estate
Tribe
Trillian Trust
Two Fold Op Shop
Voice For Life Incorporated - Hastings
Volley Ball Hawke's Bay
Wairoa Community Development Trust
Wayne Kirk Motor Group Limited
Weem Charitable Trust
Westpac Hawke's Bay
Wilks Charitable Trust
Willis Legal

The impact of our community retail stores

237
Volunteers

Cranford Hospice's retail stores continue to be a cornerstone of our fundraising efforts. In a significant milestone this year, we expanded our reach by opening a fourth store in Taradale. Each of the four stores is managed by a dedicated team comprising a paid manager and assistant manager, supported by an incredible group of volunteers who generously give their time and energy.

Operating six days a week, our stores are equipped with dedicated vehicles to collect donated furniture and deliver purchased items, ensuring smooth and efficient service for our community.

The success of our retail operations is driven by the generosity of those who donate high quality items and the ongoing support of our community who choose to shop with us. This collective effort is a testament to the passion and commitment of our staff, volunteers and supporters.

Thank you for choosing Cranford Hospice as your charity of choice.



NAPIER

Items sold

116,307

Revenue

\$488,502



HASTINGS

Items sold

103,301

Revenue

\$585,859



WAIPUKURAU

Items sold

88,140

Revenue

\$427,724



TARADALE

Items sold

19,420

Revenue

\$121,767

TOTAL ITEMS SOLD

327,168

TOTAL REVENUE

\$1,623,852

Financial Summary

Statement of Comprehensive Revenue and Expense for the year ended 30 June 2025	2025	2024
	\$	\$
Operating Income and Expenditure		
Revenue from Health Funding	5,130,598	5,220,473
Revenue from Operations and Other Income	4,634,171	3,734,000
Total Expenses and Contributions Paid	(9,676,359)	(9,164,009)
Operating Surplus	88,410	(209,536)
Total Comprehensive Revenue and Expense	88,410	(209,536)

Statement of Changes in Net Assets/Equity for the year ended 30 June 2025	2025	2024
	\$	\$
Balance as at 1 July	1,272,458	1,481,994
Total Comprehensive Revenue and Expense	88,410	(209,536)
Balance as at 30 June	1,360,868	1,272,458
Comprising:		
Accumulated Revenue and Expense	1,360,868	1,272,458
Total Net Assets / Equity	1,360,868	1,272,458

Statement of Financial Position as at 30 June	2025	2024
	\$	\$
Current Assets	1,875,401	1,908,680
Non-Current Assets	506,886	429,376
Total Assets	2,382,287	2,338,056
Current Liabilities	1,021,419	1,065,598
Total Liabilities	1,021,419	1,065,598
Total Net Assets / Equity	1,360,868	1,272,458

Cash Flow Statement for the year ended 30 June 2025	2025	2024
	\$	\$
Net Cash Inflows/(Outflows) from Operating Activities	137,613	(174,318)
Net Inflows / (Outflows) from Investing Activities	(215,299)	258,583
Net Cash Inflows/ (Outflows) from Financing Activities	-	-
Net Increase/ (Decrease) in Cash and Cash Equivalents	(77,686)	84,265
Cash and Cash Equivalents at the Beginning of the Year	1,748,285	1,664,020
Cash and Cash Equivalents at the End of the Year	1,670,599	1,748,285

Summary of the Statement of Service Performance for the year ended 30 June 2025
The Cranford Hospice Trust vision and focus is to help people make the most of living and dying within a compassionate community, and to provide the best palliative care, education, support and advice to the people of Hawke’s Bay.

Measures	2025	2024
Contacts with Cranford services	36,818	33,277
People with palliative care needs	1,233	1,101
New referrals	768	799
New admissions	587	540
Patients in Cranford care during the year	733	696
Patients admitted to Cranford Inpatient Unit	151	122

These summary financial statements have been extracted from the full financial statements. They comply with Public Benefit Entity Standards Reduced Disclosure Regime (PBE Standards RDR) as they relate to summary financial statements. All figures are in NZ\$ and rounded to the nearest \$.

The full financial statements were authorised for issue by the Trustees on 12 November 2025.

The full financial statements have been prepared in accordance with PBE Standards RDR and they comply in full with those Standards.

The summary financial statements do not include all the disclosures provided in the full financial statements and cannot be expected to provide as complete an understanding as provided by the full financial statements.

The full financial statements have been audited and an unmodified opinion was expressed over all periods presented in these summary financial statements.

A full set of the audited financial statements is available from: The Chief Executive’s Office; PO Box 189, Hastings. Telephone 06 878 7047.

Report of the independent auditor on the summary financial statements

Opinion
The summary financial statements, which comprise the summary statement of financial position as at 30 June 2025, the summary statement of comprehensive revenue and expense, summary statement of changes in net assets/equity, summary cash flow statement and summary of the statement of service performance for the year then ended, are derived from the audited financial statements of The Cranford Hospice Trust for the year ended 30 June 2025.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with (or a fair summary of) the audited financial statements, in accordance with PBE FRS-43: *Summary Financial Statements* issued by the New Zealand Accounting Standards Board.

Summary Financial Statements
The summary financial statements do not contain all the disclosures required by Public Benefit Entity Standards Reduced Disclosure Regime (PBE Standards RDR). Reading the summary financial statements and the auditor’s report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor’s report thereon.

The Audited Financial Statements and Our Report Thereon
We expressed an unmodified audit opinion on the audited financial statements in our report dated 12 November 2025.

Trustees’ Responsibility for the Summary Financial Statements
The Trustees are responsible on behalf of the entity for the preparation of the summary financial statements in accordance with PBE FRS-43 *Summary Financial Statements*.

Auditor’s Responsibility
Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with (or are a fair summary of) the audited financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised), *Engagements to Report on Summary Financial Statements*.

Other than in our capacity as auditor we have no relationship with, or interests in, The Cranford Hospice Trust.

BDO Hawke's Bay

BDO Hawke’s Bay
Napier
New Zealand
12 November 2025





Te Kahu Pairuri o Cranford
ki Te Matau-a-Māui

cranfordhospice.org.nz

