

Annual Report

2024-2025

*Reflections
of Hospice
Care*



A reflective moment

Ioio nui, ioioi roa, ioioi te wānanga
Kia ngākau tapatahi, kia tū kotahi ai tātou katoa
Whakamaharatia rātou kua riro, kei ngā reo kua ngū, haere rā, whakangaro atu rā
Whakakotahi i a ngākau aroha, ngākau whakapuke, ngākau atawhai
Tēnei te whakamiha atu nei
Tūturu, whakamaua kia tina! Tina! Haumi e, Hui e, Tāiki e!

With joined hearts we stand strong together
All voices in the sacred circle of life and death will be honoured
All people will be supported with compassion and dignity
We will show respect in all we do

In this year's Annual Report, we share a closer look at the reality of hospice care
— the people, the moments, and the impact that define our work. We hope you
enjoy reading just a few of the stories that bring Hospice Waikato's mission to life.

*Cover image:
A reflective moment
- one of our Rainbow
Place children
enjoying her respite
care experience.*

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Pictured: our regular gardening volunteers, taking a well-earned break.

Our People

Engaging a new Chief Executive Officer is one of the most significant responsibilities for a volunteer Board, and this year the appointment of Alex Gordon as Hospice Waikato's new Chief Executive Officer marked an exciting new chapter for the organisation. Alex brings with him extensive management experience within the healthcare sector, positioning Hospice Waikato strongly for the future.

His appointment enabled Acting CEO Susan Hassall to return to the Trust Board as Chair, where she and her fellow Trustees continue to bring passion, expertise, and a diverse range of skills to support the delivery of exceptional Hospice care.

In addition, the Waikato Community Hospice Foundation Trustees play a vital role in supporting the organisation's sustainability and growth. They are responsible for safeguarding the long-term interests of Hospice Waikato, including raising funds for capital works and managing and growing a portfolio of investments for the ongoing benefit of Hospice services across the region.

We also acknowledge our Life Members, whose long-standing commitment, generosity, and advocacy have made an enduring contribution to Hospice Waikato and the communities we serve.

Board of Trustees

- Stephen Ng – Board Chair (*resigned March 2025*)
- Susan Hassall – Board Chair (*from March 2025*)
- Audrey Scheurich
- Jan Smith
- Judi Sefton
- Lynette Pearks
- Maxine Graham
- Nanise Cuthers
- Sandy Morrison
- David Fuller (*since Dec 2024*)
- Suzanne Flannagan (*since Dec 2024*)
- Claire McDonald – IOD Emerging Director (*since Dec 2024*)

Foundation Board

- John Erkkila – Board Chair
- Brian King
- Craig Barrett
- Dave Downey
- David Nielsen
- Mike Livingstone

Life Members

- Pippa Mahood – 2008
- John Coles – 2014 (*deceased*)
- Murray Day – 2014 (*deceased*)
- Margaret Broad – 2016 (*deceased*)
- Richard Small – 2016
- Bryan & Elizabeth Bang – 2022
- John Erkkila – 2022
- Yvonne Phillips – 2022
- MaryLou Utting – 2022
- Dallas Fisher – 2023
- David Nielsen – 2023
- Jenny Rowden – 2023
- Sir William & Lady Judi Gallagher – 2024
- Brian King – 2024
- Mike Livingstone – 2024

Chair & CEO Message

Tēnā koutou katoa

In our new roles as Board Chair and Chief Executive Officer of Hospice Waikato, it is our absolute pleasure and honour to present our first Annual Report for Hospice Waikato.

As the sole provider of specialist community palliative care in the Waikato region, Hospice Waikato holds a deeply personal and significant responsibility: to care for those in our community who are dying with chronic and life-limiting illnesses. This past year, we have done our utmost to continue to honour that responsibility with compassion, integrity, and unwavering commitment.

Every day, our team of skilled clinicians, dedicated support staff, and selfless volunteers walk alongside patients and their families during some of their most vulnerable moments. We are privileged to provide not only clinical care, but emotional, spiritual and cultural support to people from all walks of life.

Our work would not be possible without the generosity of our community. We remain challenged by ongoing funding gaps between government support and the true cost of providing our services. Yet, even in the face of financial pressure, our team continues to go above and beyond.

There are no words to express our gratitude to the community funders, personal donors, those people who support our retail stores, and our 700 volunteers. You enable us to continue to provide this care at no cost to our patients and their whānau. We simply can't thank you enough.

This year marked important progress in our sustainability journey. The introduction of a number of hybrid vehicles into our fleet, a renewed focus on landfill diversion, water consumption and energy use ensured that our total carbon emissions increased by only 1.7%, whilst we managed to increase our patient numbers by 17.5%. We continue to focus on our role of environmental stewardship—an essential part of our duty to future generations.

As we reflect on the year that was, we extend our heartfelt thanks to every person, business, and organisation that has stood beside Hospice Waikato. Your support makes a profound difference. Together, we continue to deliver compassionate, specialist palliative care – where and when it matters most.

Ngā mihi



Alex Gordon
Chief Executive Officer



Susan Hassall
Board Chair

A handwritten signature in black ink, appearing to read 'Alex Gordon'.

Alex Gordon
Chief Executive Officer

A handwritten signature in black ink, appearing to read 'Susan Hassall'.

Susan Hassall
Board Chair

Reflections of Hospice Care

Maxine – Counsellor

When Maxine met with a family recently, the room was filled with emotion. The mother, a Hospice patient living with Motor Neuron Disease (MND), had been given just six weeks to live. She was non-verbal and relied on a tablet to communicate. By her side were her husband and son, each facing the anticipatory grief of saying goodbye to a beloved wife and mother.

Maxine's role was to support them in completing their Advanced Care Plan – a process that, while essential, is deeply personal and often confronting. With compassion and patience, Maxine created a space where the family could express their fears, ask difficult questions, and begin to navigate the heartbreaking journey ahead.

Because of the patient's communication needs, extra time was taken to ensure her voice was heard clearly and respectfully. There were pauses – moments where the weight of the conversation required space to breathe. When discussions turned to topics such as where she wanted her ashes to be spread, emotions overflowed. There were tears, embraces, and long silences filled with love and grief.

Over three sessions, Maxine gently guided the family through the process, helping them make informed decisions that honoured the patient's wishes – both for her final days and after her passing.

This story is just one example of how our team walks alongside families in their most vulnerable moments, offering not just guidance, but presence, empathy, and care.



A moment in time – our patient spread throughout the Waikato

In the year to 30 June, 2025, we cared for **2,012** patients with life-limiting or life-threatening illnesses, and who call the Waikato home. Our cloak of care wraps around the patient's families and whānau too, ensuring they can make the most of the time they have left together.

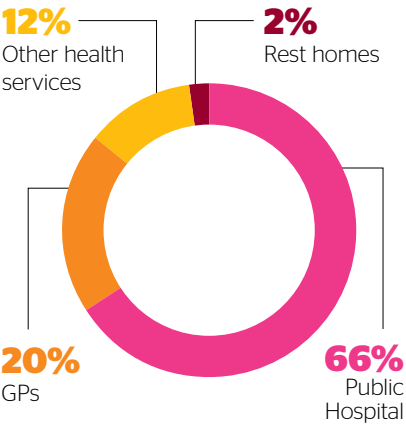
Our care teams had **15,794** face-to-face visits with our patients and their families and connected a further **17,701** times by telephone and video conversations during the year.

This included **72** children and young people with advanced or incurable life limiting conditions through our Rainbow Place service, where our staff walked alongside the children and their whānau, offering guidance, advocacy, respite care and support for the many complexities that are associated with these conditions.

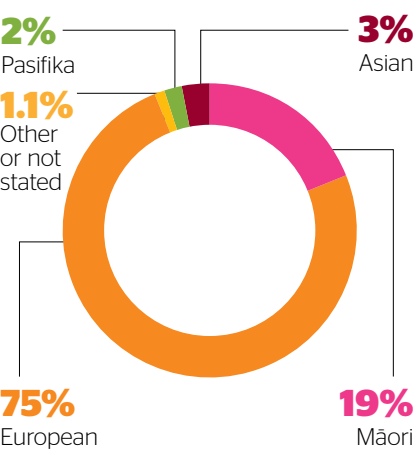


2024-2025 Statistics

Patients referred by



Patient ethnicity



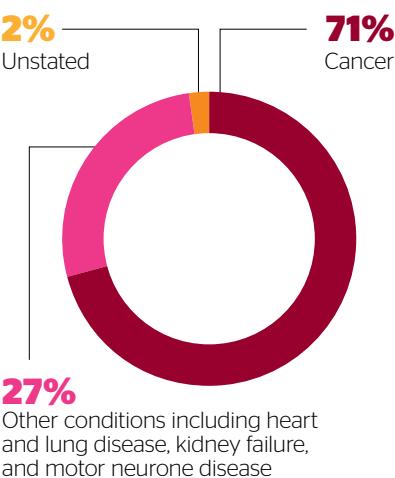
Patients on service

2012
Total number of adults and children in our care.

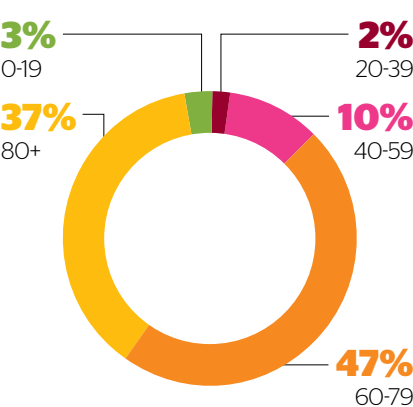
Average patients

517
Average number of patients at any one time.

Primary diagnosis



Patient age



Staff Travel

367,094
Number of kilometres travelled as we cared for patients in their homes.

Community support for patients and family/whānau

15,794

Number of In-person visits and
consultations
with community patients and family/
whānau

17,701

Number of telephone and video
consultations and conversations with
community patients and family/whānau

Inpatient care

387

Patient admissions to the Inpatient Unit

2,221

Days of Inpatient specialist care.

Rainbow Place, New Zealand's only paediatric respite hospice service

72

Seriously ill children and their families
supported
by our Rainbow Place team

2,437

Family connections



Reflections of Hospice Care

Jody, Rural Community Nurse



I'm lucky enough to live in Whitianga, surrounded by sea and bush, and to work as a hospice nurse across the Coromandel. My patch stretches from the very top of the peninsula down the winding coast to Pauanui – small towns, long roads, and communities that feel like family.

My day usually begins with a cup of coffee and a quick Zoom with our Hospice doctors. We review patients, talk through pain management, and make sure everyone's care plan is on track. From there, I head out – some days north to Coromandel or Colville, other days south to Tairua or Pauanui. My car is my office, my thinking space, and often the only place with cell reception.

Today, my first visit is in Whitianga. A patient and his wife are preparing for an admission to our inpatient unit, and together we talk through what to expect. He's been before, so there's comfort in the familiar. Before I leave, I make sure his GP has the latest updates from our Hospice team.

As I drive north, the phone rings – the wife of another patient, worried that her husband is changing. I reassure her they're safe for now and promise to visit first thing in the morning. Out here, where distances are long and reception is patchy, planning and communication mean everything.

In Coromandel, I visit a gentleman whose symptoms are worsening. We talk quietly about his concerns, make some changes to his medication, and I call the district nurse to coordinate the next visit.

Later, I stop in to see a woman recently bereaved. We sit together over a cuppa, sharing stories, and she agrees to join one of our bereavement support groups in Whitianga. Sometimes, just being there to listen is the most important thing I can offer.

By afternoon, I'm at a local rest home visiting another patient – a sailor who's realised his boat is no longer a safe place to live. With his brother and care team, we work out a plan so he can stay somewhere secure, surrounded by people who care.

When I finally head home, the sun is low over the water. I stop at the district nurse base to plan tomorrow's visits and write up my notes. It's been a full day – like every day – filled with miles of road, moments of laughter, hard conversations, and deep gratitude.

Rural hospice nursing isn't just about providing medical care. It's about being part of these small communities – walking alongside people in their homes, on their land, in their own way. Every visit reminds me how much of a privilege it is to do this work.

Financial Overview

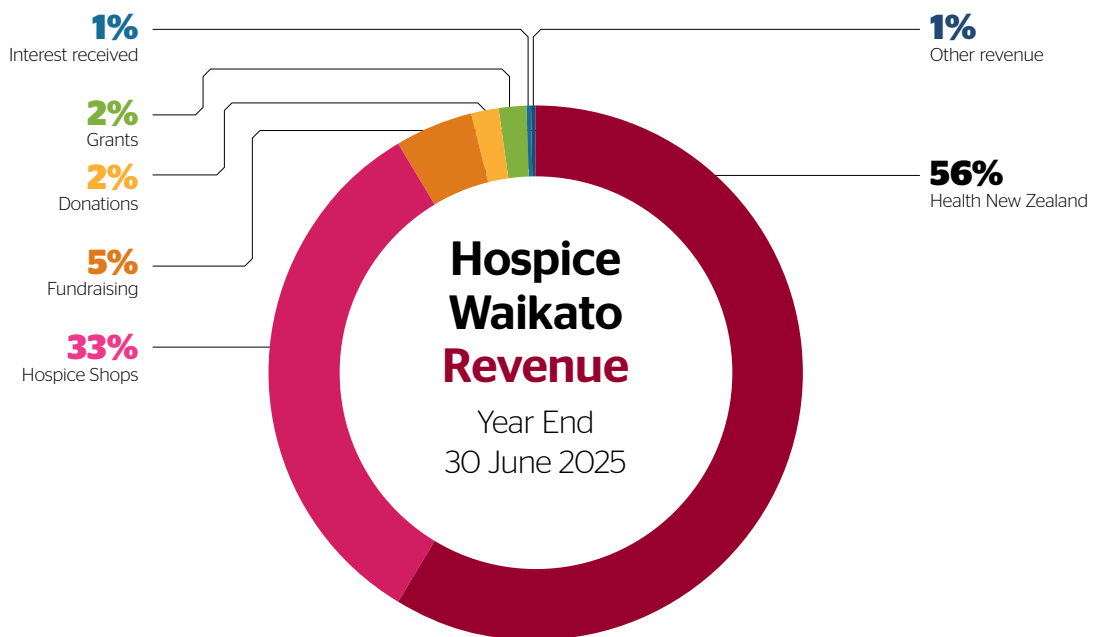
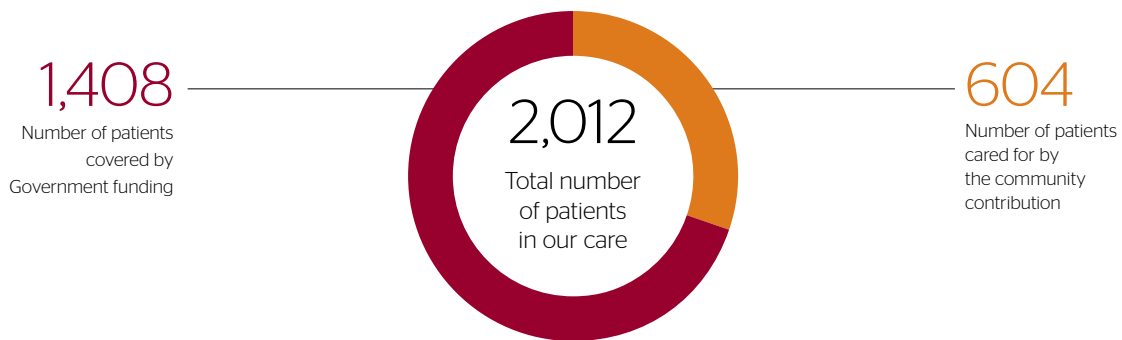
Hospice Waikato Trust is a Charitable Trust incorporated under the Charitable Trusts Act 1957 and a registered charity under the Charities Act 2005. The following summarised figures have been extracted from the financial statements of the Hospice Waikato Trust. Our annual audit has been completed by KPMG and the full set of audited group accounts for the Hospice Waikato Trust and Waikato Community Hospice Foundation are available from www.hospicewaikato.org.nz. The financial statements have been prepared in accordance with New Zealand Generally Accepted Accounting Practice ('NZ GAAP'). They comply with the Reduced Disclosure Regime (PBE Accounting Standards) as appropriate for Tier Two not-for-profit public benefit entities.

Waikato Community Hospice Trust Financial Report

Statement Of Comprehensive Revenue And Expenses
Year Ended 30 June 2025

REVENUE	2025	2024*
Ministry of Health	10,706,979	10,276,993
Hospice Shop Revenue	5,969,402	5,241,209
Fundraising Revenue	836,968	788,646
Grants	304,122	313,432
Donations	300,351	451,281
Interest Received	57,898	107,554
Other	43,449	23,366
Total Revenue	18,219,170	17,202,480
EXPENSES	2025	2024
In-Patient Unit	2,910,177	2,842,607
Hospice at Home	1,713,783	1,583,101
Hospice Shops Expenditure	2,445,787	2,091,125
Medical	1,771,949	1,469,869
Family Services	935,794	857,375
Rural Outreach Service	1,580,585	1,913,457
Fundraising/Marketing	479,233	526,711
Rainbow Place	729,536	769,993
Education/Quality	723,938	384,239
Day Clinic	87,955	66,521
Rental/Lease	1,592,260	1,497,339
Depreciation	383,656	333,642
Audit Fees	9,100	2,336
Other Expenditure	2,665,533	2,649,235
Total Expense	18,029,286	16,987,548
Net Surplus/(Deficit)	\$189,884	\$214,932

* Unaudited



Partnerships

Providing palliative care is a shared effort, and we are deeply thankful for the partnerships that make it possible.

Thank you to the health care providers and service organisations, including General Practitioners and Aged Residential Care facilities, who all play such a vital role in delivering generalist palliative care across the Waikato – ensuring people receive the end-of-life support they need and deserve and working alongside Hospice Waikato to care for those with more complex or acute needs.

We're also grateful for the many community and business partners who help us raise awareness and essential funds through events, sponsorships, and other initiatives. Their generosity ensures we can continue providing care to those who need it most.

This year, we're proud to highlight just a few of these valued partnerships:

Hospice Waikato & Montana Food and Events Bucket List Banquet

Once again, we'd like to highlight the Hospice Waikato & Montana Food and Events Bucket List Banquet. The success of this key annual fundraiser is testament to the incredible collaboration between our event partners and the generous support of our wider community. A heartfelt thank you to everyone who played a part in the success of the 2025 event – from our partners and auction item donors to the 1,000 amazing guests who joined us on the night.

We'd like to make special mention of the organisations who are part of the event working group, whose dedication, enthusiasm, time, generosity and creativity bring this event to life each year.

- Montana Food and Events for serving three absolutely exquisite courses to over 1,000 guests.
- H3 and the GLOBOX Arena & Events Centre, Claudelands team, for being incredible venue hosts.
- Janda Productions, whose creative vision and amazing venue transformation continues to inspire and captivate, year after year.
- Brian King and the team from Harcourts, who absolutely bring the live auction to life!

We're incredibly proud to work alongside each of you.

*Pictured:
Hospice Waikato
& Montana Food
and Events Bucket
List Banquet 2025,
Disco Luxe*



Extending compassionate care to Waikeria Prison

At Hospice Waikato, we believe everyone deserves dignity and compassionate care—no matter their circumstances. Since early last year, Clinical Nurse Specialist Debi Wreford-Clark has been providing palliative care support to terminally ill prisoners at Waikeria Prison, near Te Awamutu.

Working alongside the dedicated Corrections nursing team, Debi ensures prisoners receive expert symptom management, emotional support, and comfort in their final days. Many express relief, knowing they'll be cared for with respect and compassion, especially those facing isolation or limited family contact.

This partnership reflects our commitment to delivering hospice care wherever it's needed—at home, in aged care, in our Inpatient Unit, and even behind prison walls—making a meaningful difference when it matters most.

Transforming Palliative Care for People with Intellectual Disabilities

A groundbreaking partnership between IDEA Services, Hospice Waikato, ConneXu, and Health New Zealand Waikato Disability Support Services is reshaping how palliative care is delivered for people with intellectual disabilities in residential settings.

Sparked by a complex case in 2023, the collaboration recognised the need for a different approach—one that acknowledges some individuals may have no understanding of death. This reality can place immense emotional strain on whānau and support teams as they navigate end-of-life care.

Together, the group developed a tailored palliative care pathway that enables early planning, shared decision-making, and strong cross-sector coordination. The outcome is more compassionate, person-centred care that respects each individual's needs and supports their whānau with dignity and understanding.



*Pictured: Debi
Wreford-Clark with
members of the
Waikeria Prison
team.*

Acknowledgements

Volunteers

Our heartfelt appreciation goes out to every one of our volunteers, whose dedication makes it possible for us to provide care and support across the Waikato.

Volunteers contribute in countless ways at Hospice Waikato – from tending our gardens and welcoming visitors at our Cobham Drive site, to assisting with administration, retail, companionship, helping capture life stories and advance care plans. Altogether, they bring their time and talents to 22 different areas of our organisation.

In our FY2025 Annual Report, we are especially honoured to recognise those volunteers reaching their five-year service milestones – a remarkable commitment that strengthens our hospice community.

25 years

- Sue Schnuriger

15 years

- Heather Quin
- Jennifer Hatton
- June Webb
- Margaret Stead
- Mary Karl
- Murray Reeve

10 years

- Andrea Fox
- Anne Ashby
- Barbara Phillips
- Bonny Munro
- Carol Sharp
- Carolyn Rolley
- Dawn Reddin
- Derek Greenfield
- Diana Clausen
- Elaine Wise
- Gillian Floyd
- Glennis McMillan
- Hans de Ryke
- Ian Probert
- Jannie Van Schagen

- Jenifer Priest
- Jennifer Bisley
- John Hart
- John Robinson
- Karen Perrett
- Lenie Weterings
- Lois Tebbs
- Marianne Spiller
- Mary Scherer
- Maureen Harrall
- Maureen Sherborne
- Murray Reeve
- Pam Robinson
- Raewyn Smith
- Robyn Tocker
- Sandra Ashton
- Sharon Doelman
- Sue Middleton

5 years

- Alayna Elwood
- Barbara Cole
- Colleen Nolan
- David Gilling
- David Hall
- Dee-Anne Scheepers
- Desma Barrie

- Dianne Reeve
- Elizabeth Lawrence
- Erin Henwood
- Gill Day
- Hazel Whitley
- Helen Hemming
- Jan Goudie
- Jeanette Hurrell
- Jennifer Gambirazzi
- Joan Watson
- Judy Steel
- Julia Smith
- Karen Gulley
- Karen Smith
- Kelly Westbrook
- Keren Eastwood
- Kristen Macdonald
- Meg Crawford
- Noreen Henderson
- Patricia Sanders
- Rae Francis
- Raewyn Hamilton
- Renae Townsend
- Robin Webb-Elliott
- Rose Hodges
- Sharon Muller
- Val London

Financial Supporters

- 2degrees NZ
- Active Healthcare
- Alandale Lifecare Limited
- Amber Nursery
- American Classic Car Club - Midlands
- Amisfield
- ANZ Aotearoa
- Aotearoa Gaming Trust
- Apex Care (2015) Ltd
- APL Window Solutions
- Asset Recruitment
- Auckland Live
- Auckland Museum
- Awatere Care Suites- Oceania
- Bear & Moo
- Beattie Rest Home
- Bernier Solarcare
- Best Travel Hamilton
- Bidfood
- BlueSky Community Trust
- BNI - Legends
- BNI - Matamata
- BNI Hamilton Vertex - Waikato
- Bramley Gardens Social Committee
- Brier Family Trust
- Caci Matamata
- Caiger Charitable Trust
- Cake Detective
- Carpet Court
- Catholic Womens League
- Chemwash Waikato
- Chung & Associates Ltd
- CJ Cant
- Clydesdale Museum Fire Brigade
- Comag
- Cooper Aitken & Partners
- Coromandel Shelly Beach TOP 10 Holiday Park
- Corporate Challenge Events
- Courtney Lee Cakery
- Courtney's Christmas Tree Farm
- Creative Plastics
- Culprit
- Dairy NZ
- Daltons Matamata
- Davies Charity
- DB Lugton Trust



Nourish a Week - our sincere thanks to the businesses who supported our Nourish a Week campaign, providing seven days of nourishing, home-style meals for patients receiving end-of-life care in our Inpatient Unit.

- Dilmah Tea
- Donovan & Son Contractors Ltd
- Dorset Suit Hire
- Dragon Community Trust
- Drusan Farm Limited
- E4 Electrical
- Ebbett Group
- Ebbett Volkswagen & Skoda
- Edmonds Marshall
- Elizabeth Arden
- Fairview Motors Matamata
- Farmers NZ
- Fiji Airways
- Forgotten World Adventures
- Forrest Wines
- Gallagher Charitable Trust Board Inc
- Gallagher Chiefs
- Gallagher Group
- Gardner Air
- Get Out!
- Giving Time Limited
- GJ Gardner Homes
- Glenice & John Gallagher Foundation
- Global Digital Billboards
- Global Digital Services
- Good George Brewing
- Grassroots Trust
- Greenlea Butchers Shop
- H3
- Hahei Beach Cafe
- Hahei Explorer
- Hamilton Boys' High School
- Hamilton City Council
- Hamilton Golf Club
- Hamilton Skin Cancer Centre
- Hamilton Zoo
- Harcourts Foundation
- Harcourts Hamilton
- Heathcotes
- Helicorp
- Hell's Gate
- Heritage Expeditions
- Hillcrest High School
- Hillview Trust
- Hobbiton
- Hobson Leavy Ltd
- Hospice New Zealand
- House of Travel Hamilton
- Huntly Lions Club



Pictured: An army of volunteers from the Hamilton City Council tidying the grounds at our Cobham Drive site.

- Industrial Tube Manufacturing Ltd
- Ingham Prestige
- Inner Wheel Club of Fairfield
- Island Hoppers Fiji
- Jade Thorby Photography
- Janda Productions
- Karen Walker
- KD Concrete & Construction
- Kevin Deane Real Estate
- Kinross Winery
- Kitchen Things Hamilton
- La Roche Posay
- Lifted Pilates
- Lion
- Lions Club of Kihikihi
- Lions Club of Tirau
- Livingstone Building
- Lush Hamilton
- Mahood Bros Partnership
- Majestic Horse Floats
- Mangakino Co-Operating Parish - Ladies Fellowship c/- G Munro
- Matamata Butchery LTD
- Matamata Golf Club
- Matamata Mitre 10
- Matamata Ps & Qs Quilting Group
- Matamata Real Estate
- Matamata Tractor Service
- Matamata Travel
- Matangi Hall
- McDonald's Matamata
- Meat Matas Butchery
- Millenium Technology & Support
- Momentum Waikato Community Foundation
- Montana Food and Events
- Mora Wines
- Mortgage Express
- Mount Vista Trust
- Mt Cook Lakeside Retreat
- MV Electrical
- MVS Small Animals
- NAI Harcourts
- New World - Rototuna
- New World - Te Rapa
- New Zealand Community Trust
- Ngaruawahia Women's Golf
- North & South Trust
- NZ Auto Traps
- NZ Psychological Society
- NZCB Waikato
- Oarsman's Bay Lodge Fiji
- Ohaupo Ngahinapouri Lions Club
- Orini Downs Station
- Osteria Matamata
- Otorohanga Lions Club
- Palate Restaurant
- Parkinson Place Staff
- Parshark
- PBO Group
- Peninsular Beachfront Resort Mooloolaba
- Precious Metals
- Premium Liquor
- Primo Vino
- Project Unite Limited
- Prolife Foods
- Property Brokers Matamata
- PropertyScouts
- Rabobank New Zealand
- Raglan Boat Charters
- Raglan Club Inc
- Raglan Surf School
- Real NZ
- Revlon
- Richmond Villas Ltd
- Ricoh
- Rite Group
- Rodmor Charitable Trust
- Rosetown Lions of Te Awamutu
- Rotary Club of Hamilton Central
- Saletoga Sands Resort & Spa Samoa
- Sanctuary Mountain
- Serenity Wellness Centre
- Shed Boutique Fashion
- Shop 9
- Silvester Electrical
- SkyCity Hamilton
- SKYCITY Hamilton Community Trust
- Soar Community Group
- Souter Trust
- Southwell School
- SPARK
- Sport Waikato
- St Andrew's Womens Group
- St Joans Charitable Trust
- St Lukes Fellowship
- St Paul's Collegiate School
- St Pauls Opportunity Shop
- Stirling Sports Matamata
- Subway Matamata
- Super Liquor Matamata
- Super Liquor Morrinsville
- Taste of Tours
- TCS (NZ) Limited
- Te Awamutu Golf Club
- Te Rapa Primary School
- Te Tiro Accomodation
- Templeton Group
- The Hoofman LTD
- The Launch Agency
- The Lindsay Foundation
- The Little Loft
- The Lookout Bar & Kitchen
- The One NZ Warriors
- The Rees Hotel Queenstown
- The Tool Shed
- The Wash Club
- Three Peaks New Zealand
- Tieke Golf Estate
- Total Life
- Traffic Management NZ
- Traffic Management Waikato
- Transport Trailers
- Triple F Waikato Trust
- Triton Hearing
- Trust Waikato
- Tuatahi First Fibre
- Tyrepower Piopio
- Tyrepower Te Aroha
- Tyrepower Whitianga
- Van Dyks
- Versus Research
- Vilagrad
- Waikato Diocesan School for Girls
- Waikato Lyceum Club International Inc.
- Waikato Montessori Education Centre
- Waitomo Caves
- Watershed Lymphoedema Therapy
- Wells Instrument & Electrical Ltd
- West Hamilton Community Church
- Wet & Forget Hamilton
- Wheelie Bin Services
- Wild Life Art
- WILDbella
- Z Hautapu
- Zealong Tea Estate

Reflections of Hospice Care

Gaylene, Social Worker

Monday began with Karakia—a quiet, reflective moment where we hear the names of those who passed the week before. As is often the case, I recognised several. It's a reminder of the deep relationships formed and the emotional weight carried in this role.

After Karakia, the Community Nurses meeting highlights urgent needs—families under pressure, patients in crisis, or whānau needing reassurance. I make calls to offer support, provide information, or simply listen.

At the Inpatient Unit multi-disciplinary team meeting, I update the team on current cases and prepare to meet new patients. One recent case involved a woman nearing end of life, whose son was in prison. Staff were unsure about the safety of a potential visit.

Navigating this meant multiple calls to corrections, lawyers, and police—often hitting privacy walls. Eventually, it was the whānau who helped us understand the family dynamics. There was tension and grief, but also a strong desire to do right by their loved one. Together with the nursing team, we created a safety plan. The son was able to say goodbye.

Afterward, I supported the family through funeral arrangements and accessing a Work and Income Funeral Grant. Then, I continued with the day: assessments, referrals, coordination, and more phone calls—each one a small but meaningful step in easing someone's journey.

Social work in palliative care is complex and ever-changing. It demands emotional presence, adaptability, and heart. No two days are the same, but every day offers the chance to walk alongside people in their most vulnerable moments—and make a difference.



*Pictured: Gaylene (left)
with colleague Priya.*

Hospice Waikato

334 Cobham Drive, Hillcrest, Hamilton, 3216

PO Box 325, WMC, Hamilton 3240

Telephone (07) 859 1260 or 0800 HOSPICE

www.hospicewaikato.org.nz

