



FRANKLIN HOSPICE

39TH

ANNUAL REPORT

2024/2025



Franklin
hospice
Te Kahu Pairuri ki Franklin

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The Franklin Hospice team



OUR MISSION

Providing compassionate care and comfort that improves quality of life for patients and their whānau who are facing life-limiting illness in Franklin

Ratonga atawhaitanga he mea āhuru mōwai



Tuakau Bridge

OUR VALUES

He Tangata | People are our motivation.

Mana | We celebrate life and provide dignity in death.

Rangatiratanga | We recognise the right of our patients to make their own choices.

Tūhonotanga | Working in partnership with our community to provide joint approaches, knowing that together we are better.

Pukengatanga | We equip ourselves to meet the needs of our patients, whānau, and community.

Kaitiakitanga | We honour the legacy of Franklin Hospice by being excellent stewards of all that has been provided.



Pukekohe Gardens



Clarks Beach

WHAT WE DO

Franklin Hospice provides compassionate, specialist palliative care for people living with life-limiting illnesses in the Franklin community. Our team supports patients to remain in the comfort of their own homes for as long as possible, surrounded by the people and places they love.

We offer holistic care that addresses physical, emotional, and social needs, while also providing practical assistance, equipment, and guidance for whānau.

Alongside clinical support, we deliver grief and bereavement services, connect whānau with community resources, and advocate to ensure everyone has access to the care they need, free of charge.

Our work is funded in part by Health NZ but relies heavily on the generosity of our local community through donations, fundraising events, and volunteer support.



“A year marked by significant leadership transition, meaningful strategic progress, and, as always, deep gratitude for our exceptional staff, volunteers, supporters, and community partners” — Brian McMath | Board Chair

From the Chair

Brian McMath | Board Chair | Franklin Hospice

It is my privilege to present the Chair's Report for Franklin Hospice for the past year — a year marked by significant leadership transition, meaningful strategic progress, and, as always, deep admiration and gratitude for our exceptional staff, volunteers, supporters, and community partners.

Supporting Our Community with Compassion and Dignity

At the heart of everything we do is our commitment to delivering compassionate, specialist palliative care to people facing life-limiting illness in the Franklin community. Despite the ongoing pressures across the health sector nationally, our team has continued to provide high-quality care in people's homes, aged care facilities, and wherever support is needed most. This year, Franklin Hospice supported over 370 patients and their whānau. Each encounter reflects our promise to walk alongside individuals and families with dignity, expertise, and empathy.

Advancing Our Vision: A New Hospice for Franklin

One of our top strategic priorities has been to progress the vision of a new, purpose-built hospice facility that will serve the growing Franklin population for generations to come.

As part of this strategy, we made the decision to sell our rental property on Collie Road. The asset was no longer yielding a return in line

“Where do I begin to thank you? Thank you for your compassion, care and advice. I couldn't have done this without you”.

Franklin Hospice patient / whānau quote

with current interest rates, and maintenance costs were escalating. This was a considered financial move, freeing up capital for the future.

We had initially hoped to secure vacant government land adjacent to Pukekohe Hospital — an ideal location in terms of access and integration. Our sincere thanks go to our local MP, Andrew Bayly, a strong supporter of Franklin Hospice (and proud participant in our Garden Ramble), for championing these discussions with the Minister of Health. Unfortunately, the timeframe, policy restrictions, and Iwi consultation requirements surrounding government land made this option unviable.

Despite this setback, I'm delighted to report a major milestone — earlier this year we successfully negotiated the purchase of a five-acre site on Foy Road. We are now working through the Auckland Council consent process, and this marks a tangible step forward in making our new hospice a reality.

We will fund part of the build through the sale of our existing Hall Street properties, but significant fundraising will still be required. We continue to rely on the generosity of our

community, including legacy gifts, to bring this vision to life. We encourage those who have experienced our care to consider leaving a lasting contribution that benefits future generations.

Our goal is to create a warm, welcoming facility that reflects the values of our community and delivers world-class care close to home. Community consultation will be an important part of the design phase, and we look forward to shaping this space together.

While there's still much to do — finalising the design, securing consents, and launching our capital campaign — we are optimistic, united, and determined to see this through.

Financial Stability and Fundraising

Thanks to the dedication of our team and the generosity of our community, Franklin Hospice remains financially stable. Many hospices across New Zealand, particularly those operating inpatient units, are under significant financial strain. Our strong financial position is the result of prudent management, community generosity, and a disciplined approach to governance. We are grateful for the expert financial guidance provided by Craigs Investment Partners, whose advice has supported the responsible stewardship of our reserves and long-term planning. Their insight, alongside the Board's commitment to good governance, ensures we remain well-positioned to meet both current and future needs.

Our flagship fundraising event, the Garden Ramble, continues to go from strength to strength — raising over \$100,000 this year and establishing itself as a much-loved fixture in the Franklin calendar. My sincere thanks to our outstanding marketing team,

Alison Daldy and Karena Brady-Leatham, and to the tireless Garden Ramble Committee — Sharon Graham, Jane Hewitt-Smith Diane Smith and Vicki Shuker — for their dedication and flair. We are especially grateful to Barfoot & Thompson, our naming rights sponsor for the Garden Ramble. Their generous and ongoing support has played a key role in the event's continued success and growing reputation across the region. We deeply value their partnership and commitment to our community, which helps ensure that every dollar raised directly supports the work of Franklin Hospice.

Special thanks also go to the Unite Against Cancer team for their generous donation, which enabled the purchase of a new vehicle for our clinical team — a practical but deeply valuable addition to our service delivery.

We remain incredibly grateful to the individuals, families, businesses, and service clubs who give so generously. Every dollar raised stays here in Franklin, supporting care that is provided free of charge.



Jo in our new Suzuki – Donated by Unite Against Cancer

Our People – The Heart of Hospice

This year, we farewelled our former CEO, Sue Marshall, and welcomed Lynette Donohoe into the role. I want to thank Sue for her contribution to the organisation, and acknowledge the smooth, confident transition that has followed.

Lynette brings a wealth of leadership experience in health and community services. She has slipped seamlessly into the role, quickly earning the trust and respect of staff, volunteers, and community stakeholders. Her calm presence, strategic thinking, and deep commitment to patient-centred care have already made a strong impact. We are excited about the direction she is helping shape as we move into this next chapter.

To our clinical and support staff — thank you. You carry out your work with skill, kindness, and a deep sense of purpose. You accompany patients and families through some of life's most vulnerable moments, and your care makes a profound difference.

To our volunteers — thank you for being the lifeblood of this organisation. Whether supporting patients, helping in our shops, assisting with events, or serving on the Board — your contributions are deeply valued and never taken for granted.

We were pleased to welcome two new Board members this year: Dr Jared McDonald, a GP at Waiuku Health Centre, who succeeds his colleague Dr Richard Potman (to whom we extend our heartfelt thanks for years of dedicated service), and Izaz Hussein, founder of Swift Mortgages and a driving force behind Unite Against Cancer.

I also want to acknowledge the ongoing work of our other Board members:

Glenn Jackson (Deputy Chair), Graeme Longdell, Paul Reidy, Bruce Peden, Sharelle Lincoln and Wincy Cheung.

Your time, insights, and unwavering support are instrumental in the direction and strength of Franklin Hospice. Special thanks to Paul Reidy for his expertise and leadership in advancing our building project — his connections and experience in the construction sector are invaluable as we move forward.

Looking Ahead

As Franklin continues to grow, so too does the demand for hospice services. We are responding to this by:

- Advancing the development of our new hospice facility
- Expanding and enhancing our retail operations
- Strengthening clinical capacity to meet growing needs
- Deepening community engagement and raising awareness of our services

We are proud of the progress we have made — but even more committed to the work ahead.

On behalf of the Board, I extend our sincere thanks to everyone who supports Franklin Hospice — our staff, volunteers, donors, and the wider community. Your belief in our mission enables us to deliver care with compassion, dignity, and excellence.

“Together, we are building a future where every person in Franklin facing end-of-life care is supported with warmth, expertise, and humanity”.

Brian McMath | Board Chair

A portrait of Lynette Donohoe, CEO of Franklin Hospice. She is a middle-aged woman with short, wavy brown hair, looking directly at the camera with a slight smile. She is wearing a dark green top with a large floral pattern in shades of pink, orange, and red. A thin silver chain necklace is visible around her neck. The background is plain white.

“It’s been a real privilege to step into the role of Chief Executive at Franklin Hospice”.

Lynette Donohoe | CEO

From the CEO

Lynette Donohoe | CEO | Franklin Hospice

It's been a real privilege to step into the role of Chief Executive at Franklin Hospice. Over the past year, I've had the pleasure of working alongside a deeply committed and compassionate team. This has been a year of steadying the ship, taking stock, and setting the direction for a strong and sustainable future.

We've focused on reviewing and strengthening how we work—ensuring our systems, services, and resources are aligned and effectively supporting our mission. These efforts are already making us more responsive and better prepared to meet the growing needs of our community.

A key milestone this year was the establishment of our leadership team. I'm proud to be working alongside Maria, Sharon, and Alison—each bringing incredible expertise, insight, and dedication. Together, we're shaping a clear, unified approach to leading Franklin Hospice.

We've also made it a priority to continually reflect on how we can improve internally and in how we care for patients and their whānau. Our team has remained focused and flexible, always putting people first and holding fast to our values.

Strengthening our community connections remains central to our mission. As Franklin grows, so does the need for quality, compassionate palliative care.

“Your patience on the other end of the phone at night gave me comfort and assurance”.

Franklin Hospice patient / whānau quote



We're committed to evolving and expanding our services to meet that demand.

We are honoured to be supported by Mana Whenua, including Kaumātua Robert Clark and the combined Marae committee, whose guidance continues to help us ensure our services are respectful, culturally grounded, and inclusive.

Over the past year, we have also completed cultural training to better serve the many ethnic communities in our district. This work reflects our commitment to cultural safety, competence, and continuous learning as we strive to reflect the diversity of Franklin in all that we do.

Our volunteers continue to be the heart and soul of Franklin Hospice. Whether in our shops, with patients, or behind the scenes, their contributions add humanity and warmth to everything we do. Their support is truly invaluable, and I'm deeply grateful.

We're also proud to be working collaboratively with our fellow Auckland Hospices. Together, we're developing practical, joint approaches that add real value across Tāmaki Makaurau. By sharing expertise, aligning practices, and co-designing services, we're finding smarter, more sustainable ways to deliver palliative care—ensuring consistency and improving outcomes for people across the region.

As we look ahead to our 40th anniversary in 2026, we're setting ambitious and necessary goals:

- Securing a new home for Franklin Hospice is our top priority—a facility that reflects the level of care we provide, offers dignity to patients and whānau, and supports our growing community.
- Expanding our retail footprint is another key focus. Our shops not only raise vital funds but connect us with the community. Growth in this area will help us build financial sustainability and raise broader awareness of our mission.
- Advocating for resources is more critical than ever as funding pressures increase, and demand rises. We're committed to innovating and adapting our care model to meet these challenges head-on.

None of this would be possible without the support of our Board, staff, volunteers, Mana Whenua, and the wider Franklin community.

Thank you for your energy, your belief in our mission, and your commitment to making a real difference.

“Together, we are building a future for Franklin Hospice that honours our legacy and prepares us to meet tomorrow with purpose and confidence”.

Lynette Donohoe | CEO



Franklin Hospice 2024 Photo Shoot



Lynne reaches 20 years of service!
Brian, Glenn, Matua Robert, Lynne and Sharelle

Meet Our Team

Franklin Hospice | Board of Trustees, Leadership and Staff

“Working at Franklin Hospice is more than a job – it’s a privilege to care for our Franklin community with compassion and heart.”.

Franklin Hospice staff member quote

Franklin Hospice Board of Trustees



Brian McMath
Chair



Glenn Jackson
Vice Chair



Graeme Longdell
Trustee



Paul Reidy
Trustee



Wincy Cheung
Trustee



Sharelle Lincoln
Trustee



Bruce Peden
Trustee



Izaz Hussein
Trustee



Dr Jared McDonald
Trustee

Franklin Hospice Leadership Team



Lynette Donohoe
CEO



Maria Iacopi
Clinical Services Manager



Sharon Amundsen
Patient and Whānau Services Manager



Alison Daldy
Fundraising and Marketing Manager

Franklin Hospice Staff



Jude Balle
Community Palliative Care Nurse



Lynne Lewis
Community Palliative Care Nurse



Rachael Thomson
Community Palliative Care Nurse



Jackie Thompson
Community Palliative Care Nurse



Caitlin Davies
Community Palliative Care Nurse



Maree Balle
Community Palliative Care Nurse



Rawene Marsden-Matenga
Community Palliative Care Nurse



Jo Fitzpatrick
Community Palliative Care Nurse



Vicki Burton
Hospice Shop Manager



Linda Carter-Selwood
Administrator



Karena Brady-Leathem
Fundraising Asst. & Volunteer Coord.



Janina Gussey
Business Administrator

A portrait of Maria Iacoppi, a woman with long, wavy, light brown hair, smiling warmly at the camera. She is wearing a light pink button-down shirt and a delicate necklace with a small pendant. The background is a soft, out-of-focus grey.

“Our nurses have remained deeply committed to delivering high-quality, person-centred palliative care”.

Maria Iacoppi | Clinical Services Manager

From Clinical Services

Maria Iacoppi | Clinical Services Manager | Franklin Hospice

This year has brought both challenge and progress for the Franklin Hospice clinical team. Amidst continued strain on the wider health system, our nurses have remained deeply committed to delivering high-quality, person-centred palliative care, ensuring patients and whānau receive the support they need, where and how they need it most.

Specialist Community Palliative Nursing

Residents in the Franklin region do not have access to a specialist palliative care inpatient unit. This means patients facing complex challenges during their end-of-life journey in our community often lack nearby tertiary-level palliative beds. In response to this inequity, our hospice nurses work exceptionally hard to deliver a comprehensive specialist in-home service, available seven days a week.

Our team of eight nurses provides holistic care across the semi-rural Franklin region, supporting patients who overwhelmingly wish to remain at home. The service includes symptom management, emotional and cultural support, education for caregivers, and responsive care planning.

Two nurses are currently undertaking postgraduate study in palliative care through the University of Auckland, helping us maintain a high standard of specialist expertise in an increasingly complex landscape.

“The nurses treated him with dignity and respect, with patience and kindness and most importantly, they knew what was needed”.

Franklin Hospice patient / whānau quote

Integrated Community Collaboration

Collaboration remains central to how we deliver wraparound support. Our nurses work closely with general practices, aged residential care facilities, and wider community providers through dedicated relationship lead roles. These relationships enable us to increase the capacity of primary care teams without adding to their pressure, while also ensuring patients receive early and coordinated care.

In a strained health system, access to tertiary care is becoming more difficult. Middlemore Hospital, our main tertiary partner, continues to experience significant resource challenges. This has affected some patients' ability to access timely inpatient support. Despite this, we maintain a strong working relationship with their palliative care team. Weekly complex case video reviews with Palliative SMO Dr Brian Ensor allow us to share expertise, improve continuity of care, and bridge the gap with hospital services.



Sharon and Caitlin upskilling at a Palliative Care Conference

Education and Capacity Building

Education for external providers has expanded this year in response to growing need. Syringe driver training for aged residential care nurses continues to be in high demand, with all sessions fully booked and more planned.

We also partnered with Huakina Trust to deliver tailored education to home-based carers, upskilling them in culturally grounded palliative care and strengthening community-led support for whānau nearing the end of life.

Education and Capacity Building

Access to medication in the community remains a common challenge, particularly for those living in rural areas. To address this, we've enhanced internal safety protocols and installed secure medication lockboxes in all hospice vehicles, ensuring medications are stored and handled safely while remaining accessible for timely symptom management. We're fortunate to have responsive and proactive key pharmacies in the region who extend their service to meet our patients' needs.

Capturing Patient Voice and Holistic Therapies

Our team uses patient-scribing tools and individualised care planning to ensure patient's voice shapes the care they receive. This strengthens engagement and helps align interventions with personal values and goals.

Complementary therapies continue to expand. This year we introduced mirimiri (traditional Māori wellbeing massage) and welcomed a volunteer massage therapist who offers symptom relief and relaxation. These non-clinical supports have been

deeply appreciated by patients and contribute to our holistic approach.

Palliative Outcomes Initiative (POI)

We've refocused our Palliative Outcomes Initiative to remove confusion and streamline access. POI is now fully integrated into our core nursing model, meaning any hospice nurse can provide palliative advice, triage, and support when contacted by external providers.

We are fortunate to have long-standing relationships with GP practices and aged care facilities across Franklin. Supporting these services as they care for patients at varying stages of illness is a key part of our mission. We are also encouraging earlier conversations in primary care, helping providers talk with patients and whānau about prognosis and support options. This approach strengthens planning, builds understanding, and reduces crisis-based admissions.

In Summary

Despite growing pressures in the health sector and persistent gaps in tertiary-level palliative resources for Franklin residents, our hospice team has continued to go above and beyond. Whether they are responding to an after-hours crisis, supporting whānau through unfamiliar terrain, or partnering with GPs to extend care capacity, our nurses do their work with professionalism, aroha, and dedication. Franklin Hospice remains deeply committed to equitable, accessible, and specialist palliative care in our community.

“ We thank our staff, partners, and community for walking alongside us in this essential mahi ”.

Maria Iacoppi | Clinical Services Manager

Patient Statistics

Service Performance | 1 July 2024 – 30 June 2025

“You all were so helpful, organising medication and changing it when not suitable. You knew exactly what was required”.

Franklin Hospice patient / whānau quote



Our Area

Franklin Hospice covers a large geographical area from the West Coast to the Firth of Thames, this side of the Karaka inlet, and as far south as Mercer.



371
Patients



2140
Patient and Whānau
Vists



6195
Patient and Whānau
Calls



1484
After Hours Calls

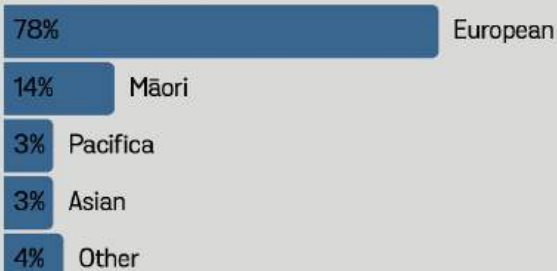


209
Total Deaths



3455
Advice to Health
Professionals

Patient Ethnicity



6
Full time clinical
and social
service staff



4
Full time staff
supporting
the service to
operate



“We’re as committed as ever to walking alongside people and their families with practical, compassionate, and responsive care”.

Sharon Amundsen | Patient and Whānau Services Manager

From Patient and Whānau Services

Sharon Amundsen | Patient and Whānau Services Manager | Franklin Hospice

This year has been one of steady growth, fine-tuning, and meaningful impact across our patient and whānau support services. We're as committed as ever to walking alongside people and their families with practical, compassionate, and responsive care. Everything we do is centred around the person and their whānau—recognising the unique emotional, social, spiritual, and everyday challenges that come with palliative care.

Whānau and Psychosocial Support

We've provided 4,231 interventions this year—supporting patients and whānau through all sorts of tough situations, from emergency placements and mental health concerns to caregiver fatigue, housing issues, and navigating the ins and outs of ACC or life insurance claims.

Whether it's sourcing equipment, challenging decisions that don't feel right, or making sure people get referred to the right supports, our responses are always practical and deeply person-centred.

Social Connection and Community Support

Our Daybreak and Connect social groups continue to offer real connection and support for people going through similar life situations. Daybreak remains steady in numbers and Connect—our men's support group—has quietly become an important space, especially for men who might not fit

"Thanks to you, we were able to have my husband at home with us where he wanted to be. You are special people who do an incredible job".

Franklin Hospice patient / whānau quote

into more traditional support models. With 12 men on the register and 5–6 attending each month, Connect offers a relaxed, safe, and supportive environment where people feel seen and heard.

Counselling Services

Counselling referrals have remained consistent, with people engaging at the level that feels right for them. Our counselling partner continues to provide flexible, responsive support—playing a huge role in helping patients and families build emotional resilience. We've had 103 counselling sessions this year, and every one of them has mattered.



Candle lighting at Memorial Service 2025

Staff Collaboration and Communication

Our clinical and psychosocial teams have continued to grow stronger in the way we work together. There's a growing sense of mutual respect and appreciation for the different skills each team brings.

While we may not always see things the same way, our shared commitment to wrap-around care means we're aiming for more integrated decisions, better collaboration, and ultimately, more holistic outcomes for the people we support.

Bereavement Support and Future Planning

We're currently reshaping our bereavement support programme to better reflect the wide range of needs in our community. The goal is to create something that's inclusive, accessible, and sustainable—offering real, ongoing care that lasts beyond the immediate loss.

A Few Reflections

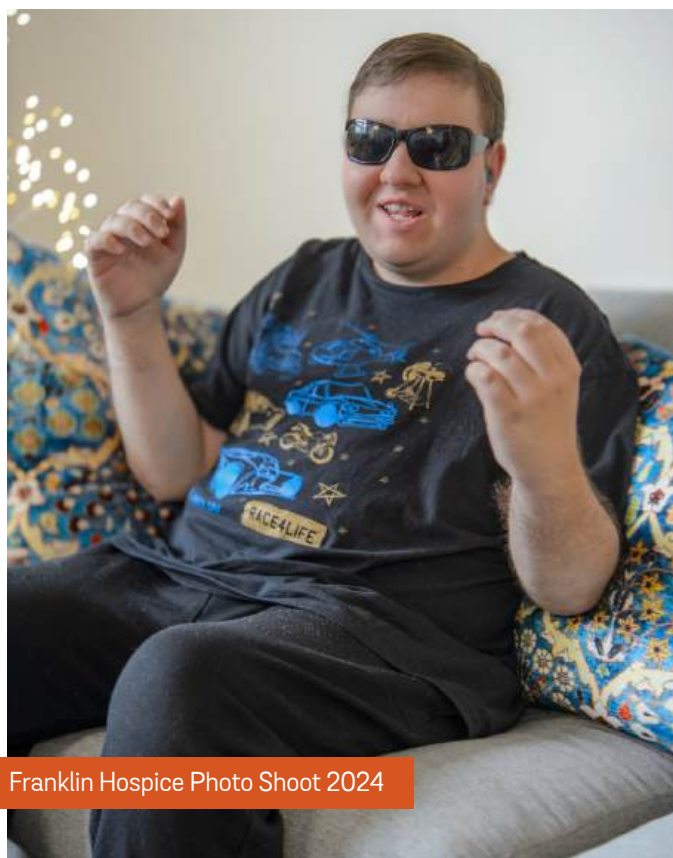
It's been a year of quiet, steady service—full of meaningful moments, listening deeply, and advocating behind the scenes. Every action we've taken—no matter how small—has helped lift burdens, restore dignity, and support whānau through difficult times. A huge thanks to Lynette and the Board for your ongoing support. I'm really looking forward to another year of people-centred care.

Looking Ahead to 2026

Next year, I'll be focusing on strengthening and growing our psychosocial supports, especially around equity and inclusion. We'll be rolling out our revised bereavement programme and continuing to push for appropriate respite and support funding—particularly for those under 65.

“As always, I remain committed to walking alongside each patient and whānau with compassion, dignity, and purpose”.

Sharon Amundsen | Patient and Whānau Services Manager



Franklin Hospice Photo Shoot 2024

“The team at Franklin Hospice have quickly become experts on my rare medical condition. We are grateful to be supported by Franklin Hospice, they're only ever a phone call away.”

Franklin Hospice patient | whānau quote



**“From all of us, thank you for standing beside us
and making a meaningful difference in the lives
of those we care for”**

Alison Daldy | Fundraising and Marketing Manager

From Fundraising and Marketing

Alison Daldy | Fundraising and Marketing Manager | Franklin Hospice

Your incredible support over the past year has meant so much to us. In a time when cost-of-living pressures continue to affect many, your generosity has helped us to continue the delivery of our services.

Thanks to major gifts, heartfelt bequests, and strong engagement through events and awareness efforts, we've continued our mission, providing compassionate care and comfort that improves the quality of life for patients and their whānau in Franklin.

From all of us, thank you for standing beside us and making a meaningful difference in the lives of those we care for.

Key events and fundraisers Unite Against Cancer

Early in 2024, we were honoured to receive the proceeds from the Unite Against Cancer (UAC) Gala. Their efforts enabled us to purchase a vehicle better suited for challenging roads and weather, ensuring our care reaches those who need it, wherever they are.

The gala was a spectacular event, and the new relationships formed with the UAC team have been truly valuable. We marked the occasion with a thank-you morning tea, where the vehicle was officially presented, alongside other generous contributions.

A memorable moment of community spirit

"I had a wonderful 2 days out with friends admiring beautiful gardens. It doesn't get better than that. Thank you".

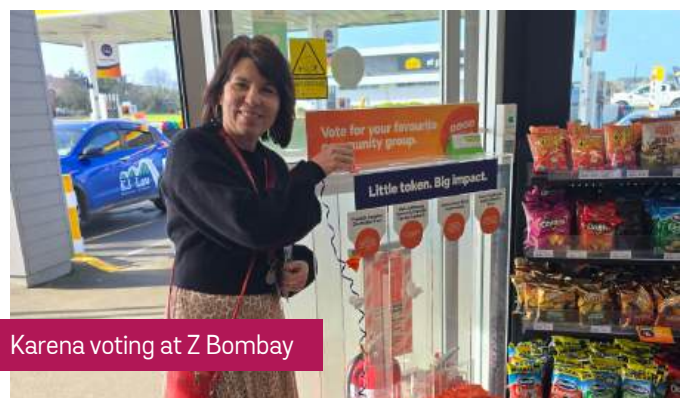
2024 Garden Ramble attendee quote

came from the team at Swift Mortgages, led by Izaz Hussein, who arrived one Saturday to give all our vehicles a professional grooming reminding us once again of the amazing people behind the support we receive. Thank you, Swift Mortgages.



Good in the Hood

We are always grateful to the Z Energy team for their ongoing support of this initiative. In 2024, we were part of the Clevedon store's community, and the generosity of local customers made a meaningful impact. This year we have been allocated Z Bombay, so drop your disc into Franklin Hospice!



The Garden Ramble

Sixteen beautiful gardens featured in the biannual Garden Ramble. These along with the Pukekohe East Church, and the bustling market at Pukekohe East School made for a wonderful event. Despite some variable weather, the weekend was a success, with fantastic feedback from our garden-loving attendees. We're deeply thankful to all garden owners and sponsors who help make this cherished event so special.



Farmers Christmas Bauble Campaign

Once again, our local Farmers store in Pukekohe outdid themselves with the national bauble campaign and Tree of Remembrance. Their energy, storytelling, and heartfelt commitment to hospice care raised awareness and reminded our community just how much good can come from a shared mission.

Trees of Remembrance

As always, our annual Trees of Remembrance campaign brought warmth to the festive season. This year, we added Woolworths South alongside Pak'nSave—both stores were wonderfully accommodating. Our volunteers, who so kindly listened to stories of loved ones, brought real comfort to many during the holidays.

Barfoot & Thompson Giving Back

Barfoot & Thompson Pukekohe, Tuakau, and Pokeno continued their generous campaign, giving vendors the chance to nominate charities to receive donations. We were delighted to be among the chosen recipients this year—thank you for your ongoing support.

BNI Connections

Franklin Hospice regularly attends two BNI groups, which has led to valuable fundraisers, sponsorships, and service discounts. The relationships built through these groups have enriched our work in so many ways. A standout event was the Papakura BNI comedy night bringing laughter for a good cause.

Bombay Truck Show

Held every two years, the Bombay Truck Show is a local favourite. We were grateful to be involved again in 2025 with an awareness stand and raffle, connecting with the community in a powerful way.



Riverhaven Artland

The generosity of the Riverhaven Artland team continues to inspire us. The Blundell family facilitated a memorable sale of the final Fred Graham maquettes, and a community fun run through Riverhaven

brought people together in a beautiful setting. Their support means the world to us.



Fun Run at Riverhaven Artland

High Tea

Our second annual High Tea was a sell-out success. With Leanne from Red Trinity and Miriama Kamo as our inspiring guest speakers, the event left hearts full, and spirits lifted. With growing interest, we're now exploring a larger venue for 2026.



High Tea guests with Miriama

Awareness Week 2025

This year's Awareness Week featured volunteer collections at Mitre 10 Pukekohe and Waiuku, and the return of Heroes for Hospice in schools, early childhood centres, and gyms. These activities helped spread awareness, build new relationships, and bring the community closer to our mission. One of the most heartwarming highlights was the support we received from schools and preschools during the campaign.

Dressed as superheroes, children arrived at our door with jars full of coins and bright smiles, proudly donating to support our cause. Their joy and generosity truly moved us and reminded us of the power of community at every age.

Grants

Thank you to the following organisations who have supported Franklin Hospice via grants this year;

Freemasons, Perpetual Guardian, Lion Foundation, Chenery Memorial Trust, Bluesky, Grassroots, Four Winds and One Foundation.

This year through donations, events, grants and fundraising activities we've made \$423,829.68.

Community Visits

We've been lucky to welcome generous businesses offering their time and services—from car washing to gardening and general maintenance. Special thanks to Swift Mortgages, ANZ Agribusiness, and Rapid Facilities for their hands-on help.



Car washing team from ANZ Agribusiness

Community Group Talks

Lynette and I have had the pleasure of visiting many community groups to speak about Franklin Hospice and the challenges we face. The response has been overwhelmingly

positive, with meaningful connections and new support growing as a result.

Looking Ahead

As we look to the future, our focus remains on raising the funds needed to cover over 50% of our operating costs—ensuring our services remain free of charge and available to everyone who needs them.

In 2026, we'll be proudly celebrating 40 years of Hospice in Franklin. This incredible milestone reflects the strength, resilience, and generosity of our community, and the dedication of those who have supported us over four decades.

To mark the year, we're excited to announce a series of events and celebrations, including:

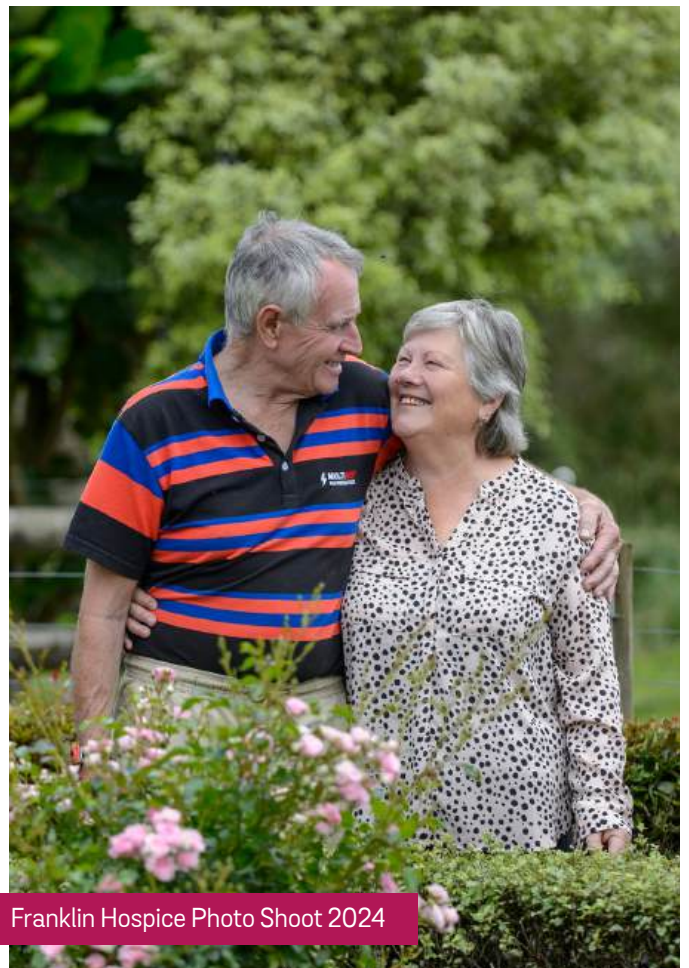
- A special Art Auction, showcasing the work of local artists with all proceeds going toward hospice services.
- A Gala Ball event in August

“These events, and many others planned throughout the year, will give us all a chance to reflect, connect, and honour the journey of hospice in Franklin”.

Alison Daldy | Fundraising and Marketing Manager



Jackie in the High Tea fashion show



Franklin Hospice Photo Shoot 2024



“Volunteers Continue to be a crucial part of our team.”

Karena Brady-Leatham | Volunteer Coordinator

From Volunteering

Karena Brady-Leathem | Volunteer Coordinator | Franklin Hospice

- We currently have 65 active volunteers
- For events we have 127 volunteers on our database
- 25 people attended new volunteer workshops in the last financial year
- Over 20,000 hours were volunteered (excluding shop volunteers)

Volunteers continue to be a crucial part of our team. They allow us to offer extra services and keep costs down. They are the most amazing people who I continue to be awed by. Their willingness to give up their precious time and help with anything asked of them shows me that community spirit is still alive and well.

We continue to use volunteers in many patient facing roles; companionship or caregiver respite, biographies, running support groups and for transport to Daybreak. We also have volunteers that help with keeping our premises tidy – inside and out. They tidy shelves, make up patient packs, cover reception, trim and spray plants, weed, manage our recycling, sort items at our upcycling workshops, sew wheat bags & syringe driver bags for patients, and knit blankets for them. Without these wonderful volunteers, these things would either not happen or cost us a lot of money.

Our biggest use of volunteers is for fundraising events. They would otherwise not be viable, so we are so grateful for their help. The biggest event in the past 12 months

“Volunteering at Daybreak gives me so much pleasure and a highlight of my week I so look forward to”

Franklin Hospice Volunteer Quote

has been our biennial Garden Ramble. For this we used over 75 volunteers who totalled over 540 hours of help in the lead up and on the weekend.



Volunteer Thank You Afternoon Tea

This year we ran our first ever volunteer survey. Although there wasn't a huge uptake from volunteers, the returns we did receive were very positive. This result is a good indication that they feel valued and fulfilled in what they do. A great result. We don't want to become complacent in this area though, so I plan to roll out a volunteer survey every 2 years from now on.

Opportunities & the Future

One of the ongoing opportunities we have with our volunteer team is finding ways to keep them actively engaged. Due to the

dynamic nature of patient care, volunteer involvement can sometimes be intermittent, though our retail shop continues to offer consistent volunteering opportunities. That said, we've found that volunteers who are open to taking on a variety of tasks and roles often find their experience more rewarding, and their flexibility is incredibly valuable to our work.

Looking ahead, we're excited to explore new ways in which volunteers can contribute, particularly in bereavement support. This is a model already embraced by other Hospices, and we see great potential in offering this support to the families of our patients. It's a meaningful direction that could strengthen our services and provide volunteers with another deeply impactful way to be involved.

"Tuesday when I volunteer is the best day of the week, and I don't think I could have imagined in the beginning how it has evolved and become so special to me".

Franklin Hospice Volunteer Quote



Franklin Hospice Photo Shoot 2024



Trees of Remembrance Volunteers

"Without your smiles, advice and 'just being there' we would not have managed."

Franklin Hospice patient | whānau quote



“A huge thank you to our amazing retail team and community.”

Vicki Burton | Franklin Hospice Shop Manager

From Our Retail Shop

Vicki Burton | Franklin Hospice Shop Manager

A huge thank you to our amazing retail team and community.

Retail outlets play a vital role in supporting the work we do at Franklin Hospice, and we want to take a moment to express our heartfelt thanks to our dedicated Retail Team and our amazing Volunteers. Your hard work, passion, and commitment are absolutely vital to the smooth running and success of our Shop.

We'd also like to give a special shout-out to our Board member Graeme Longdell, who generously gives his time every Monday to support our back-of-house operations. Graeme's ongoing practical help behind the scenes is deeply appreciated by the whole team.

Across the country, hospice shops have been facing challenges, with many experiencing a drop in income due to the rising cost of living. That's why we are especially grateful for the continued support from the Franklin community – your kindness and generosity truly make a difference.

Thanks to your support – through shopping with us and spreading the word – this year our Shop has raised an incredible \$262,065. We are so proud of this achievement and incredibly thankful to everyone who helped make it happen.

“The layout is beautifully organised, making it easy to explore all the unique finds. The staff are friendly, helpful, and clearly passionate about what they do.”

Franklin Hospice Shop Google Review
February 2025

We've also been seeing great growth in our online sales through Marketplace, which is an exciting area for us. Looking ahead, we're planning to expand further into this space – including offering furniture sales online – so keep an eye out for what's coming next!

To our volunteers and supporters – thank you. Your continued efforts help us provide essential care and support to families in our community when they need it most.



Franklin Business Association shopping with us

Major Supporters



Barfoot & Thompson – Pukekohe, Pokeno, Tuakau & Papakura | Blossum | BNI – Franklin & Papakura | Bonded Insurance | Dilmah Tea



Farmers Pukekohe | GJ Gardnder Homes Pukekohe | Grahams Funeral Services | Jesmond Construction | Kitchen Studio



Lions – Pukekohe & Tuakau | Rapid Facilities | Riverhaven Artland | SBA Pukekohe | The Allied Petroleum/Transfleet Trailers Bombay Truck Show



The Bespoke Living Room | United Against Cancer | Z Energy (Kennerley Investments)

Grant Providers



Blue Sky Community Trust | Four Winds Foundation | Freemasons Trust | Gross Roots Trust | Harcourts Hospice Foundation



The Lion Foundation | NZ Lotteries Commision | One Foundation

We would also like to acknowledge all the businesses and individuals who have assisted us over the past year with donations and sponsorships.

Financial Statements

2024 – 2025

Franklin Hospice Charitable Trust		
Statement of Financial Performance – Consolidated P & L		
Consolidated Income	2024/2025	2023/2024
Poi	\$94,429	\$92,125
Health NZ	\$1,092,819	\$1,067,636
Retail	\$262,065	\$244,766
Donations and Bequests	\$109,086	\$191,243
Fundraising	\$257,457	\$115,296
Grants	\$64,862	\$97,306
Other Income	\$493	\$6,455
Total Income	\$1,881,210	\$1,814,827
Consolidated Expenditure		
Poi	\$91,405	\$91,666
Shop	\$153,196	\$167,449
Patient & Whanau Support	\$1,096,929	\$1,072,255
Support Services	\$378,705	\$278,918
Fundraising and Marketing	\$99,070	\$82,779
Transfer to Development Trust	–	\$125,000
Total Consolidated Expenditure	\$1,819,305	\$1,818,067
Consolidated Surplus/Deficit	\$61,905	(\$3,240)

Franklin Hospice Charitable Trust



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