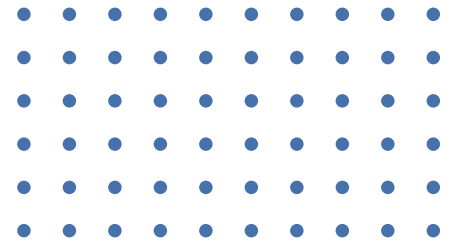


Annual Review



Year ending 30th June 2025

Prepared For:

Nurse Maude Association (CC33137) & Nurse Maude Foundation (CC34315)



Contents

Our Partners in Care	3
Chair's Report	4
Chief Executive's Report	5
Chair of Finance Committee Report	6
A year in review	7
Our Year of Care	8
Our People	9
Our Supporters	10
Strategic Focus 2025/26	11

The past year has been one of meaningful progress, strong performance, and heartfelt dedication across every part of Nurse Maude. Guided by our founding mission — to provide compassionate, accessible healthcare for all — we have continued to grow, innovate, and strengthen our services for our communities across Canterbury and beyond.

Through the collective efforts of 1,251 staff and 264 volunteers, we have delivered care that upholds dignity, quality, and respect for people from all walks of life. Whether supporting independence at home, providing comfort at the end of life, or innovating through technology and research, Nurse Maude remains a trusted leader in community-based healthcare.

Consolidated Financial Statements available online or email info@nursemaude.org.nz.

Our Partners in Care

Te Whatu Ora
Health New Zealand



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Whaikaha
Ministry of Disabled People



He Kaupare. He Manaaki.
He Whakaora.
prevention. care. recovery.



**Te Kaunihera
Tapuhi o Aotearoa**
Nursing Council
of New Zealand



Home & Community Health
Association



NEW ZEALAND ARC

Te Kahu Pairuri
o Aotearoa
hospice
New Zealand



**AGE
CONCERN
NEW ZEALAND**
He Manaakitanga
Kaumātua Aotearoa

UC
**UNIVERSITY OF
CANTERBURY**
Te Whare Wānanga o Waitaha
CHRISTCHURCH NEW ZEALAND



**University
of Otago**
ŌTĀKOU WHAKAIHU WAKA



Ara
Institute of Canterbury
Ara rau, taumata rau



**Care
Coordination**



**Nurse Maude
Simulation & Assessment Centre**

Chair's Report

Jane Cartwright



As we look ahead to 2026 and beyond, it is with pride that I reflect on a year of resilience and achievement. Our commitment to excellence in care remains unwavering, even amid ongoing sector challenges. We have continued to strengthen our focus on quality, customer satisfaction, employee wellbeing, innovation, and sustainability — the key pillars of our strategic plan.

A highlight of the year was the progress on our new purpose-built hospice, rising from the ground and on track to open in April 2026. This development represents not just a building, but a renewed promise to provide world-class palliative care within a peaceful, purpose-designed environment.

Our success continues to rely on the remarkable commitment of our people. We are investing in staff wellbeing and development, recognising that a supported workforce is the foundation of excellent care.

This year also marked a significant leadership transition. In September 2025, we farewelled Jim Magee, who led Nurse Maude for 19 years through times of great change — from the Christchurch earthquakes to COVID-19, and the expansion of our services across New Zealand. We thank him sincerely for his service.

It is a pleasure to welcome Louise Zacest as our new Chief Executive. Louise brings extensive healthcare leadership experience, a deep understanding of community care, and a passion for building strong, collaborative partnerships. I look forward to seeing her guide Nurse Maude into its next chapter.

To our Board, staff, volunteers, donors, sponsors, and funders — ngā mihi nui. Your support enables us to continue this vital work, ensuring that our communities receive the care, dignity, and compassion they deserve.



CEO Report

Louise Zacest



Since joining Nurse Maude in September 2025, I have been inspired by the dedication and professionalism of our people, whose commitment reflects the values established by Nurse Sibylla Maude in 1896.

The 2024–25 year was marked by innovation, collaboration, and service growth. A major milestone was being awarded the Home & Community Support Services contract for Te Waipounamu, extending our homecare reach across the South Island.

We also strengthened our reputation for clinical leadership through the successful launch of the Nurse Maude Simulation and Assessment Centre on behalf of the New Zealand Nursing Council, assessing internationally qualified nurses seeking registration in New Zealand.

This initiative, in partnership with the University of Canterbury, highlights our growing contribution to workforce development and sector capability.

Our cybersecurity and digital transformation programmes continued to progress strongly, with external benchmarking confirming Nurse Maude's above-average performance in data protection and resilience – an important achievement in an increasingly complex digital landscape.

Our future focus remains on quality care, staff wellbeing, and innovation. Together with our Board, funders, and community, we are shaping the future of community healthcare with integrity and purpose.



Chair of the Finance Committee's Report

Andrew Oorschot



Despite financial pressures across the health sector, we are pleased to report that Nurse Maude achieved a strong financial performance in the year ended 30 June 2025.

Our revenue was \$108m including \$2.3m in bequests and donations. We achieved a consolidated surplus for the year of \$6.1m with total assets of \$70.1m and equity of \$44.6m. During the year, our consolidated cash reserves increased to \$9m. These results reflect prudent management, community generosity and continued public trust in our work.

The Nurse Maude Foundation has committed \$5 million towards the new hospice build coupled with \$5.45 million in donations received to date.

Looking ahead, we remain mindful of funding constraints and rising costs but will continue to balance financial responsibility with our unwavering commitment to care.

We extend our heartfelt thanks to our dedicated staff, volunteers, and all those who support Nurse Maude. Your contributions make a significant difference, and together, we continue to provide essential services to those who need them most.

We look forward to the year ahead and the continued social impact we can make together.

Consolidated Financial Statements available online or email info@nursemaude.org.nz.



A Year in Review

Our Year in Review

A Legacy of Care and Innovation

Nurse Maude's not-for-profit model enables us to reinvest directly into patient care, technology, and innovation. We are proud to lead a community-based approach that prioritises people over profit, and long-term wellbeing over short-term outcomes.

Extending Our Reach

Our services — from district and specialist nursing to home support, residential and respite care — continue to help people live well, independently, and with dignity. We are especially proud of our work in specialist palliative care, supported by the generosity of donors, bequests, and volunteers.

Sustainability and Community Impact

Our hospice shops remain a cornerstone of community support, raising \$1.68 million this year while reducing landfill waste through sustainable reuse — a testament to the power of community involvement and environmental stewardship.

Digital Enablement and Continuous Improvement

Digital capability is now one of Nurse Maude's seven core strategic pillars. New field applications and IT infrastructure upgrades have enhanced efficiency, productivity, and data security, improving real-time care delivery and system resilience.

Partnerships and Research

Collaboration continues to strengthen outcomes across the health system. Our partnerships foster evidence-based care ensuring every person receives the care and support they need that respects their identity, values, and whānau.

Looking Forward

As we prepare for 2026, we do so with optimism and determination. The opening of our new hospice facility will mark a significant milestone in the evolution of palliative care in Canterbury. Our commitment to excellence, compassion, and innovation remains as strong as ever.

To all who contribute to the mission of Nurse Maude — thank you. Your dedication, trust, and generosity ensure that our founder's legacy continues to shine brightly in every act of care we deliver.



Our Year of Care

2024/25

1,251

Staff caring for people every day of the year



682

Support Workers and Residential Care Aids

233

Nurses

336

Other health professionals and support staff

133,942

District nursing visits

55,897

Specialty clinic appointments

Hospice Palliative Care

288

Patients

Community specialist service

1,399

Clients

2,764

Bed days

Palliative Aged Residential Care

2,814

Hours supporting residential care in the community

932,161

Homecare visits



Residential Care



75

Available beds



206

Residents care for



22,479

Bed days

20,700

hours

donated by

264

Volunteers



Our People

BOARD MEMBERS

Jane Cartwright MNZM, BSc, PGDipSci, NZRD, MBA, CFInstD – Board Chair

David Lang LLB

Dr Cathy Andrew ONZM, RN, BA, MA (Hons), PhD

Murray Compton QSM, B.Com, F.C.A., C.M.C., F.N.Z.I.M., M. Inst.D.

Dr John Hudson MB ChB, DRCOG, FRNZCGP, Dip Trav Med to 12/2024

Jane Huria CNZM, LLB, CFInstD

Mark Marshall Grad Dip App Mgt

Andrew Oorschot BCom, CA(PP), CMA

Dr Hana Royal MA, MBCHB

Tania Mullane PhD from 12/2024

SENIOR MANAGEMENT TEAM

Louise Zacest Chief Executive Officer

Kim Rae GM Human Resources

Emma Henshall Chief Financial Officer

Margaret Koe Financial Controller & Performance
Monitoring Manager

Linda Hill Director of Nursing

Liam Stevens Kaihautu Māori

Simon Aitchison Chief Information Officer

Jo Dowling Communications Manager

Lisa Cowap District Nursing & Specialty Clinics

Jane Rollings Hospice Palliative Care

Napat Sirihongthong Care Home

Rachel Nicolson-Hitt Home Care Christchurch

Claire Willemson Home Care Wellington

Emma Coldwell Home Care Nelson/Marlborough

Susan Bowden Care Coordination Wellington

AUDITORS

PriceWaterhouseCooper

SOLICITORS

Rhodes & Co

BANKERS

Bank of New Zealand

FORMER:

Jim Magee Chief Executive to 09/2025

Irihapeti Bullmore Kaihautu Maori to 10/2024

Mark Nicklin Chief Financial Officer to 12/2024

Our Supporters

Every day of the year, the Nurse Maude Hospice Palliative Care team provides specialist care and support free of charge to patients and their whānau. Donations also support capital projects like our new Hospice Building, research and innovation projects. This is only possible through the generosity of others.

BEQUESTS

Estate of DW Aidie
Estate of JG Atkinson
Estate of ECH Black
Estate of C Ferguson
Estate of EG Gill
Estate of JR Gleave
Estate of VP Hancock
Estate of PK Hickey
Estate of EW Hicks
Estate of MM Mallon
Estate of DL Marshall
Estate of CCK Moore
Estate of M&T Overend
Estate of N Scurr
Estate of NE Shaskey
Estate of DB Smith
Estate of D Todd
Estate of AK Witty
Estate of R&W Wormald

We are extremely grateful for the gifts we receive from individuals, often in memory of their loved ones, that support our work. In addition to cash donations, the Nurse Maude Hospice Shops in Canterbury provide significant funds thanks to the donation of stock, staff, retail volunteers and loyal customers.

VOLUNTEERS

Nurse Maude is grateful to the 264 volunteers who donated over 20,700 hours of their time supporting Nurse Maude in our retail outlets, the Care Home, Hospice and maintaining our gardens.

CORPORATE SUPPORTERS

BNI International
Computer Help New Zealand
Farmers Trading Company Limited
Green Light Recruitment
Harcourts Holmwood
Hospice New Zealand
House of Travel Holdings Ltd
Novo Group
Photo & Video International
Rhodes & Co
Tyrepower NZ Ltd

TRUSTS

Greene Charitable Trust
Magna Trust
Mayor's Welfare Fund
Ron and Nan Norris Charitable Trust
The C G Tate Charitable Trust
The J I Urquhart Family Trust
The Philip Brown Trust
The R & B Stewart Charitable Trust
Tom and Dinah Glass Trust

Strategic Focus 2025/26

Focus on quality and safety

We will achieve the highest quality care for our clients through constant improvement in our clinical and business processes.

Focus on equity

We will work to deliver equitable outcomes for all our clients.

Focus on Employee Engagement

We will care for and support the health, safety and wellbeing of our staff to enable them to provide the best of care to our clients.

Customer Satisfaction

Provide a voice to all our clients that encourages feedback that will improve and shape out services.

Growth

We will prepare for and seek out opportunities to expand our services.

Our vision

To be the best community health services provider in New Zealand as measured by the quality of our care, customer satisfaction and efficient use of resources.

Our mission

Improving wellbeing and alleviating suffering in our community.

Our Values

- **Care** – we care for and care about our clients, customers and colleagues.
- **Partnership** – we will always achieve more by working as a team.
- **Respect** – those whom we care for and work with deserve our respect.
- **Excellence** – continually looking for improvement.
- **Integrity** – we will keep our work and act in good faith in our dealings with others.



Annual Review

Year ending 30th June 2025

Nurse Maude Association (CC33137)

Nurse Maude Foundation (CC34315)

Copyright © 2025, Nurse Maude

This document is granted the full protection given by the Copyright Act (1994) to Nurse Maude as the holders of the copyright. It is prohibited to reproduce this resource – either in part or whole – without prior written permission from Nurse Maude. This extends to all forms of photocopying and storage of material in any local, network, or cloud-based information retrieval or document management system.