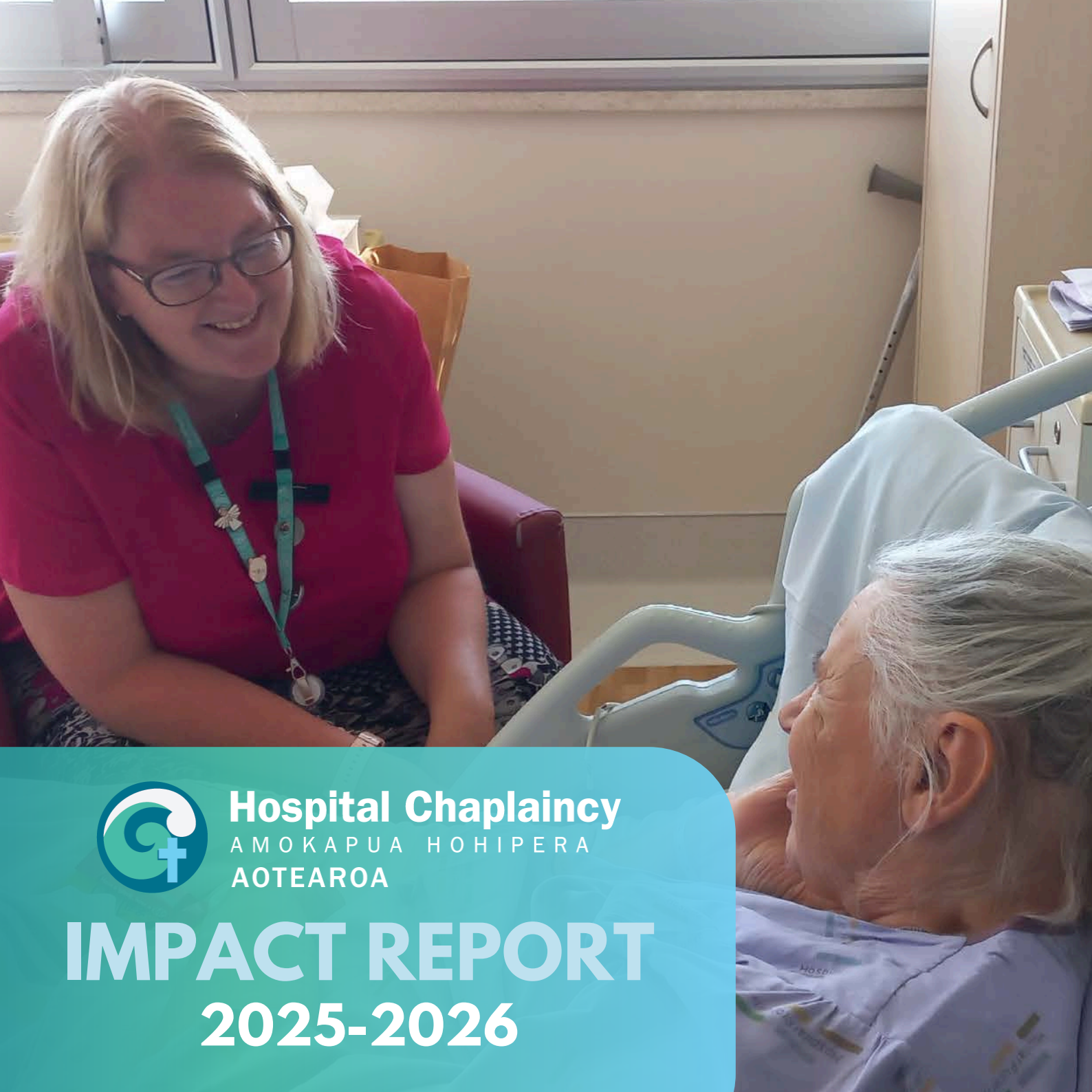




Hospital Chaplaincy

AMOKAPUA HOHIPERA
AOTEAROA

IMPACT REPORT

2025-2026

Tēnā koutou katoa

It is our pleasure to present the 2025/2026 annual report of Hospital Chaplaincy Aotearoa.

We work in partnership with nine church denominations to provide chaplaincy services to hospitals across Aotearoa New Zealand in co-operation with Health NZ | Te Whatu Ora.

This Annual Report covers our financial year 1 July 2025 - 30 June 2026.

Charity Registration Number

CC 21346

(Legal name: The Interchurch Council of Hospital Chaplaincy)

National Office

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PO Box 11211, Manners Street, Wellington 6142

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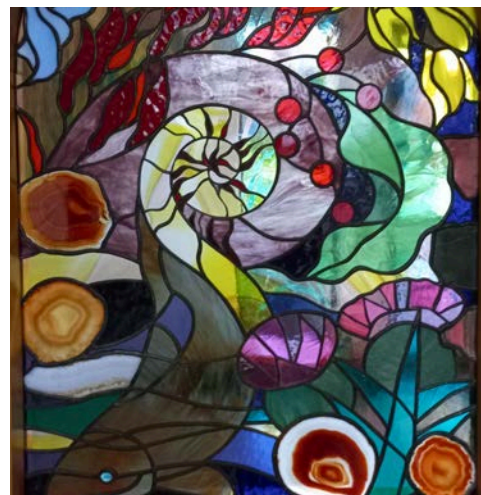
Cover photo:

Chaplain Bronwyn Owens from
Auckland City Hospital.

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Stained Glass Window in Tauranga Hospital Chapel



BOARD CHAIR'S REPORT

Tenā koutou katoa.

It is my privilege to present Hospital Chaplaincy Aotearoa's 2025-26 Annual Impact Report.

As a Board, our responsibility is to ensure Hospital Chaplaincy Aotearoa remains well-positioned to serve patients, whānau, and healthcare staff both now and into the future. This means providing sound governance, maintaining strong partnerships, and supporting the long-term sustainability of chaplaincy services throughout Aotearoa New Zealand.

One of the great strengths of our organisation is the broad community of support that stands behind our work. Health New Zealand Te Whatu Ora, church denominations, local churches, donors, funders, volunteers, and hospital communities all contribute to a shared vision of compassionate, holistic care. Together, these partnerships enable chaplaincy services to remain embedded within hospitals and accessible to those who need them most.

During the year, the Board continued its focus on strengthening the organisation's future through strategic investment in fundraising capability and sustainable income growth.

The stories throughout this report are a testament to the dedication of our chaplains, volunteers, and supporters, and to the difference chaplaincy continues to make in hospital communities across Aotearoa.

On behalf of the Board, I thank Health New Zealand Te Whatu Ora, our church and community partners, donors, volunteers, chaplains, and staff for their ongoing support of this ministry. Your commitment ensures this important work can continue to serve hospital communities throughout Aotearoa.

Ngā mihi nui



Loraine Elliott
Board Chair



“**Strong partnerships today help ensure compassionate chaplaincy care remains available for future generations.**”

CHIEF EXECUTIVE'S REPORT

Every year brings new opportunities and challenges for Hospital Chaplaincy Aotearoa, and 2025-26 has been no exception.

Alongside the challenges facing the health system, we continue to see increasing complexity in the needs of patients and whānau.

Our chaplains serve in 40 hospitals across Aotearoa New Zealand, from large metropolitan centres to regional and rural communities. While every hospital faces different needs and challenges, our commitment remains the same.

Every day, our chaplains and dedicated volunteers provide compassionate care, a listening ear, and spiritual support to patients, whānau, and healthcare staff.

The stories that emerge from our work are where we see the real difference chaplaincy makes. Statistics help measure our reach, but it's the experiences of patients, whānau, and staff that best demonstrate our impact.

Like many organisations in the not-for-profit sector, we operate our company in a challenging funding environment. This year, the Board invested in strengthening our fundraising capability to help build sustainable income for the future. We are encouraged by the progress made and grateful for the generosity of our supporters and those who have chosen to leave a gift through a bequest.

I would also like to acknowledge the District Group Directors of Operations, Hospital Liaison Managers, and other Health New Zealand partners who enable chaplaincy services to remain an integral part of hospital care.

Finally, I thank our chaplains, volunteers, hospital staff, church partners, funders, donors, and all who support this ministry through prayer, advocacy, and financial contributions.



Barry Fisk
Chief Executive



In every hospital setting, our chaplains and volunteers continue to provide compassionate support, ensuring patients, whānau and staff know they do not face life's challenges alone. ”

OUR BOARD

Trustees

Lorraine Elliott - Board Chair
Very Reverend Julian Perkins
Mrs Julie Patterson
Mr Stephen Packer
Major Shaun Baker (2025)
Major Alister Irwin (2026)
Mrs Colleen Kaye
Chaplain Ants Hawes
Mr John Cavanagh
Catherine Tupou
Reverend Dr Mary Caygill
Archdeacon Mere Wallace
Karen Schilperoort

Representing

Roman Catholic Church of New Zealand
Anglican Church in Aotearoa and Polynesia
Roman Catholic Church of New Zealand
Presbyterian Church of Aotearoa New Zealand
The Salvation Army, New Zealand, Fiji, Tonga & Samoa Territory
The Salvation Army, New Zealand, Fiji, Tonga & Samoa Territory
Independent
ACTS Churches New Zealand
Independent
Wesleyan Methodist Church of Aotearoa New Zealand
The Methodist Church of New Zealand - Te Hāhi Weteriana o Aotearoa
Tikanga Māori of Anglican Church
Baptist Churches of New Zealand - Ko Ngā Hāhi Iriiri o Aotearoa

OUR MANAGEMENT

Barry Fisk
David Hough
Mandy Carian
Rev. Jeannine Eppllett
Rev. Matiu Best
Matthew Porter
Rev. Sandra Wright-Taylor
Tony Lenton

Chief Executive
National Operations Manager
Fundraising and Partnerships Manager
Regional Manager - Northern
Regional Manager - Te Manawa Taki (Midland)
Regional Manager - Central
Regional Manager - Te Waipounamu
Senior Catholic Chaplain

ABOUT US

Hospital Chaplaincy Aotearoa has been serving New Zealand's public health system for more than five decades.

Our origins trace back to 1972, when nine Christian denominations came together at the request of the Prime Minister to establish a coordinated hospital chaplaincy service across the country. Working in partnership with the Department of Health, they formed the Interchurch Advisory Committee on Hospital Chaplaincy (ICAC) to lead this important work.

As healthcare and chaplaincy services evolved, the organisation grew and adapted. In 1993, ICAC became the Interchurch Council for Hospital Chaplaincy (IHC), reflecting its expanding responsibilities and national reach. In November 2024, we adopted the name Hospital Chaplaincy Aotearoa, a change that reflects both our nationwide presence and our commitment to caring for people from all backgrounds across Aotearoa New Zealand. Today, our team of 95 chaplains serves in 39 hospitals throughout the country, providing compassionate support in some of life's most challenging moments.

Our chaplains offer care to all who seek it, regardless of faith, culture, ethnicity, gender, sexual orientation, or personal beliefs. Whether supporting patients, whānau, or healthcare staff, they provide a safe and welcoming space for people to explore questions of meaning, identity, hope, grief, and spirituality.

Hospital Chaplaincy Aotearoa's ministry is sustained through a unique partnership model. Funding from Health NZ is complemented by the support of church denominations, local faith communities, charitable trusts, community funders, and generous individuals who share our vision of holistic care within the public health system.



Hospital Chaplaincy
AMOKAPUA HOHIPERA
AOTEAROA

Our Purpose:

To provide hospitals with Christian chaplains who offer quality holistic spiritual and pastoral care for all.

Our Values:

COMPASSION



Chaplains nurture wellbeing by listening empathetically and supporting others compassionately.

RESPECT



Chaplains generate hope by upholding the dignity of others and respecting diversity.

SERVICE



Chaplains seek the best possible outcome for others by valuing relationships and serving wholeheartedly.



Chaplain Matt Porter with Raewyn who he supported during her hospital admission.

OUR MAHI - WHAT WE DO

Hospital Chaplaincy Aotearoa provides spiritual care in hospital settings, working alongside clinical teams to support patients, whānau, and staff. Illness, grief, and uncertainty affect every aspect of a person's wellbeing. Chaplains offer compassionate presence, emotional support, and spiritual care, helping people find meaning, hope, and resilience during challenging times.

Our work is informed by Te Whare Tapa Whā, the Māori model of wellbeing developed by Sir Mason Durie. This framework recognises the interconnected dimensions of tinana (physical health), hinengaro (mental and emotional wellbeing), whānau (family and relationships), and wairua (spiritual wellbeing). By supporting the spiritual dimension, chaplains contribute to holistic, person-centred care.

As members of multidisciplinary healthcare teams, chaplains respond to referrals, participate in care planning, and ensure spiritual needs are recognised within the wider treatment journey. Their work includes bedside visits, grief support, prayer, blessings, cultural rituals, and simply being present with people during significant moments.

Supporting this work is a dedicated network of Voluntary Chaplaincy Assistants (VCAs) who extend the reach of chaplaincy through companionship, practical support, and a caring presence within hospitals.



Chaplain Matiu Best from Tauranga Hospital.

Voices of those we serve

“The chaplaincy service brings time, humanity, trust and calm to people during some of the most frightening and vulnerable moments of their lives. It also supports clinical staff by helping patients feel safe enough to engage with the care being offered.”

Jane, Wairarapa Hospital patient

“My husband was diagnosed with terminal cancer and admitted to Tauranga hospital. We were distraught, despairing and heart broken. Being new to Tauranga, we had no close friends or family. I went to the chapel to weep and pray. I was joined by one of the chaplains, Andrew. He was gentle and unobtrusive but assured me that they were there when needed. He visited my hubby a number of times, talking "guy" things with him. In the midst of grieving, I am so grateful for what Andrew did for him.”

Anne, whānau member, Tauranga

OUR MAHI - WHERE WE WORK

Serving 40 Hospitals across Aotearoa New Zealand

Northern Region

Whangarei Hospital
Auckland City Hospital
Middlemore Hospital
North Shore Hospital
Waitakere Hospital
Mason Clinic
Buchanan Clinic

Te Manawa Taki Region

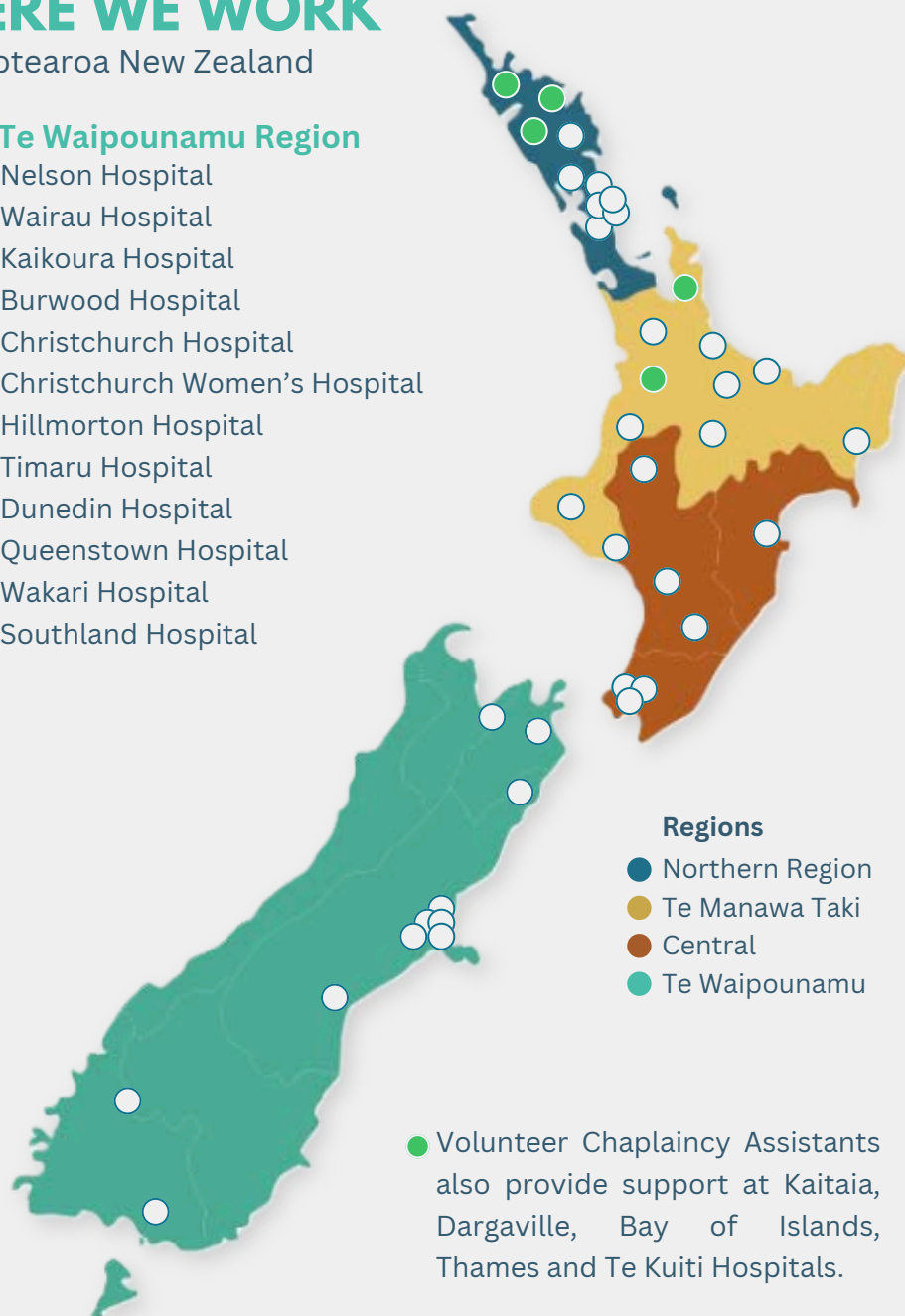
Waikato Hospital
Tauranga Hospital
Whakatane Hospital
Gisborne Hospital
Rotorua Hospital
Taupo Hospital
Taumaranui Hospital
Taranaki Base Hospital
Hawera Hospital

Central Region

Hawke's Bay Hospital
Whanganui Hospital
Wairarapa Hospital
Palmerston North Hospital
Kenepuru Hospital
Wellington Hospital
Hutt Hospital

Te Waipounamu Region

Nelson Hospital
Wairau Hospital
Kaikoura Hospital
Burwood Hospital
Christchurch Hospital
Christchurch Women's Hospital
Hillmorton Hospital
Timaru Hospital
Dunedin Hospital
Queenstown Hospital
Wakari Hospital
Southland Hospital



Regions

- Northern Region
- Te Manawa Taki
- Central
- Te Waipounamu

● Volunteer Chaplaincy Assistants also provide support at Kaitiaki, Dargaville, Bay of Islands, Thames and Te Kuiti Hospitals.

IMPACT BY THE NUMBERS

2025-26

OUR REACH

126,194

Moments of Support

Patients, whānau and staff supported
across Aotearoa New Zealand.



96,615
Patient visits



17,499
Whānau visits



12,080
Staff visits

“*The support both my husband and I received from this lovely kind chaplain gave us both comfort.*”

Patient family member



OUR CARE

93,929

*Rituals and Spiritual
Care Encounters*

Prayers, blessings, communion,
baptisms/dedications, public
services etc...

OUR PEOPLE



91

Chaplains
serving in 40
hospitals



235

Volunteers
extending
compassionate
care

OUR PARTNERSHIP



2,418

Referrals made



6,699

Referrals received



1,969

Hospital team meetings



32,178

Pastoral care hours

“ As non-clinical members of
the team, chaplains provide
an independent and trusted
presence, able to listen
without a clinical agenda. ”

Health NZ District Partner

FROM HOPELESSNESS TO HOPE

TIM'S STORY

Every day, people arrive at hospital carrying burdens that are not always visible. Alongside physical illness, many are grappling with mental health challenges, addiction, grief, trauma, or isolation. For some, the weight of these struggles can feel overwhelming.

When Tim* arrived in the Emergency Department, he was in crisis. Overwhelmed by grief and past trauma, he felt consumed by shame and hopelessness. He believed he had become a burden to those around him and struggled to see a future for himself.

During an early conversation, a chaplain noticed a pounamu beside Tim. It had been presented to him when he graduated from a specialised recovery programme, a significant achievement that reflected years of perseverance and hard work. Yet in that moment, Tim no longer felt worthy of wearing it.

What followed was not a dramatic intervention, but the steady presence of someone willing to listen. Over the days that followed, the chaplain visited regularly, offering encouragement, conversation, prayer, and practical support. Together they reflected on Tim's journey, his strengths, and the resilience he had shown in overcoming previous challenges.

** Name changed to protect identity*

Gradually, signs of hope began to emerge. Tim became more willing to engage with those around him. He reconnected with supportive people in his life, including members of his family and recovery community. He also began to rediscover a sense of self-worth.

One significant moment came when Tim chose to wear his pounamu again. For the chaplain, it was a visible sign that Tim was beginning to see himself differently, not through the lens of his setbacks, but through the courage and determination that had carried him this far.

By the time Tim left hospital, he had re-engaged with recovery supports, secured housing, and reconnected with family members. Most importantly, he was looking ahead with hope.

“You saved my life that day in ED.”

— Tim

While many people contributed to Tim's recovery, his story highlights the difference that compassionate presence can make. In moments of crisis, having someone willing to listen, walk alongside, and remind a person of their worth can be the first step towards hope.

CHAPLAIN BRONWYN OWENS

AUCKLAND HOSPITAL

For just over two years, Bronwyn has served as a hospital chaplain at Auckland Hospital, supporting patients, whānau and staff through some of life's most challenging and significant moments. Before joining hospital chaplaincy, she spent seven years in pastoral ministry, experience that continues to shape her approach to caring for others.

For Bronwyn, one of the most rewarding aspects of chaplaincy is the diversity of people she meets. No two days are the same. Each encounter brings a unique story, different needs, and opportunities to provide support, comfort and connection.

At the heart of her role is a commitment to being present.

Over the past year, Bronwyn has supported families facing profound loss and uncertainty. In one instance, she walked alongside a family grieving the loss of their baby, offering compassionate support while thoughtfully honouring both their cultural traditions and Christian faith. In another, she spent several hours with the parents of a critically ill child, praying with them, providing a steady presence as difficult decisions were made, and remaining alongside them during an unimaginable time of grief.



These experiences illustrate the unique role chaplains play within healthcare settings.

Often, there are no easy answers or practical solutions. Instead, chaplains offer something equally important: time, presence, listening and compassionate care.

While deeply meaningful, this work can also be emotionally demanding. Bronwyn recognises the importance of self-care and reflection, ensuring she remains able to continue supporting others through life's most difficult moments.

“Sometimes people won't remember exactly what you said, but they will remember that you were there.”

Bronwyn wishes more people understood the breadth and value of hospital chaplaincy. From supporting people of different faiths, cultures and beliefs to helping families navigate crisis, grief and uncertainty, chaplains help ensure no one has to face these experiences alone.

TRUSTED PARTNERS IN CARE

Perspectives from our Health NZ Partners

Hospital Chaplaincy Aotearoa's work is made possible through strong partnerships with Health New Zealand Te Whatu Ora, both nationally and within districts throughout Aotearoa New Zealand. Together, we support the wellbeing of patients, whānau, and staff across 40 hospitals.

Our chaplains are embedded members of hospital communities, working alongside clinical teams while bringing a distinct focus on emotional, spiritual, and relational wellbeing.

To better understand the value of chaplaincy within today's healthcare environment, we invited several Health NZ leaders to share their perspectives on the contribution chaplains make within their hospitals and services.

Together, these perspectives reflect the value of chaplaincy across New Zealand's healthcare system. By providing compassionate presence, attentive listening, and specialist spiritual care, chaplains help ensure patients, whānau, and staff do not face life's most difficult moments alone.

Jenny Rákász

Chief Allied Health, Science & Technical Manager Clinical Support Services, Health New Zealand - Lakes



For Jenny, one of the unique strengths of chaplaincy is the ability to provide support without a clinical agenda.

“Being non-clinical, chaplains provide an impartial presence, able to simply listen without a clinical agenda. This can create a safe space for important conversations to take place.”

Jenny believes chaplains play a vital role in helping patients, whānau, and staff find meaning, connection, comfort, and resilience during difficult times. Their specialist spiritual and pastoral care complements the work of clinical teams.

She also highlights the importance of chaplaincy in supporting workforce wellbeing.

“Many staff members turn to chaplains during times of workplace pressures, personal challenges, grief, ethical dilemmas, conflict situations, or burnout.”

Jenny notes that the loss of chaplaincy services would be felt most acutely during times of crisis and bereavement, when chaplains provide immediate support following deaths, serious diagnoses, and other traumatic situations.

TRUSTED PARTNERS IN CARE

Tina Ririnui

Head of In-House Services, Non-Clinical Support & Delivery Services, Health New Zealand - Capital, Coast & Hutt Valley

For Tina, chaplaincy helps ensure healthcare remains deeply human.

She describes chaplains as trusted individuals who have the time to listen to patients and families, particularly when people feel vulnerable, frightened, or overwhelmed.

“Chaplains care for the person behind the patient. One of the most valuable things they offer is presence without an agenda. They don't need to diagnose, assess, or fix something.”

Tina believes chaplains make an important contribution to person-centred and whānau-centred care by focusing on the whole person rather than simply the illness. Whether support involves faith, spirituality, culture, family, values, or simply having someone alongside them, chaplains provide care that complements clinical treatment.

She also acknowledges the support chaplains provide to healthcare teams, often working quietly in the background but stepping forward when staff and services face significant loss, trauma, or grief.

Note: The views expressed reflect Tina's experience of working with chaplaincy services within Health NZ.



FINDING HOPE IN A DIFFICULT SEASON

MOLLY'S STORY

When Molly's* newborn daughter was admitted to the neonatal unit, she was facing an incredibly difficult time. Her baby had already been in hospital for several weeks, and the worry and exhaustion were taking their toll.

It was during this time that Molly met Rosemary, one of the chaplaincy team. As they talked, Molly felt able to share something deeply personal: she had been struggling with addiction and was determined to make changes in her life. She wanted a different future for herself and, most importantly, to be the mother her children needed.

For Molly, Rosemary's role was not to judge or offer medical advice. Instead, she offered a listening ear, compassionate presence and a safe space where Molly could talk openly about her fears, hopes and future. Molly was also open to prayer for herself and her baby.

Their conversations were not always about the difficult things. Sometimes they talked about everyday life and celebrated small milestones as Molly's baby grew stronger. Over time, Rosemary noticed a change in Molly. She seemed more positive, beginning to look towards the future with renewed hope.

Rosemary remembers saying to Molly one day, **"There has been a change in you since I first met you. You look ready to go home and head into the future."**

Molly's response was heartfelt. She asked Rosemary for a hug and thanked her for the support she had received.

Molly's story illustrates the unique contribution of hospital chaplaincy. While medical teams care for the physical needs of patients, chaplains offer space for the emotional and spiritual realities that can accompany illness, uncertainty and crisis. They meet people where they are, without judgement, and walk alongside them through moments when they may feel frightened, overwhelmed or alone.

For Molly, having someone who would simply listen, encourage her and pray with her helped her look beyond a painful present towards the possibility of a different future. Her story is a reminder that sometimes a compassionate presence, a listening ear and a message of hope can make a profound difference.

"My role is to listen, to be alongside people in the middle of their pain, and to remind them that there is hope."



Rosemary in the NICU ward.

** Name changed to protect identity*

CELEBRATING OUR VOLUNTEERS

On any given day in hospitals throughout Aotearoa New Zealand, Voluntary Chaplaincy Assistants (VCAs) offer companionship, conversation and compassionate support to patients and whānau.

With around 235 volunteers serving nationwide, they play a vital role in extending the reach of chaplaincy services and ensuring more people experience care and connection when they need it most.

Working alongside chaplains, VCAs provide a listening ear, encouragement, and pastoral support to people facing illness, uncertainty, grief, and change. Their contribution helps ensure that emotional and spiritual needs are met with compassion, dignity, and respect.

Becoming a VCA involves a significant commitment to learning and service. Selected volunteers undertake training in pastoral care, listening skills, communication, and cultural awareness, followed by a year of supervised practical experience.

Their journey culminates in a commissioning service, recognising their readiness to serve and their commitment to hospital chaplaincy.

We are deeply grateful for the generosity, dedication, and heart our VCAs bring to this ministry.

A JOURNEY OF SERVICE

For Hāwera Hospital VCA Sue Staveley, chaplaincy is about being present for people when they need support most.

Alongside her role in the hospital's cleaning team, Sue volunteers as a chaplaincy assistant, offering a listening ear and compassionate presence to patients and whānau. Whether supporting a family through the illness of a loved one or sitting alongside someone facing uncertainty, she values the opportunity to be there during significant moments in people's lives.

Sue's journey into chaplaincy grew naturally from her desire to care for others. For many years, her faith inspired a quiet concern for the people around her. Becoming a VCA gave her the opportunity to offer that care more directly through conversation, listening, and presence.

Sue says chaplaincy often involves simple acts of care, taking time to listen, offering encouragement, and helping people feel less alone. It is a role she feels privileged to undertake and one that reflects her desire to support others in meaningful ways.

“It’s all about caring for people. When you give, you get back tenfold.”



OUR FUNDING & STEWARDSHIP

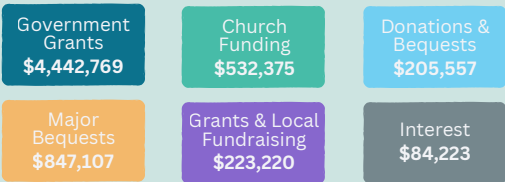
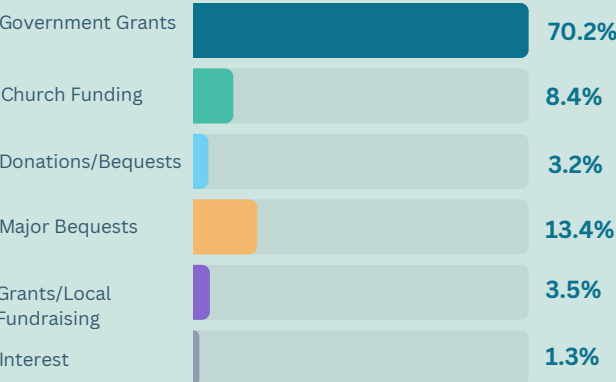
Working together for compassionate care

TOTAL INCOME RECEIVED

\$6,335,250

A partnership of government, churches, donors and communities working together to sustain hospital chaplaincy services across Aotearoa New Zealand.

WHERE OUR FUNDING COMES FROM



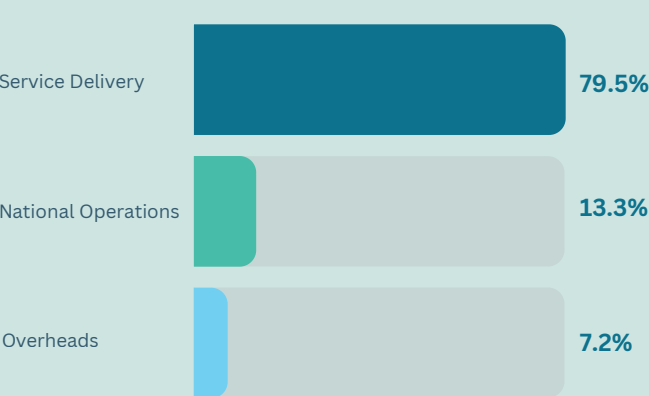
The surplus reported for 2025-26 reflects the receipt of a substantial bequest. While not representative of normal annual operations, this generous gift provides an opportunity to strengthen reserves and invest strategically in the future sustainability of our ministry.

TOTAL EXPENDITURE

\$5,588,958

The majority of our expenditure goes directly to service delivery, ensuring patients, whānau and staff have access to spiritual and pastoral care in hospitals.

HOW FUNDS WERE USED



THIS SUPPORTS



The audited financial statements of Hospital Chaplaincy Aotearoa (The Interchurch Council for Hospital Chaplaincy) for the year ending 30 June 2026 can be found on our website or are available by request.

ACKNOWLEDGEMENTS

Health NZ | Te Whatu Ora

We value our partnership with Health NZ Te Whatu Ora and its district teams, whose continued support helps make chaplaincy services available in hospitals across Aotearoa.

Donors

Thank you to our generous donors for making this work possible. Your support helps ensure compassionate care is available to patients, whānau, and staff when it is needed most.

Local Churches

We are grateful to the churches throughout Aotearoa that faithfully support our ministry through prayer, giving, encouragement, and partnership.

Local Chaplaincy Committees

We warmly acknowledge the commitment and support of our local chaplaincy committees and volunteers.

Church Denominations

We sincerely thank our partner denominations for their steadfast support and commitment in helping sustain chaplaincy services across Aotearoa.

- Roman Catholic Church of New Zealand
- Anglican Church in Aotearoa and Polynesia
- Baptist Churches of NZ - Ko Ngā Hāhi Iriiri o Aotearoa
- Presbyterian Church of Aotearoa New Zealand
- The Salvation Army - NZ, Fiji, Tonga & Samoa Territory
- ACTS Churches New Zealand
- Christian Churches New Zealand
- Wesleyan Methodist Church of Aotearoa New Zealand
- Methodist
- Congregational

Funders

We appreciate the generosity of our funders who help make this work possible.

- Aoraki Foundation
- Healthcare Otago Charitable Trust
- Higgins Trust, Mackay Bailey
- Hope Funerals, Christchurch
- JBS Dudding Trust
- Pam Torbett Trust
- RJ & MI Ross No. 2 Charitable Trust
- Stewart Family Trust
- Tidd Foundation
- Whakatane Hosp. Chaplaincy Trust
- Rotorua Hospital Chaplaincy Trust



Hospital Chaplaincy

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www.hospitalchaplaincy.org.nz