



2025 ANNUAL REPORT

HERE FOR
HUMANITY

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In a year of local emergencies and global uncertainty, New Zealand Red Cross remained a steady presence in communities across Aotearoa New Zealand and beyond. Wherever people needed support, we were there – delivering hot meals, welcoming former refugees, responding to people's needs post-disaster, and helping to rebuild communities with strength and dignity.

From flooding in Ōtepoti Dunedin to emergency support in Te Tai Tokerau Northland, our trained Disaster Welfare and Support Teams responded with care and professionalism. Meanwhile, our Meals on Wheels service continued to provide both hot nourishing meals and human connection to thousands of vulnerable people across 45 towns and cities.

Thanks to our supporters, we provided vital humanitarian aid to communities affected by earthquakes in Vanuatu and Myanmar, and ongoing conflict in Ukraine. These responses, both at home and overseas, are only possible because of the generosity of people across Aotearoa New Zealand. This year, more than \$17.5 million was raised across all fundraising activities, including \$1.26 million from community groups, schools, and Red Cross branches.

Throughout this report, you'll read stories of courage, recovery and community – from a former refugee settling in their new home, hot meals being delivered to neighbours in need, to locals being supported through a disaster.

Behind the scenes, we've continued to build for the future. As we reach the midpoint of our 10-year strategy, Strategy 2030, we've embedded our new seven-area model, strengthened our emergency preparedness, continued our financial sustainability efforts and expanded our focus on Te Ao Māori. These long-term changes help us remain responsive, relevant, and prepared, whatever the future holds.

Our mission remains clear: to improve the lives of vulnerable people by mobilising the power of humanity. With your continued support, New Zealand Red Cross will keep showing up – with compassion, action, and unwavering commitment to the communities we serve.



VOLUNTEERS WELCOMING FORMER REFUGEES INTO AOTEAROA NEW ZEALAND

WHAT WE STAND FOR

TĀ MĀTOU E WHAKAPONO NEI

Our mission is to improve the lives of vulnerable people by mobilising the power of humanity and enhancing community resilience.

Our seven Fundamental Principles guide everything we do, whether it's delivering meals to people who find it challenging to cook, helping former refugees settle in new communities, or responding to emergencies here or overseas.



OUR MISSION
— TO —
improve the lives
OF VULNERABLE PEOPLE
through mobilising the **POWER OF HUMANITY**
enhancing community resilience.

ALEXANDER MATHEOU, REGIONAL DIRECTOR FOR ASIA PACIFIC, IFRC, SPEAKING AT NATIONAL COUNCIL 2024

HUMANITY | TE NGĀKAU ATAWHAI

The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

I ahu ngātahi mai te Rīpeka Whero o te Ao me te Kāhui Ānau Kura i te wawata ki te āwhina – mā te kore whakapainga kanohi – i a rātou e takoto tūākiri ana ki te kauhanga riri, ā, ko tana whāinga mā tōna āheinga ā-motu, o te ao hoki, ko te ārai me te whakamauru i te mamae o te tangata, ahakoa kei hea. Ko tana pūtake, ko te tiaki i te oranga me te hauora, me te āta whakarite i te whakaaro nui ki te tangata. Ka whakanuia te ngākau kotahi o te māramatanga, te whakahoanga, te mahi ngātahi, me te pūmau tonutanga o te rangimārie ki ngā tāngata katoa.

IMPARTIALITY | TE TŌKEKETANGA

It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

Kāhore he whakapainga kanohi mā te noho whenua, te iwi, ngā whakapono hāhi, ngā tūranga, ngā whakaaro tōrangapū rānei o te tangata. Ko tana whāinga, he whakamāmā i te mamae o tēnā me tēnā, ko ō rātou matea anake ka ārahi i ngā mahi, ā, ka aro nui i te tuatahi ki a rātou e tino pēhi rawatia e ngā āwangawanga.

NEUTRALITY | TE WHAKARAUPAPA

In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

Kia pūmau tonu ai te whakamanawatanga o te katoa, ka noho taharua te Rīpeka Whero o te Ao me te Kāhui Ānau Kura i roto i ngā kekeritanga, ā, kāhore hoki e whai wāhi atu ki ngā taupatupatu e hāngai ana ki ngā take o te tōrangapū, o ngā iwi, o ngā whakapono, o ngā whakaaro kaupapa rānei.

INDEPENDENCE | TE TŪ MOTUHAKE

The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

Ka tū motuhake te Rīpeka Whero o te Ao me te Kāhui Ānau Kura. Ahakoa te whai wāhi o ngā kāhui ā-motu hei rōpū e whai wāhi ana ki ngā ratonga ā-tangata o ō rātou kāwanatanga, ahakoa ka whai pānga anō hoki ngā ture o ō rātou whenua ki a rātou, me ū tonu rātou ki tō rātou tū motuhake, kia āhei ai rātou ki te whakatutuki mahi mā ngā Mātāpono o te Rīpeka Whero o te Ao me te Kāhui Ānau Kura i ngā wā katoa.

VOLUNTARY SERVICE | HE RATONGA TŪAO

It is a voluntary relief movement not prompted in any manner by desire for gain.

He ratonga hāpai tūao te Rīpeka Whero o te Ao me te Kāhui Ānau Kura, ā, e kore rawa ngā mahi e kōkirihia hei painga ake mā tātou tonu.

UNITY | TE KOTAHITANGA

There can be only one Red Cross or one Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

Kia kotahi anake te Rīpeka Whero, te Kāhui Ānau Kura rānei e mahi ana ki te whenua kotahi. Me noho wātea tēnei rōpū ki te katoa. Me kawe haere taua ratonga i āna mahi ngākau atawhai, puta noa i taua takiwā.

UNIVERSALITY | O TE AO

The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

Ko te Rīpeka Whero o te Ao me te Kāhui Ānau Kura tētahi ratonga o te ao katoa, ā, he rite tonu te tūnga o ngā kāhui ratonga katoa, ka whakatutuki ngātahi hoki rātou i ngā kawenga me ngā mahi, hei tautoko tētahi i tētahi.

NATIONAL PRESIDENT'S REPORT

TE PŪRONGO A TE TUMUAKI



NATIONAL PRESIDENT JOHN DYER NZGD VISITING OUR CHRISTCHURCH DISASTER SUPPORT WAREHOUSE

TĒNĀ KOUTOU KATOĀ,

It is a great honour to address you as the newly elected National President of New Zealand Red Cross.

My journey with this organisation began in 2001 when I joined the Central Region Board. Since then, I have served as an international delegate in Indonesia, worked for over a decade with the International Federation of Red Cross and Red Crescent Societies (IFRC), and joined the National Board in 2017, serving as Vice-President from 2021 to 2024. I became National President in November 2024 and remain deeply committed to our humanitarian mission, both here and overseas.

This past year, we have once again seen the incredible generosity of New Zealanders. Their support underpins everything we do – from supporting disaster responses to helping communities build resilience and recover. Whether members, volunteers, or employees, our Red Cross people bring empathy, professionalism, and courage to every challenge.

We've made strong progress under our transformational change programme (Realising 2030), with Strategy 2030 providing a clear path forward. Our seven-area model is now fully embedded, strengthening area leadership and deepening community engagement. Our youth area councillors are making their mark, helping us move towards our goal of having 30% of volunteers under the age of 30 by 2030.

In the wake of Cyclone Gabrielle and other extreme weather events, we've strengthened our emergency response capabilities, including more deployable resources. These improvements position us to respond more quickly and effectively to future disasters.

We are fortunate that, in a time when many humanitarian organisations are facing declining support, the New Zealand Red Cross environment remains relatively resilient. I want to acknowledge our people's dedication during this

time and thank the trustees of the New Zealand Red Cross Foundation for their support and wise stewardship of our financial sustainability.

Internationally, New Zealand Red Cross continues to be a respected and active voice. We've hosted international delegations, travelled to participate in key forums, and remained committed to global collaboration. In my previous role as Vice-President, I attended the Red Cross Red Crescent Statutory Meetings in Geneva, where we joined global partners in pledging action on shared priorities, including youth and Pacific engagement. My predecessor, Kerry Nickels, has also continued to represent New Zealand Red Cross strongly on the IFRC Governing Board.

In November, our National Council gathered in Wellington – a powerful reminder of the leadership and shared ideals that define us. We recognised those who received Red Cross Honours and Awards, which is a testament to the enduring commitment of our people and the difference they are making within and across our communities.

Whether addressing global displacement or speaking at World Refugee Day, our work connects international need with action here at home. As global humanitarian crises escalate, from conflict to climate shocks, our commitment to compassion and service remains steadfast.

On behalf of the National Board, thank you to all our Red Cross people. Your efforts are what make a stronger, more resilient Aotearoa New Zealand, and a more compassionate world possible.

Ngā mihi nui,



JOHN DYER | NATIONAL PRESIDENT

SECRETARY GENERAL'S REPORT

TE PŪRONGO A
TE TUMU WHAKARAE



OUR SECRETARY GENERAL, SARAH STUART BLACK QSO, JOINED THE ETHNIC ADVANTAGE: UNITED AGAINST HEADWINDS CONFERENCE IN AUCKLAND

TĒNĀ KOUTOU KATOĀ,

The 2024/25 year tested our resilience, deepened our purpose, and reminded us of the enduring power of humanity. From extreme weather at home to devastating conflicts and disaster overseas, New Zealand Red Cross has remained a constant presence – wherever people needed support, recovery, or hope.

Across Aotearoa New Zealand, we responded to seven domestic emergencies, including severe flooding in Te Waipounamu the South Island and a tornado in Te Tai Tokerau Northland. Our 302 trained Disaster Welfare Support Team volunteers logged 698 hours, more than 400 during the Ōtepoti Dunedin floods alone. At the same time, our 3,473 Meals on Wheels volunteers delivered more than 700,000 meals in 45 towns and cities to people, strengthening both nutrition and connection in our communities.

Our migration programmes made a significant impact, supporting 868 newly arrived former refugees and 355 convention refugees through the Pathways to Settlement programme. Across eight communities, these efforts were powered by 869 dedicated volunteers. Through our Pathways to Employment service, 1,225 people received career guidance across 13 locations, while our Refugee Trauma Recovery service in Wellington supported 166 people, a marked increase from last year.

Internationally, we deployed 27 delegates to 14 countries, with 93% of deployments focused on the Pacific. Through humanitarian aid, technical expertise, and funding, we supported our sister National Societies in the Pacific, Myanmar, and Vanuatu following significant earthquakes. At the same time, we continue to feel the profound loss of Red Cross personnel globally – colleagues who paid the ultimate price in the line of service. Their sacrifice underscores our commitment to principles of neutrality and impartiality.

In Aotearoa New Zealand, we supported 71 new Restoring Family Links enquiries, while also expanding our work in international humanitarian law, with renewed focus on youth and education.

This year marked the halfway point in our Strategy 2030 journey, and we've taken big steps toward being more connected and responsive across the country. Our First Aid training reached over 70,000 people, and 1,512 volunteers supported our 39 Red Cross retail shops, which continue to promote community wellbeing and sustainability.

We've made important progress honouring Te Tiriti o Waitangi. In February, we welcomed Isaia Piho as our first Pou Ārahi Māori, and piloted Aronui Two, our kaupapa Māori leadership programme. These steps reflect our ongoing commitment to embedding Te Ao Māori perspectives in everything we do.

Financially, the New Zealand Red Cross Foundation continued to provide support for our long-term sustainability, complementing our operational efforts to make meaningful progress towards financial stability. In addition, we embraced innovative campaigns like the Uber x Red Cross Clothing Drive, helping us engage new communities in new ways.

Every Red Cross person and supporter has helped carry this mission forward. In a year shaped by challenge and change, we have stayed grounded in compassion and driven by purpose. When humanity is tested, we respond together.

Ngā mihi nui,



SARAH (NORM) STUART-BLACK | SECRETARY GENERAL

REALISING STRATEGY 2030

TĀ MĀTOU RAUTAKI 2030

Five years ago, we launched Strategy 2030, our 10-year vision and pathway to becoming a high performing and sustainable organisation, better placed to improve the lives of vulnerable people. The end of the 2024/25 financial year marks our halfway point to 2030.

After launching the Strategy in 2020, we spent time consulting with our Red Cross people to make decisions about how we would achieve our vision and mission. Realising 2030 – our plan to make the changes we need to realise Strategy 2030 has included decisions around the work we would do, how we do it and who would deliver it. It's our biggest organisational change in more than 50 years.

REALISING 2030 AIMS TO ACHIEVE FOUR TRANSFORMATIVE SHIFTS TO ENABLE US TO REALISE OUR STRATEGY 2030 GOALS:



OUR PEOPLE

We work as one diverse team that partners effectively with Māori and has the focus and capability to deliver our mission.



OUR SYSTEMS

we're set up to deliver our mission efficiently and effectively.



OUR SERVICES

We're focused on what we're good at, our unique contribution to Aotearoa New Zealand, and are clear, deliberate, and disciplined about what we do.



OUR SUSTAINABILITY

We're socially, environmentally and financially sustainable.



THE EXECUTIVE LEADERSHIP TEAM, HAUKĀINGA | HOSTS (LEE HUNTER, MALESHA HUNTER), ARONUI PARTICIPANTS AND ARONUI FACILITATOR (ACUSHLA (DEE) SCIASCIA) AT TE TATAU O TE PŌ MARAE IN PITO ONE | PETONE

REALISING 2030 PROGRESS UPDATE

In early 2023, our transformation agenda slowed to allow the whole of organisation response to the extraordinary needs resulting from the North Island Severe Weather Events including the impacts caused by Cyclones Hale and Gabrielle.

We launched the New Zealand Disaster Fund, and raised \$28.5 million, which we committed to programmes supporting whānau | family and communities to recover, as well as prepare for the next emergency. We had committed or spent the majority of the Fund by the first anniversary of Cyclone Gabrielle in February 2024.

From 2020 to 2024, our work on Realising 2030 has focused on establishing the foundations needed to deliver on our goals. These are some of our achievements.



OUR PEOPLE

WHAT WE'VE ACHIEVED:

- Launched more advanced Aronui training to all our people to further lift cultural capability across our organisation.
- Appointed a Pou Ārahi Māori on our Executive Leadership Team to lead our cultural capability uplift.
- Established youth area councillors as part of our target to have 30% of our volunteers under 30-years-old.
- Onboarded a new Health, Safety and Wellbeing worker participation model, recruiting representatives and champions.
- Embedded a new area governance model with seven area councils supported by area support teams.



OUR SYSTEMS

WHAT WE'VE ACHIEVED:

- Improving our digital systems and building foundations for further transformation.
- Continued to improve and evolve our intranet and website.
- Established new programme and project management tools and processes and updated our policies.
- Strengthened our privacy work with a new policy and associated training and promotion.
- Introduced case management to improve the volunteer application process. Each volunteer applicant now has a clearer, tracked journey from expression of interest, through vetting and training, to placement.
- Introduced procurement and contract management framework to enhance the quality and management of our supplier management.



OUR SERVICES

WHAT WE'VE ACHIEVED:

- Built on lessons from the North Island Severe Weather Events (including Cyclone Gabrielle) and other emergencies that impacted Aotearoa New Zealand and the Pacific.
- Disaster Welfare Support Teams logged nearly 700 volunteer hours to support communities before, during and after disasters.
- Revitalised the New Zealand Red Cross Meals on Wheels programme.
- Agreed a new approach to working with the New Zealand Ministry of Foreign Affairs and Trade to deliver increased assistance and support capability development in the Pacific.
- Supported 868 former refugees, 355 convention refugees and 1,225 people into employment pathways.



OUR SUSTAINABILITY

WHAT WE'VE ACHIEVED:

- Developed a system for progressing and reporting on our greenhouse gas emissions and Climate Charter commitments.
- Made strong progress on achieving our multi-year financial sustainability programme.
- Developed a multi-year plan for philanthropy and fundraising growth.

GOVERNANCE

TE MANA WHAKAHAERE

OUR NATIONAL COUNCIL

TŌ MĀTOU KAUNIHERA Ā-MOTU

National Council is our highest governing body and is responsible for electing our National President, National Board members, and National Youth Representative.

Representatives from members in our areas make up seven area councils. Our seven areas each have up to five representatives on our National Council.

As well as National Board members and area representatives, National Council includes our:

- National President
- Vice-President
- National Youth Representative
- Counsellors of Honour





OUR NATIONAL PRESIDENT JOHN DYER NZGD, SPEAKING AT THE EVENT MARKING THE 75TH ANNIVERSARY OF THE GENEVA CONVENTIONS

OUR PATRON | TŌ MĀTOU KAIRANGI

Her Excellency The Rt Hon Dame Cindy Kiro, GNZM, QSO, Governor-General of New Zealand is our Patron and is a non-voting member of National Council.

OUR NATIONAL BOARD | TŌ MĀTOU POARI Ā-MOTU

The National Board sets our strategic direction, approves plans and ensures we are upholding our core principles and working effectively to achieve our mission.

OUR SECRETARY GENERAL AND EXECUTIVE LEADERSHIP TEAM

TŌ MĀTOU TUMU WHAKARAE ME TE KĀHUI KAIĀRAHI

Along with the Executive Leadership Team the Secretary General oversees the operational delivery of the strategic direction provided by the National Board. The Executive Leadership Team, comprises five general managers, an executive director and a Pou Ārahi Māori.

OUR RELATIONSHIP TO GOVERNMENT

TĀ MĀTOU HONONGA KI TE KĀWANATANGA

We work as an auxiliary to public authorities in the humanitarian field. This means that while we're independent, we cooperate with the Government for humanitarian purposes.



JOHN DYER NZGD
NATIONAL PRESIDENT
ELECTED NOV 2024

John joined Red Cross in 2001 as a member of the Central Region Board. After being deployed to Indonesia as an international delegate in 2005 he worked for IFRC for more than a decade. He joined the National Board in 2017 and was Vice-President from 2021 to 2024 before being elected as National President.



PATRICK CUMMINGS JP
VICE-PRESIDENT
ELECTED NOV 2024

Patrick was a Red Cross employee from 1993 to 2016 and worked in senior roles as varied as Regional Director, National Retail Manager and Acting National Fundraising Manager. He was Chair of our Waikato Area Council before joining the National Board in 2019. Patrick was appointed Vice-President in November 2024.



DAN WILDEN
NATIONAL
YOUTH REPRESENTATIVE
ELECTED NOV 2024

Dan joined Red Cross in 2014 through a youth emergency preparedness programme and later joined our Dunedin Disaster Welfare Support Team. He's been on the Dunedin Branch Committee, National Youth Panel, Otago Area Council, and Southern Area Council.



SUE CHAMBERLAIN
ELECTED NOV 2022

Sue joined Red Cross in 2008 as an international delegate, which saw her work with Red Cross National Societies in Timor-Leste and in the Pacific. She led our Wellington Area Council from 2016 to 2018 and was President of our Wellington Branch from 2021 to 2022.



DR MAT DARLING
ELECTED NOV 2022

Mat joined Red Cross in 2007 and has a background in youth, organisational development, and emergency management. He held roles in disaster response and youth governance, including National Youth Representative, prior to being elected to National Board. He holds several other governance roles in organisations covering primary industry, technology, local community, and sport.



MIKAELA HIGHT
ELECTED NOV 2024

Mikaela joined Red Cross in 2018 as Disaster Welfare and Support Team volunteer and has held leadership roles with the Kāpiti-Mana team. She was a Red Cross employee for several years where she supported our Executive Leadership Team, and related national projects.



WARREN JOHNSTONE

ELECTED OCT 2017,
TENURE ENDED NOV 2025

Warren is a qualified Chartered Accountant and is a Senior Audit Partner at BDO Christchurch. He's an FMA licenced auditor, approved Chartered Accountants Australia and New Zealand (CAANZ) auditor, and Office of the Auditor and Controller approved auditor. Warren joined the National Board in October 2017 and is the chair of the National Board's Audit and Risk Committee.



GREG RIMMER-HOLLYMAN

CO-OPTED JUN 2025

Greg has over 30 years of audit and risk experience gained in Australia and South Africa. He's an experienced independent audit committee member and non-executive director for government and not-for-profit organisations. Greg was co-opted as a National Board member on 16 June 2025 for a four-year term. He will transition to Chair of the Audit and Risk Committee at the close of National Council in 2025.



**NIALL SHEPHERD
QSM JP**

ELECTED NOV 2024

Niall joined Red Cross in 2006 as an emergency response unit volunteer, which was a precursor to our Disaster Welfare and Support teams. As an international delegate, he was deployed to Haiti in 2008 and Sri Lanka in 2010. He chaired the Otago Area Council from 2012 to 2018 and was awarded Honorary Life Membership in 2016.



REUBEN TUCKER

CO-OPTED JUN 2025

Reuben joined Red Cross in 2012 as a trustee of the New Zealand Red Cross Foundation and provided governance advice and support in the delivery of the New Zealand Disaster Fund. He's a senior banker with 30 years' experience in New Zealand, Australia, and Asia-Pacific. Reuben was co-opted as a National Board member on 16 June 2025 for a two-year term.

OUR PEOPLE

Ā MĀTOU TĀNGATA

The work of New Zealand Red Cross, and the wider Red Cross Red Crescent Movement, is only made possible by the significant time and effort put in by members volunteering their time here and across the world.

Everyone is welcome to find their place with us and join great people making a difference to humanity.

OUR MEMBERS

Ā MĀTOU MEMA

At the end of the 2024/25 financial year, New Zealand Red Cross had:

12,954 MEMBERS

THIS INCLUDES:

112 TRAINED DELEGATES

available for international deployment, ready to provide support as and when needed, across the globe.

WE WERE GLAD TO WELCOME:

3,166 NEW MEMBERS

in the 12 months to 30 June 2025.

THIS YEAR:

ONE OUT OF EVERY SEVEN

Red Cross volunteers was a young person, aged 30 years old or younger.

HOW OUR MEMBERS

VOLUNTEER THEIR TIME

WITH NEW ZEALAND RED CROSS

3,473

People volunteered to deliver Meals on Wheels

1,512

People volunteered to help in our nationally managed Red Cross Shops

869

People volunteered to support former refugees

302

People volunteered with our Disaster Welfare and Support Teams

640

People volunteered to help with our community-based activities

346

People volunteered to help with our governance

OUR NETWORKS

Ā MĀTOU KŌTUITUI KANORAU

To celebrate and encourage diversity, equity, inclusion and belonging across our organisation, we've established several networks and communities that are led by Red Cross people and support connection, visibility, and shared learning.

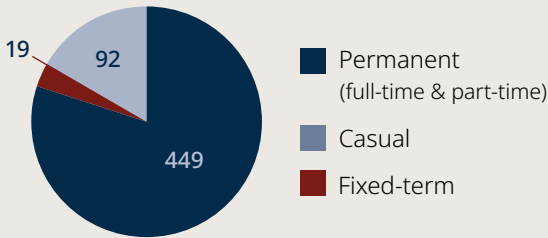


OUR EMPLOYEES

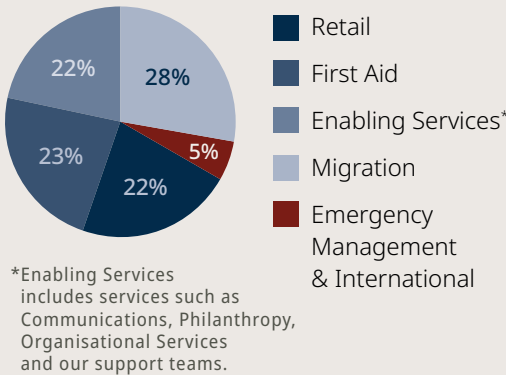
Ā MĀTOU KAIMAHI

560 TOTAL EMPLOYEES

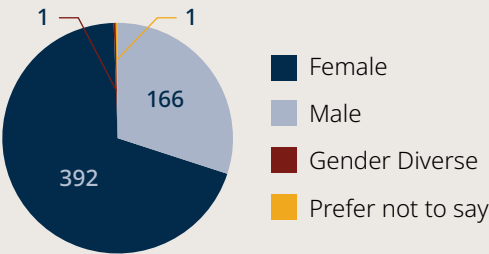
EMPLOYEE BREAKDOWN



EMPLOYEES BY SERVICE



GENDER IDENTITY



OUR HEALTH, SAFETY, AND WELLBEING | TE ORANGA, TE HAUMARU ME TE HAUORA

Keeping our people mentally and physically healthy and safe is an important priority. In 2024/25, we introduced new health, safety and wellbeing representatives, alongside champion networks and committees that strengthen engagement, participation, and representation across our workforce – including volunteers and employees. We're continually improving our systems and developing practical tools and resources to ensure everyone feels safe, supported and empowered to thrive.

IN YOUR COMMUNITY

I NGĀ HAPORI

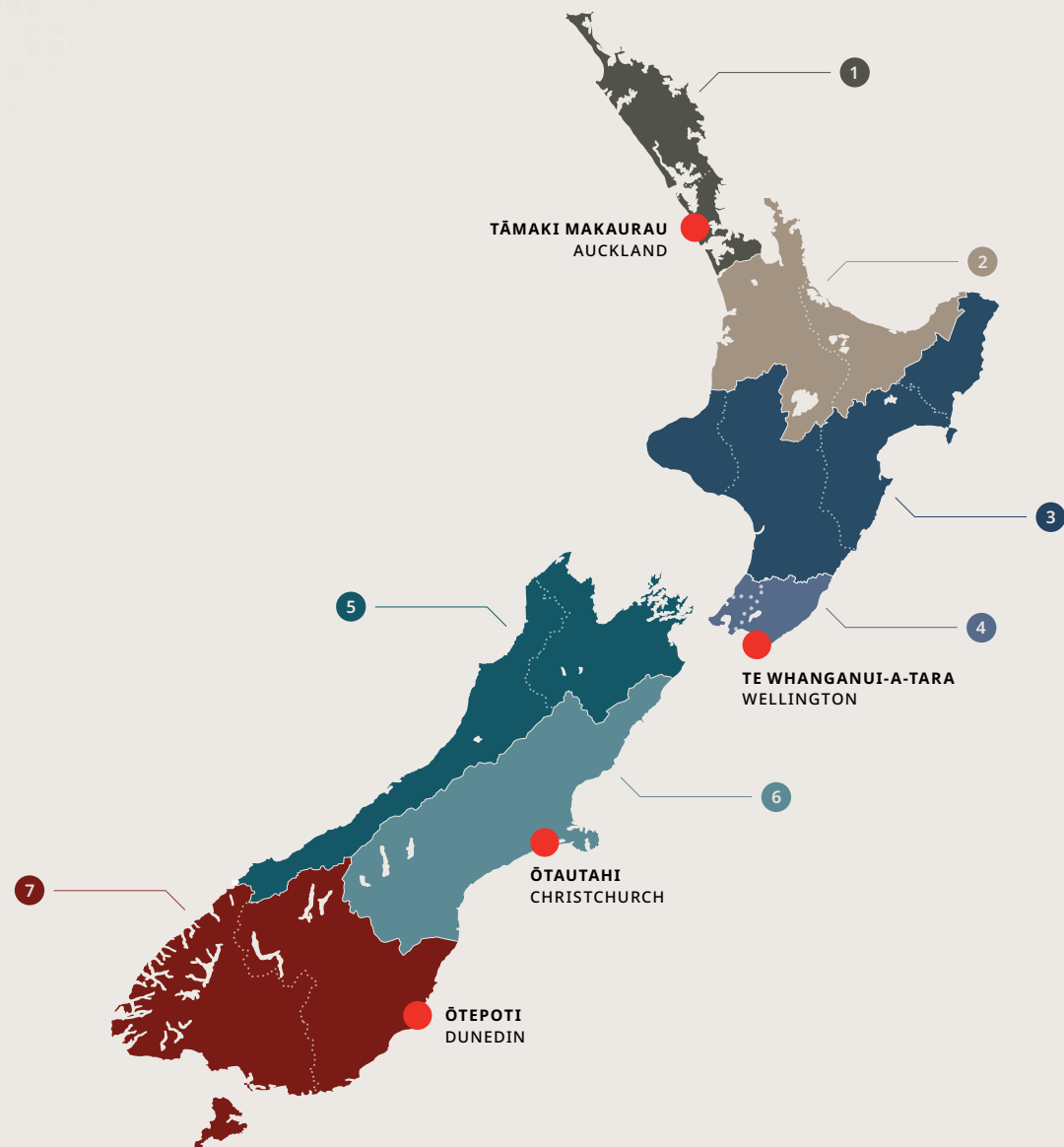
OUR AREAS

O MĀTOU ROHE

Our seven geographical areas provide a local structure for promoting our activities and connecting Red Cross people within the community.

Each area has an area council. Our area councillors are governance volunteers, elected to lead local planning and activities and to help motivate and empower fellow Red Cross people to carry out humanitarian work in their area.

Our area councils collaborate closely with our branches and local groups on Red Cross activities.



EXAMPLES OF COMMUNITY ACTIVITIES

1 NORTHERN | TE HIKU

At a community gathering on **Waiheke Island**, sharing practical advice about preparing for emergencies and discussing ideas for how people can work together to be Good and Ready before a disaster happens.

2 MIDLAND | TE PUKU

At Fieldays in **Hamilton** we supported attendees with a family area and a lost person's service, shared information about Red Cross, and promoted our Good and Ready emergency preparedness activities.

3 EAST-WEST | TE PĀKAU

At the **Palmerston North** book sale. Committed volunteers plan and run this annual event, which attracts people from across the Manawatū and beyond and raises funds for our humanitarian work.

4 CENTRAL | TE ŪPOKO

Arts and crafts activities at a session organised by local Red Cross volunteers with the Hapori programme, which helps young people and families from refugee backgrounds in **Wellington** to connect.

5 UPPER SOUTH | TE TAUHU

A community games night in **Nelson**. Young humanitarian volunteers learned about setting up a community activity, and the event promoted cultural exchange and inclusion of young people from refugee and migrant backgrounds.

6 CANTERBURY | TE TAKERE

In **Christchurch**, our people teamed up to support the 2025 Red Cross Annual Appeal with a bake sale and sausage sizzle fundraiser.

7 SOUTHERN | TE TAURAPA

In **Dunedin**, a collaboration with students from the Otago Polytechnic School of Design to upcycle and then auction unsold items from the Dunedin Red Cross Shop raised funds to support our mission.

We acknowledge and thank our branches and groups for their ongoing commitment to local fundraising efforts including the facilitation of book fairs, local shops and other fundraising activities.

INTERNATIONAL

Ā MĀTOU MAHI I TE AO

Our international programmes assist communities affected by disasters and conflict around the world.

Our assistance includes the deployment of trained delegates to support Red Cross Red Crescent Movement partners both remotely from Aotearoa New Zealand and in-country. We also provide financial resources, equipment, relief supplies, and technical support in areas such as health, climate, national society development, IT and communications, and disaster preparedness.

IN 2024/25

71

New Restoring Family Links enquiries received

16

New Restoring Family Links cases opened

7

Restoring Family Links cases closed

WHERE IN THE WORLD | KEI HEA I TE AO

Your ongoing support allows us to provide international delegate support to countries around the world.

COUNTRIES SUPPORTED BY INTERNATIONAL DELEGATES



RESTORING FAMILY LINKS

TE WHAKAORA I NGĀ HONONGA WHĀNAU

Our Restoring Family Links service reconnects families across the world that have been separated by armed conflict, disaster and migration. Through the International Committee of the Red Cross (ICRC) Central Tracing Agency and the large network of Red Cross Red Crescent societies around the globe, we help people find missing relatives overseas, and help other societies locate people in Aotearoa New Zealand.

INTERNATIONAL DELEGATES MAKING A DIFFERENCE

When a 7.3 magnitude earthquake struck Vanuatu on 17 December 2024, around 80,000 people were affected. Homes were destroyed, roads blocked, and vital infrastructure damaged across Efate Island, including the capital, Port Vila.

New Zealand Red Cross IT and Telecommunications Emergency Response Unit (IT&T ERU) specialists, John Moriarty and Chris Harrison, were deployed to help keep vital communications and IT systems running during the crisis.

Arriving in Port Vila four days after the earthquake on a New Zealand Defence Force relief flight organised by the Ministry of Foreign Affairs and Trade, John and Chris quickly got to work supporting Vanuatu Red Cross' IT systems, communications and power generation.

Thanks to our donors, funders, and longstanding relationship with Vanuatu Red Cross, essential equipment was already in place before the earthquake. In June 2024, New Zealand Red Cross helped Vanuatu Red Cross upgrade their IT systems with IT-in-a-Box, a mobile solution designed for Pacific conditions that supports day-to-day operations and can be relocated to maintain communications during emergencies.

When the earthquake hit, a local Red Cross IT officer quickly moved the IT-in-a-Box to safety. New Zealand Red Cross then remotely activated a Starlink satellite, providing an internet connection after the local fibre network failed. This enabled Vanuatu Red Cross to coordinate their immediate response.

Once on the ground, John and Chris had four goals: to resolve any connectivity problems, check and fix satellite connections, ensure radios and satellite phones worked, and provide technical support to Vanuatu Red Cross response teams.

John, New Zealand Red Cross IT&T ERU Team Lead, said their impact was immediate. "We collaborated well with local civil engineers. With their expertise, we identified the safest working space, and where the IT-in-a-Box could be safely located. We learned a few lessons on the way, and were also able to provide some useful health and safety training to local staff in the use of power generators. We were very pleased with the IT-in-a-Box's ability to withstand the impacts of the earthquake."

John and Chris also helped streamline the process for registering and connecting other Red Cross international delegates arriving to support Vanuatu, ensuring rapid integration into relief efforts.

Reflecting on the experience, John shared: "Vanuatu Red Cross staff's warmth, dedication, and commitment to humanitarian service was truly inspiring. Secretary General Dickinson Tevi's support and the team's cooperative spirit made this deployment not just a technical mission, but a profound human experience of mutual support and resilience. Working alongside my exceptional colleague Chris Harrison, we felt honoured to represent New Zealand Red Cross and support our Pacific neighbours in Vanuatu. It was truly rewarding to apply our technical expertise in direct service of humanitarian efforts in the wake of this crisis."



IN 2024/25

14

Countries our international delegate deployments supported

27

International delegate deployments

26%

of international delegate deployments in support of international humanitarian crises

EMERGENCY MANAGEMENT

TE WHAKAHAERE I NGĀ OHOTATA

We help New Zealanders prepare for and support them during and after an emergency. Our 20 Disaster Welfare and Support Teams up and down the country – made up of around 300 trained volunteers – work alongside other organisations to provide practical and emotional support to affected people.

The support of our volunteers, donors and partners enables us to strengthen community resilience and wellbeing in times of crisis.



MARK WILLS AND HIS TWO CHILDREN SPENT THE NIGHT IN A CIVIL DEFENCE WELFARE CENTRE CO-ORDINATED BY NEW ZEALAND RED CROSS

READY TO RESPOND – DELIVERING SHELTER AND SUPPORT DURING FLOODS

Two of the wettest days in over a hundred years left a number of Ōtepoti Dunedin and Otago people without safe homes or stranded away from home in October 2024.

Our Ōtepoti Dunedin Disaster Welfare and Support Team (DWST), mobilised quickly when Emergency Management Otago requested assistance. The team set up and supported two welfare centres in Ōtepoti Dunedin and assisted with another in Milton.

Those who sought refuge at the centres ranged from people who self-evacuated as flood waters rose, a family who narrowly avoided a slip, and tourists who could not leave the city as roads were closed. One family left their home as water started to enter it – and brought their four cats and dog.

Working with Emergency Management Otago, the local Lions club, and others, DWST volunteers were able to provide a safe place to rest, a listening ear, food and security.

Over two nights, the welfare centres supported 116 residents and tourists seeking shelter. Among them was Mark Wills from Alexandra, who had only planned to spend a couple of hours in Ōtepoti Dunedin with his two young children when road closures left them stranded.

Mark and his whānau | family are from Alexandra but were staying in Waikouaiti. The only way back to the township

closed, however, when State Highway 1 shut, a plan to get back to Alexandra instead was halted when both main routes, through Middlemarch or Lawrence closed.

Finding himself on an island of sorts, and with no signs of the roads reopening, his wife texted him that there was a Civil Defence Centre set up at Forsyth Barr Stadium.

“It sounded like a great idea – a way to stay safe and keep the kids happy, warm and fed,” Mark said. “The Red Cross team here has been lovely. I’ve been overwhelmed with help and support here. They’ve asked whether we needed any meds or had any allergies. And they have looked after the kids so well.”

He added that being able to keep the kids busy with toys they had ready, and food helped keep parents happy and less anxious too.

What could have been a stressful night turned into an adventure with the help of Civil Defence Emergency Management and our DWST volunteers.

Over several days, our DWST volunteers did a range of other tasks too – from helping with sandbagging, providing psychosocial support while accompanying building inspectors, delivering Meals on Wheels, ensuring people received essential medication, and checking in on a local former refugee family.

IN 2024/25

7

Domestic emergency events responded to

302

Disaster Welfare and Support Team volunteers

698

Hours Disaster Welfare and Support Team volunteers logged responding to emergencies

MIGRATION

NGĀ RATONGA HEKENGĀ

Our migration service provides settlement support in eight locations and employment support in thirteen locations across Aotearoa New Zealand.

We also have specialist refugee mental health services in Wellington.

Our Settlement Youth Workers help young former refugees achieve their goals in five settlement locations.

Contracts with government agencies and donor support ensures that these important services continue to be delivered.



VOLUNTEERS GREETING FORMER REFUGEES AT AIRPORT AS THEY ARRIVE IN AOTEAROA NEW ZEALAND

THE LIFE-CHANGING ROLE OF A VOLUNTEER

A little boy gives a double thumbs up as Rose Osborne leaves his family's home, a simple gesture, but one filled with trust and the beginning of belonging.

Ahsan Ullah (26) and Sabekun Nahar (21), both Rohingya, arrived in Aotearoa New Zealand with their two sons in August 2024. Born in the Kutupalong refugee camp near Cox's Bazar in Bangladesh, they lived for years without the basic freedoms many take for granted.

"In Bangladesh, we were scared, we didn't have citizenship, the children couldn't go to school, we couldn't even buy a SIM card. Here we are safe. I can study and follow my dreams," says Ahsan.

For the first time, this young family is experiencing freedoms and rights others often take for granted. At the same time, they need to learn the systems we all live by in Aotearoa New Zealand to settle well. This is where our local refugee support volunteers like Rose, play a vital role alongside dedicated case workers.

Volunteers help new Kiwi families visit and enrol in the local school, go to medical appointments, and learn about their local community. Working alongside the settlement team in the Manawātū since 2016, Rose brings deep empathy and practical support to every family she meets.

"You need to be efficient with your time, but at the same time kind, so they aren't shy to ask for help. It may be the first time they have experienced that sense of freedom to ask, instead of fear of being denied. It's empathy but also guiding them to start making their own choices – their first steps towards independence."

Today, Sabekun's family is settling in. They've planted a vegetable garden. Their five-year-old proudly rides his bike to school.



VOLUNTEER ROSE OSBORNE (LEFT) WITH AHSAN, SABEKUN, AND THEIR TWO SONS OUTSIDE THEIR NEW HOME IN PALMERSTON NORTH

IN 2024/25

868

Former refugee arrivals who received support through our Pathways to Settlement programme

1,225

Refugee background people who received support through our Pathways to Employment programmes

8

Locations (cities or towns) where we provide Pathways to Settlement programmes

13

Locations (cities or towns) where we provide Pathways to Employment programmes

869

Trained volunteers who provided support to former refugees

166

Refugee background people supported by our Refugee Trauma Recovery service

355

Convention refugees supported through our Pathways to Settlement programme

INTERNATIONAL HUMANITARIAN LAW

TE TURE ATAWHAI TĀNGATA I TE AO

Just as emergency management involves preparing for the potential impacts of disasters, international humanitarian law prepares people with the rules of war before armed conflict happens.

We promote learning about international humanitarian law in Aotearoa New Zealand as well as how people can put it into practice.

This way, violations are prevented and the impacts of armed conflicts on people are limited.

We organise a range of events to raise awareness of international humanitarian law (IHL) ranging from Moot court (simulated courtroom exercise) and significant anniversary events to 'DNA of the Red Cross' workshops. In August 2024, we marked the 75th anniversary of the Geneva Conventions with an event at New Zealand Parliament. We were joined by the Rt Hon Christopher Luxon, Prime Minister of New Zealand, Members of Parliament, diplomats, and humanitarian law champions.

John Dyer, NZGD – then our Vice-President – spoke at the event on behalf of New Zealand Red Cross, “we are all too aware that armed conflict takes a terrible toll on combatants and civilians.”

“As a professional soldier for 20 years, followed by 22 years working in disaster response with the Red Cross Red Crescent Movement, I have seen this toll. I know the importance of the Geneva Conventions and humanitarian law in protecting those impacted by conflict.”

One of the significant events we organise in November each year is our Moot Court Competition for law students in Aotearoa New Zealand. Four teams competed in 2024:

- Waipapa Raumata Rau | University of Auckland
- Whare Wānanga o Waikato | University of Waikato
- Te Herenga Waka | Victoria University of Wellington
- Te Whare Wānanga o Waitaha | University of Canterbury



HIS EXCELLENCY VIKTOR VAVRICKA AMBASSADOR OF SWITZERLAND WITH GULLIVER MCDONALD, FRANCIS INN YU WEE, AND JIMIN SEO FROM THE UNIVERSITY OF AUCKLAND

The University of Auckland team comprising of Francis Inn Yu Wee, Gulliver McDonald, and Jimin Seo won the Competition. They went on to compete in the Asia-Pacific competition in Hong Kong in March 2025. Hattie Compton-Moen from Victoria University of Wellington was awarded Best Speaker.

In March 2025 we hosted a delegation from ICRC, which included international humanitarian law and armed forces experts from ICRC's missions in Asia-Pacific. We heard from Dr Eve Massingham,

an international humanitarian law advisor based in Canberra, and Snowy Lintern, an armed forces delegate based in Tokyo. Eve has spent most of her career with the International Red Cross Red Crescent Movement and is currently the ICRC's Regional Legal Adviser for the Pacific. Snowy meets with militaries across Asia-Pacific to take the Geneva Conventions off the page and into practice. He and others at ICRC bring humanity and needs of civilians to the forefront sharing ICRC's work and how we can all contribute to upholding humanity.

IN 2024/25

37

Participants for "DNA of the Red Cross" workshops

19

Individual registrations for the IHL Moot competition

MEALS ON WHEELS

TE RATONGA MANAAKI KAI

We offer a range of programmes across the country that provide direct support to local communities.

One of these is Meals on Wheels – a service that delivers hot nutritious meals to people across Aotearoa New Zealand, helping improve wellbeing and strengthen community connection and resilience.



MEALS ON WHEELS VOLUNTEER DELIVERING MEAL TO RECIPIENT

DELIVERING HOT MEALS – TEEN SERVES COMMUNITY

Just one day after turning 18, Grace Gunn did her first shift as a Meals on Wheels delivery driver – making her one of our youngest Meals on Wheels volunteers.

After finishing high school last year, Hamilton-based Grace decided to take a gap year and saw it as the perfect time to give volunteering a go.

“Volunteering appealed because I wanted to do something that gives back to the community. I’ve always liked the idea but never had time before because I was super busy with school and theatre activities,” says Grace.

She found out about Meals on Wheels through her mum who had seen some information on Facebook. Keen to get involved, Grace contacted her local Meals on Wheels programme coordinator a month before turning 18 – the minimum age requirement to volunteer as a driver.

While waiting for her birthday, Grace completed the application process and shadowed an experienced Meals on Wheels volunteer in her area, ensuring she would be fully prepared to begin volunteering herself as soon as she turned 18.

“They did a whole shift with me, giving lots of little tips, information about who we were delivering to, and how to order everything. It was super helpful.”

Grace now volunteers fortnightly, delivering 20–25 meals per shift, each run takes about 2.5 hours. She

says the support from the local team has been great.

“We get messages before every shift and if you ever need anything during the shift there are numbers you can contact.”

She adds that all the other volunteers she’s met are always willing to help too.

For Grace the experience is more than delivering the meals. She enjoys both driving and connecting with meal recipients.

“I love spending two or three hours every couple of weeks driving around for a bit. The recipients I’ve met are all nice. They’ll stop to talk sometimes, and we’ll have little conversations.”

Although she’s new to the volunteering role, Grace is already starting to notice the personal benefits it brings.

“I get a bit nervous meeting and talking to new people, and this role is helping me to feel more confident,” she says.

“Then there’s the more practical stuff, you get better at being organised, problem-solving and navigating.”

Volunteers like Grace help deliver hot meals in 45 locations across Aotearoa New Zealand. Thanks to their support, and the generosity of our donors, we can continue providing this essential service to people who rely on it.



GRACE GUNN, MEALS ON WHEELS VOLUNTEER,
DELIVERING MEALS IN HAMILTON

IN 2024/25

695,863

Meals delivered through
Meals on Wheels

3,473

Volunteers who delivered
Meals on Wheels

45

Locations (cities or towns)
where we provide
Meals on Wheels

FUNDRAISING

TE KOHINGA ATAWHAI

The vital funds we raise enable Red Cross to support vulnerable people facing disaster, uncertainty and hardship. Donations from across Aotearoa New Zealand have made it possible to provide humanitarian assistance to thousands of people here at home, across the Pacific, and around the world.

As well as our everyday work in communities, our emergency appeals helped people affected by earthquakes in Vanuatu and Myanmar, and the ongoing conflict in Ukraine. We thank all those who gave to Red Cross with such generosity and kindness – together we have brought hope and care to countless people.



VOLUNTEERS FUNDRAISING AT BAKE SALE

TURNING FITNESS INTO FUNDRAISING

At the heart of all Red Cross fundraising are everyday people aiming to make a difference. We are so grateful to those who donate and raise funds to support our humanitarian work. Many New Zealanders get involved by baking, holding raffles and asking their friends to support their cause. Inge De Leeuw is a passionate fundraiser, and an advocate for the work New Zealand Red Cross does to help vulnerable people here and around the world.

Earlier this year, her life took a dramatic turn with a series of health setbacks. Inge decided to make her recovery more exciting by combining her necessary exercise with fundraising.

"I have a long history with Red Cross – I got a job at the Palmerston North Service Centre in 2004, around the time of the Boxing Day Tsunami," she says. "I became really interested in the humanitarian space, and it actually changed my career trajectory."

Inge enlisted her husband Vaughan, along with children Elise (13) and Manu (8), to help with her fundraising. The family walked, jogged and biked around New Plymouth to raise money, while sharing their story with prospective donors.

"I spent from February recovering – but then I made May the month of movement! Getting Vaughan and the kids involved was a great way to help with recovery, and fortunately I'm fully recovered now.

"Our daughter sometimes takes the bus to school but she biked there and back every day – 12km every day – so that got our tally up," Inge says. "My husband biked as well, and our son would come with us on the New Plymouth coastal walkway."

New Zealand Red Cross is always active when it comes to fundraising, whether it's community fundraising, individual gifts, partnerships with trusts and businesses, or legacy gifts. During 2024/25 your generosity also contributed more than \$660,000 through special emergency appeals to provide humanitarian support to specific communities in need.

This year also marks 25 years of our Regular Giving programme – one of our most critical fundraising streams. Powered by the generosity of our regular donors, their donations allow us to plan and prepare for future emergencies and deliver everyday humanitarian impact, ensuring people and communities get the help they need, when they need it most.

Inge believes that when you see a need in the community, it's hard not to get involved. She even volunteers at her local Red Cross Shop as her way of contributing to the place she proudly calls home.

"Raising money is the best way to provide assistance, and it's something I'll probably always do."

IN 2024/25

\$17.5M Over \$17.5 million raised to support the work of New Zealand Red Cross

21,423 Generous supporters donated to enable our humanitarian work

850 Fundraising activities and donations by community groups, fundraisers, schools, and Red Cross branches

FIRST AID

TE WHAKAORA WHAWHATI TATA

We aim to enhance Aotearoa New Zealand's community resilience by delivering high quality First Aid training courses and by supplying and supporting Automated External Defibrillators (AEDs) and other essential First Aid products.



FIRST AID COURSE PARTICIPANT BEING TRAINED IN CPR

KNOWLEDGE SHARING THAT SAVES LIVES

Since 2007, Dena Collins has helped thousands of New Zealanders feel more confident in emergencies – not by treating patients, but by empowering others with the skills to do it.

“I started as a casual first aid instructor, while working as a nurse, and fell in love with the job,” she says. “The rest is history.”

After nearly two decades with New Zealand Red Cross, she’s trained people from all walks of life and mentored new instructors. What keeps her coming back is simple: “I love being able to share my knowledge and give people the confidence to help if the need ever arises.”

In Aotearoa New Zealand, where many people lead active, outdoor lifestyles and where rates of heart disease and stroke remain high, knowing how to help in a crisis can be life-changing, or even life-saving.

“In New Zealand we have such a high rate of heart disease and strokes, therefore knowing how to help someone in their time of need can greatly increase their chance of survival,” she says. “Also, we are an outdoor activity-focused country and knowing how to help if someone gets into trouble doing something they love is so important.”

One story in particular stands out from her career: a learner who responded to two medical emergencies on the same night, just after their first day of training.

“She helped someone having a tonic-clonic seizure in a shop, and then, on the drive home, witnessed a motorcyclist being knocked off his bike and helped in that situation too. The class and I were blown away and so proud.”

Another moment she will never forget was teaching a couple who had lost a child and were expecting another.

“I [recall] teaching a couple that had tragically lost their child four years earlier. The couple wanted to learn infant CPR and choking, as they were expecting another child, but had not wanted to do this in a group environment.

“I ended up teaching the mother in a public course a few years later, as soon as I saw this lady I knew who she was, likewise she knew who I was, before I could even greet her I was embraced in a big hug from her and she thanked me for what I had done for her and her husband.”

Dena’s secret to every great first aider?

“Calm, caring, knowledgeable... and a whole lot of plasters,” she says. “I have a five-year-old daughter and a nine-year-old son. We go through a lot of plasters in our house.”

IN 2024/25

8,179

First Aid courses delivered

71,896

People in Aotearoa New Zealand trained in our First Aid courses

98%

of training participants who participated in our feedback survey rated our First Aid courses as good or better

126

Number of AEDs distributed

RED CROSS SHOPS

NGĀ WHARE HOKOHOKO
A TE RĪPEKA WHEREO

We sell good quality second hand and new items, generously donated by the community and businesses, supporting the circular economy and sustainability through our Red Cross Shops, while raising essential funds for New Zealand Red Cross.



MONU JOHN PHILLIP VOLUNTEERING AT HIS LOCAL RED CROSS SHOP ON DOMINION ROAD

MONU MASTERS A NEW SET OF SKILLS

When Monu John Philip relocated to Auckland to pursue his master's degree in International Tourism Management, he sought more than just academic achievement – he wanted to connect with his new community. That opportunity came through volunteering at the Dominion Road Red Cross Shop, where he discovered a deep sense of purpose and belonging.

Now balancing postgraduate studies with work, he believes his experience with volunteering is a pivotal chapter in both his personal and professional development.

"From the moment I joined, I felt a strong sense of purpose in contributing to a cause that genuinely impacts lives," Monu says. "Being part of a compassionate, community-driven organisation has not only enriched my understanding of social responsibility but also reinforced the value of giving back."

His time at the Red Cross Shop has equipped him with a broad range of transferable skills that align closely with leadership and operational roles in his chosen career in the tourism and hospitality sectors. Through responsibilities such as managing floor layouts and liaising with customers, he developed agility, problem-solving skills, and hands-on experience in inventory and operations management.

"These experiences sharpened my time management, reliability, and adaptability – qualities that are essential in any managerial role," he explains. "Balancing volunteering with academic and professional commitments helped me build a resilient and efficient work ethic."

His ability to lead by example and work collaboratively with a diverse team also enhanced his interpersonal and cross-cultural communication skills – essential in today's globalised workforce.

"Volunteering taught me to be more empathetic, inclusive, and confident. It broadened my perspective and deepened my appreciation for teamwork and patience," he says.

In recognition of his outstanding contributions to the community and his commitment to social impact, Monu received the prestigious Beyond AUT Award – a distinction that celebrates students who go above and beyond in leadership, service, and engagement.

"Receiving the Beyond AUT Award was a proud moment. It affirmed that the work I did with the Red Cross not only made a difference in the community but also shaped me into a more capable and compassionate professional."

Volunteering at a Red Cross Shop is for people from all walks of life and backgrounds. As well as the professional experience Monu gained, volunteering also offers new friendships and a sense of community, all while contributing to the wider Red Cross Movement. Each Red Cross Shop is an example of our Fundamental Principles in action, supporting local communities while contributing to our global mission.

Monu is grateful for the lessons, values, and leadership skills cultivated through his volunteer journey – and he's now ready to make a meaningful impact wherever his path takes him.

IN 2024/25

39

Nationally managed Red Cross Shops

1,512

Volunteers who worked in our nationally managed Red Cross Shops

PERFORMANCE & SUMMARY FINANCIAL REPORT

TAUMATA MAHI ME TE
WHAKARĀPOPOTO PŪRONGO A PUTEA

The New Zealand Red Cross Group (the Group) includes the performance and financial results of the New Zealand Red Cross Incorporated (the Society), Red Cross branches¹ which are member-operated and largely volunteer based and the New Zealand Red Cross Foundation, a charitable trust that invests funds for the benefit of the Group.

¹ The Consolidated Statement of Service Performance does not report on the activities of Red Cross branches.

OVERVIEW OF THE YEAR

CONSOLIDATED STATEMENT OF SERVICE PERFORMANCE

Our Statement of Service Performance provides an overview of performance across our key services, and a baseline for future performance reporting. Overall, our results for the year show our service levels were generally consistent with the previous year, noting some variability where service levels increased due to demand or decreased due to external factors.

Our Migration services are provided for vulnerable migrants across Aotearoa New Zealand providing settlement and employment support for former refugees, and a navigation service aimed at supporting convention refugees. This year we were unable to carry out work with Asylum seekers as no funding was available. More refugee background people were supported through our Wellington-based mental health service than in the previous year due to increased demand for, and referrals to the service.

Our International services assist communities affected by emergencies in the Pacific and further afield. This year the number of our international delegate deployments increased. Working more directly with Pacific Island National Societies has seen our delegate deployments become shorter and more frequent in direct response to local needs.

Our Restoring Family Links service operates in a challenging environment where the complexity of cases is increasing while people are more connected. This year fewer cases were opened and closed than in the previous year.

Our Emergency Management services were generally maintained at similar levels to the previous year. We helped local communities prepare for, respond to, and recover from emergencies. Our Meals on Wheels service supported communities through providing hot meals to vulnerable people. Meal delivery numbers are driven by demand for the service and while overall numbers decreased nationwide, some locations experienced an increase in demand.

This year **our Disaster Welfare Support Team** volunteers logged considerably more hours than the previous year responding to emergencies. This was primarily due to our New Zealand Red Cross response to the significant flooding in Ōtepoti Dunedin in October 2024.

Across our other services, we continued to contribute to emergency preparedness and resilience through providing First Aid training, Red Cross shops and the promotion of knowledge of and respect for International Humanitarian Law.

The New Zealand Red Cross Foundation (the Foundation) is charged with providing a secure investment base for the Society. The Foundation continues to be well served by the trustees who volunteer their time and expertise to ensure the funds are wisely invested for the ongoing benefit of New Zealand Red Cross.

This year, the Foundation and Society worked closely together to align their planning focused on ensuring the financial sustainability of the New Zealand Red Cross Group.

OVERVIEW OF THE YEAR

CONSOLIDATED FINANCIAL PERFORMANCE

The Group Total Comprehensive Revenue and Expense (operating deficit plus fair value change in investments) was a surplus of \$0.37 million. The surplus incorporated an operating deficit of \$2.05 million, net expenditure of \$2.61 million from restricted funds and an increase in investments' fair value of \$5.03 million.

Financial sustainability was the key theme for the 2024/25 financial year with programmes developed and implemented to ensure the continued support for humanitarian work. The financial sustainability programmes will support the organisation to deliver Strategy 2030 by focusing on achieving financial break even by 2030.

The Group operating deficit of \$2.05 million was favourable to expectations reflecting the beginning of the financial sustainability work, review and management of contracts and the level of legacies received. Our trading conditions remained challenging through the year but a small increase in revenue was achieved.

During the financial year distributions and commitments from the New Zealand Disaster Fund continued. The net spend was \$1.9 million

during the year which focused on supporting communities continuing their recovery from the Auckland floods and Cyclone Gabrielle events as well as investing in equipment to enable our response to future events.

In the Statement of Financial Position, the Members' Funds are represented by Net Assets at the end of the financial year of \$111.6 million (2024: \$111.2 million), keeping steady year on year.

Net Assets includes cash of \$14.6 million (2024: \$12.9 million), property, plant, equipment, and intangibles of \$29.4 million (2024: \$30.0 million), and investments of \$70.5 million (2024: \$65.6 million).

Our financial position will always be dependent on the success of our ongoing fundraising efforts, trading activities and support from legacy donors to support humanitarian needs, as well as balancing our delivery activities to align to our revenue. This ongoing financial stewardship and alignment of the New Zealand Red Cross and the Foundation's investments ensures the organisation's long-term financial sustainability.

CONSOLIDATED STATEMENT OF SERVICE PERFORMANCE

FOR THE YEAR ENDED 30 JUNE 2025

This consolidated Statement of Service Performance includes the results for the New Zealand Red Cross Incorporated and the New Zealand Red Cross Foundation. Together, these form the New Zealand Red Cross Group.

This Statement of Service Performance provides an overview of the performance of our services and investment activities in 2024/25 with comparative results for 2023/24. It has been prepared in keeping with the requirements of the External Reporting Board's financial reporting standard: PBE FRS 48: Service Performance Reporting.

WHAT WE DO AND WHY WE EXIST

New Zealand Red Cross Incorporated (New Zealand Red Cross) is part of the largest humanitarian network in the world. With over 11,000 members, including those who volunteer their time and our employees, New Zealand Red Cross works to support vulnerable people across Aotearoa New Zealand, in the Pacific and internationally.

Our mission is to improve the lives of vulnerable people by harnessing the power of humanity and enhancing community resilience.

We aim to achieve our mission through the delivery of our three core service pillars described below, and through other community services.

1. MIGRATION

2. INTERNATIONAL

3. EMERGENCY MANAGEMENT

The New Zealand Red Cross Foundation is a charitable trust that invests funds on behalf of New Zealand Red Cross.

DISCLOSURE OF JUDGEMENTS

- The Statement of Service Performance covers the services and programmes we manage and deliver nationwide and internationally. Collectively, these contribute to achieving our mission.
- The Statement of Service Performance does not capture the smaller community services and activities directly delivered by our areas, branches, and groups, or branch-led Red Cross shops.
- The Statement of Service Performance does not report on area, branch or group fundraising, or any activities areas, branches or groups carry out that are solely intended to generate revenue. While our First Aid and Retail services generate income, they are also community services we provide, and as such are included in this report.

MIGRATION

OUR GOAL: TO ADDRESS THE HUMANITARIAN NEEDS OF VULNERABLE MIGRANTS

ABOUT OUR SERVICE

Our migration programmes support vulnerable migrants across Aotearoa New Zealand. We are contracted with government agencies to provide some of our services.

We provide settlement and employment support for former refugees, and a navigation service aimed at supporting convention refugees. Convention refugees are people who arrive in Aotearoa New Zealand as asylum seekers and have been given refugee status under the UN Refugee Convention 1951. We also provide a Wellington-based mental health service for refugee background people.

WHAT WE AIM TO ACHIEVE

Refugee background people who we are contracted to work with are supported in their initial settlement in Aotearoa New Zealand.

MEASURE	2024/25	2023/24
Number of former refugee arrivals who received support through our Pathways to Settlement programme*	868	852
Number of locations (cities or towns) where we provide Pathways to Settlement programmes	8	8
Number of trained volunteers who provided support to former refugees**	869	632
Number of convention refugees supported through our Pathways to Settlement programme***	355	254

*Each financial year, the Ministry of Business, Innovation and Employment (MBIE) contracts us to provide settlement support to quota refugees. MBIE determines the number of quota refugees we support. Refugee Family Support Category former refugees who self-refer to our service are included in our contracted service with MBIE and our outcomes.

** Previously this measure was 'Number of trained volunteers who provided support to former refugees, asylum seekers, or other vulnerable migrants.' The wording was revised because in 2024/25 funding for our work with asylum seekers through our Pathways to Protection programme was discontinued. As a result, the asylum seeker volunteer positions in our Pathways to Protection programme were discontinued. The comparative year's data has been aligned to the current year measure. The figure reported in 2023/24 was 676.

***Previously this measure was the 'Number of convention refugees supported through our Pathways to Protection programme.' The wording was revised because in 2024/25 funding for the asylum seeker support work component of the Pathways to Protection programme was discontinued. The navigation component of the programme which supports convention refugees continued under our ongoing Pathways to Settlement programme. There is no impact on the comparative year's data.

WHAT WE AIM TO ACHIEVE

Refugee background people who we are contracted to work with are supported with career guidance and employment services.

MEASURE	2024/25	2023/24
Number of refugee background people who received support through our Pathways to Employment programmes*	1,225	1,223
Number of locations (cities or towns) where we provide Pathways to Employment programmes	13	13

*The Ministry of Social Development may refer clients to our programmes more than once in a financial year. Our results count people each time they engage with our Developing Job Seeker or Active Job Seeker programmes. Approximately 30% of people engage in both programmes.

WHAT WE AIM TO ACHIEVE

Refugee background people who we are contracted to work with are supported in mental health and trauma recovery.

MEASURE	2024/25	2023/24
Number of refugee background people supported by our Refugee Trauma Recovery service	166*	106

*The increase in the number of refugee background people supported by our Refugee Trauma Recovery service since 2023/24 reflects an increased demand for and an increase in referrals to our service in the reporting year.

INTERNATIONAL

OUR GOAL: TO WORK IN PARTNERSHIP TO RESPOND TO HUMANITARIAN CRISES AND SUPPORT VULNERABLE COMMUNITIES IN THE PACIFIC AND FURTHER AFIELD

ABOUT OUR SERVICE

Our international programmes assist communities affected by emergencies and conflict around the world.

Our support and assistance include deployment of trained delegates both remote and in-country, financial resources, equipment, and advice on a range of matters.

WHAT WE AIM TO ACHIEVE

Our action reduces the impact of international humanitarian crises and alleviates suffering.

MEASURE	2024/25	2023/24
Number of countries our International delegate deployments supported*	14	17
Total number of international delegate deployments**	27	21
Percentage of international delegate deployments in support of international humanitarian crises	26%	38%

*The wording of this measure was revised to be more specific about what is measured, and for consistency with the other measures in the table above. Previously the measure was 'Number of countries our International programmes supported.' There is no impact on the comparative year's result.

** Includes delegates seconded to IFRC and ICRC, remote deployments and IFRC positions we fund.

WHAT WE AIM TO ACHIEVE

Pacific Island National Societies and their communities are supported to help strengthen resilience in the region.

MEASURE	2024/25	2023/24
Percentage of international delegate deployments in support of Pacific Island countries	93%	91%
Percentage of international delegate deployments specifically aimed at capacity / capability building for Red Cross National Societies in the Pacific	78%	86%

WHAT WE AIM TO ACHIEVE

Reconnecting families across the world that have been separated by armed conflict, disaster, and migration.

MEASURE	2024/25	2023/24
Number of new Restoring Family Links enquiries received	71	107
Number of new Restoring Family Links cases opened	16*	66
Number of Restoring Family links cases closed	7*	35

*The reduction in the number of Restoring Family Links cases opened and cases closed from the previous year reflects a range of factors. This includes an operating environment where people are more connected while at the same time the complexity of cases is increasing, and limited capacity to manage the service.

EMERGENCY MANAGEMENT

OUR GOAL: TO BE AOTEAROA NEW
ZEALAND’S LEADING COMMUNITY
PARTNER BEFORE, DURING,
AND AFTER EMERGENCIES.

ABOUT OUR SERVICE

Our Emergency Management Programmes help
local communities prepare for, respond to, and
recover from emergencies.

Our Meals on Wheels services support
communities through providing hot meals to
vulnerable people.

WHAT WE AIM TO ACHIEVE

New Zealand Red Cross people are equipped with training, tools and strategies to enable them to operate before, during and after an emergency, in a way that strengthens community resilience and wellbeing.

MEASURE	2024/25	2023/24
Number of new domestic emergency events responded to	7	6
Number of Disaster Welfare Support Team volunteers	302	288
Number of hours our Disaster Welfare Support team volunteers logged responding to emergencies	698*	277

*Of the 698 hours logged for the reporting year, over 400 hours were logged in response to one event. This was the significant flooding event in Dunedin in October 2024.

WHAT WE AIM TO ACHIEVE

Provide a Meals on Wheels delivery service to vulnerable people around Aotearoa New Zealand to improve the lives of vulnerable people and promote community preparedness and resilience.

MEASURE	2024/25	2023/24
Number of meals delivered through Meals on Wheels	695,863	714,035
Number of volunteers who delivered Meals on Wheels	3,473	3,256
Number of locations (cities or towns) where we provide Meals on Wheels	45	43

OTHER COMMUNITY SERVICES

OUR GOAL: TO ENHANCE COMMUNITY PREPAREDNESS AND RESILIENCE THROUGH OTHER SERVICES.

ABOUT OUR OTHER COMMUNITY SERVICES

We provide other services that contribute to disaster preparedness and resilience of communities, including First Aid training and products, Red Cross shops, and our work on International Humanitarian Law.

Our First Aid training courses and products help to equip people with the tools, understanding, and confidence to support those experiencing trauma, stress, and distress. Our work contributes to enhancing community preparedness and resilience.

Our Red Cross shops help to support communities through providing recycled products at affordable prices, helping divert items from landfill, and raising funds to support our work in New Zealand and overseas.

Our work on International Humanitarian Law (IHL) promotes knowledge and respect for IHL – the ‘rules of war’ that protect people who are not or are no longer taking part in a conflict.

WHAT WE AIM TO ACHIEVE

Enhance Aotearoa New Zealand community resilience by delivering high quality First Aid training courses and supply and support Automated External Defibrillators (AEDs) and other First Aid products.

MEASURE	2024/25	2023/24
Number of First Aid courses delivered	8,179	8,724
Number of people in New Zealand trained in our First Aid courses	71,896	68,218
Percentage of training participants who rated our First Aid courses as ‘good’ or better	98%*	98%
Number of AEDs distributed	126**	201

*Based on the 20.6% (2023/24: 23.5%) of training participants who completed the survey.

**More competing products in the AED market have resulted in a reduction in the number of AEDs distributed in 2024/25 compared to the previous year. Options to address the challenges in the market are being explored.

WHAT WE AIM TO ACHIEVE

Support our customers, communities, and promote sustainability in our Red Cross shops, that raise essential funds for New Zealand Red Cross.

MEASURE	2024/25	2023/24
Number of nationally managed Red Cross shops*	39	39
Number of volunteers who worked in our nationally managed Red Cross shops	1,512**	968

*Nationally managed Red Cross shops are Red Cross shops managed by Red Cross employees.

**The increase in the number of volunteers from the previous year is a result of successful volunteer promotions, increased number of youth volunteers and improved processing procedures. Many shops have larger formats providing greater capacity to utilise volunteers.

WHAT WE AIM TO ACHIEVE

Promote knowledge of and respect for International Humanitarian Law – the ‘rules of war’.

MEASURE	2024/25	2023/24
Number of participants for ‘DNA of the Red Cross’ workshops	37*	125
Number of registrations for the international humanitarian law moot competition	19	12

*The reported number is the number of participants who attended a Teams workshop. It does not include participants who attended an in-person workshop. Due to capacity constraints including a three-month period where the International Humanitarian Law Advisor position was vacant, records were insufficient to verify participant numbers.

NEW ZEALAND RED CROSS FOUNDATION (THE FOUNDATION)

The Foundation holds and invests funds on behalf of New Zealand Red Cross with the objective of providing a source of sustainable funding to support the work of New Zealand Red Cross.

The Foundation employs professional fund managers to invest and manage the funds across a range of investment sectors. The Foundation seeks to grow the accumulated funds, together with any additional capital funds transferred from New Zealand Red Cross, using best practice financial management. The trustees have established a Statement of Investment Policy and Objectives which guides their investment philosophy and is reviewed every three years.

MEASURE	2024/25	2023/24
Market value of total funds under management	\$74.5 MILLION	\$69.9 MILLION

NEW ZEALAND RED CROSS GROUP

SUMMARY CONSOLIDATED STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE FOR THE YEAR ENDED 30 JUNE 2025

IN THOUSANDS OF DOLLARS	NOTE	2025	2024
REVENUE			
Sale of Goods and Services		23,710	22,654
Contracts		10,139	10,268
Donations and Fundraising		13,130	13,015
NZ Disaster Fund - Emergency appeal Donations		-	436
Legacies		4,365	2,479
Dividends		2,074	2,618
Other Revenue		1,084	1,995
TOTAL REVENUE	7	54,502	53,465
EXPENDITURE			
Employee Entitlements		33,957	33,661
NZ Disaster Fund - Emergency appeal Distributions		1,801	12,394
Other Expenses		23,403	26,469
TOTAL OPERATING EXPENSES		59,161	72,524
NET DEFICIT FROM OPERATING ACTIVITIES		(4,659)	(19,059)
Change in Fair Value Investments		5,030	4,609
NET SURPLUS / (DEFICIT) AFTER FAIR VALUE ADJUSTMENTS		371	(14,450)
Net Gain on Land and Building Revaluation		-	-
TOTAL COMPREHENSIVE REVENUE / EXPENSE		371	(14,450)

The accompanying notes on pages 52-54 form part of these summary consolidated financial statements.

NEW ZEALAND RED CROSS GROUP

SUMMARY CONSOLIDATED STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2025

IN THOUSANDS OF DOLLARS		2025	2024
ASSETS			
Total Current Assets	NOTE	20,536	22,123
Total Non-current Assets		99,944	95,626
TOTAL ASSETS		120,480	117,749
LIABILITIES			
Total Current Liabilities		8,865	6,505
Total Non-Current Liabilities		-	-
TOTAL LIABILITIES		8,865	6,505
NET ASSETS		111,615	111,244
MEMBERS' FUNDS			
Accumulated Funds		91,014	87,951
Restricted Funds		2,812	5,504
Asset Revaluation Reserve		17,789	17,789
TOTAL MEMBERS' FUNDS	8	111,615	111,244

For and on behalf of the National Board who authorised the issue of these summary consolidated financial statements on 26 September 2025.



JOHN DYER | NATIONAL PRESIDENT



SARAH (NORM) STUART-BLACK | SECRETARY GENERAL

The accompanying notes on pages 52-54 form part of these summary consolidated financial statements.

NEW ZEALAND RED CROSS GROUP

SUMMARY CONSOLIDATED STATEMENT OF CHANGES IN MEMBERS' FUNDS FOR THE YEAR 30 JUNE 2025

IN THOUSANDS OF DOLLARS	NOTE	2025	2024
Opening Members' Funds		111,244	125,696
Net Surplus / (Deficit) after Fair Value Adjustments		371	(14,450)
Other Comprehensive Revenue and Expense		-	-
TOTAL COMPREHENSIVE REVENUE / EXPENSE		371	(14,450)
CLOSING MEMBERS' FUNDS		111,615	111,244

NEW ZEALAND RED CROSS GROUP

SUMMARY CONSOLIDATED STATEMENT OF CASHFLOWS FOR THE YEAR 30 JUNE 2025

IN THOUSANDS OF DOLLARS	NOTE	2025	2024
Net cash flows applied to Operating Activities		(3,608)	(20,867)
Net cash flows from Investing Activities		5,263	7,623
NET INCREASE / (DECREASE) IN CASH AND CASH EQUIVALENTS		1,655	(13,244)
Cash and Cash Equivalents at the beginning of the year		12,932	26,177
CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR		14,587	12,932

The accompanying notes on pages 52-54 form part of these summary consolidated financial statements.

NOTE 1: REPORTING ENTITY

This consolidated performance and financial report includes the consolidated statement of service performance and the financial statements for the year ended 30 June 2025 that comprise the activities of New Zealand Red Cross Incorporated and the New Zealand Red Cross Foundation (the Group).

The New Zealand Red Cross Incorporated (The Red Cross) is registered as a Charity under the Charities Act 2005.

The New Zealand Red Cross Foundation (The Foundation) is a charitable trust, registered under the Charitable Trusts Act 1957 and a registered Charity under the Charities Act 2005. The Foundation was established in 1978 to hold and invest funds on behalf of New Zealand Red Cross.

NOTE 2: BASIS OF PREPARATION

The summary performance and financial report have been extracted from the full performance and financial report of the Group. The summary performance and financial report has been prepared in accordance with PBE FRS 43 Summary Financial Statements, which was adopted by the National Board on 26 September 2025. The summary performance and financial report cannot be expected to provide a complete understanding as that provided by the full performance and financial report.

The full performance and financial report is available on request by contacting the General Manager, Organisational Services, PO Box 12-140, Wellington 6144 or email payables@redcross.org.nz. The full performance and financial report has been prepared in accordance with Generally Accepted Accounting Practice in New Zealand. They comply with Tier 1 Public Benefit Entities Accounting Standards.

NOTE 3: MEMBERS' FUNDS

Members' Funds comprise Accumulated Funds, Restricted Funds and the Asset Revaluation Reserve:

- Accumulated Funds are those received and used for general purposes;
- Restricted Funds are use of funds that have been restricted by the donor or by the National Board;
- Asset Revaluation Reserve represents the accumulated revaluation increases in the fair value of land and buildings.

NOTE 4: USE OF JUDGEMENTS AND ESTIMATIONS

The preparation of the consolidated financial statements requires Management to make judgements, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from those estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions in accounting estimates are recognised in the period in which these estimates are revised and in any future periods affected.

The estimates and assumptions that may have a material impact on the carrying amounts of assets and liabilities within the next financial year include the following:

- Fair value of land and buildings;
- Useful lives of Property, Plant and Equipment; and
- Fair value of Financial Instruments

NOTE 5: SIGNIFICANT CHANGES DURING THE PERIOD

In the current year the Group has adopted amendments issued for PBE IPSAS 1 for disclosure of fees for audit firms' services. These amendments improve the transparency and consistency of disclosures provided about fees paid to the Group's auditor. The amendments do not have an impact on the financial statements for the Group.

NOTE 6: ACCOUNTING STANDARDS NOT YET EFFECTIVE

There are no other new, revised or amended standards that have been issued but are not yet effective that have been early adopted in the financial statements.

NOTE 7: SUMMARY OF REVENUE

IN THOUSANDS OF DOLLARS	NOTE	2025	2024
REVENUE			
Sale of Goods & Services		23,710	22,654
Dividends		2,074	2,618
Other Exchange Revenue: Interest - NZ Disaster Fund Special Appeal		45	467
Other Exchange Revenue		940	1,495
REVENUE FROM EXCHANGE TRANSACTIONS		26,769	27,234
Grants and Contracts		10,139	10,268
Donations and Fundraising		13,130	13,015
Donations - NZ Disaster Fund Special Appeal		-	436
Legacies		4,365	2,479
Other Non-Exchange Revenue		99	33
REVENUE FROM NON-EXCHANGE TRANSACTIONS		27,733	26,231
TOTAL REVENUE		54,502	53,465

NOTE 8: RESTRICTED FUNDS

These are the remaining funds at the end of the financial year that have been restricted by the donor or by the National Board. This includes emergency appeals, and ongoing disaster funds. The funds are held as cash and include funds which have been committed for particular spend within the appeal.

IN THOUSANDS OF DOLLARS	2025	2024
Local Funds	387	514
NZ Disaster Fund - Special Appeal	1,969	3,833
International Funds	456	1,157
	2,812	5,504

NOTE 9: AUDITOR FEES

The fees include the audit of the Performance and Financial Reports of the Group and the Financial Report of the Foundation.

IN THOUSANDS OF DOLLARS	2025	2024
Audit of Financial Statements - Deloitte	120	116

NOTE 10: CAPITAL COMMITMENTS

The Group has \$934,860 of Capital Commitments as at 30 June 2025 (2024: Nil). These commitments relate to the purchase of Domestic Emergency Response trucks currently in the build stages.

NOTE 11: CONTINGENT LIABILITIES

There are no contingent liabilities as at 30 June 2025 (2024: nil).

NOTE 12: EVENTS AFTER BALANCE DATE

There have been no significant events post balance date.



Independent Auditor's Report on the Summary Consolidated General Purpose Performance and Financial Report

To the National Board of New Zealand Red Cross Incorporated

Opinion

The summary consolidated general purpose performance and financial report ('summary consolidated performance and financial report') of New Zealand Red Cross Incorporated (the 'Society') and its subsidiary (the 'Group') comprises the summary consolidated financial statements on pages 49 to 54 and the summary consolidated statement of service performance on pages 41 to 48. The complete set of summary consolidated financial statements comprises the summary consolidated statement of financial position as at 30 June 2025, and the summary consolidated statement of comprehensive revenue and expense, summary consolidated statement of changes in members' funds and summary consolidated statement of cashflows for the year then ended, and related notes. The summary consolidated performance and financial report is derived from the audited consolidated financial statements of the Group for the year ended 30 June 2025.

In our opinion, the accompanying summary consolidated performance and financial report, on pages 41 to 54, is consistent, in all material respects, with the audited consolidated general purpose performance and financial report, in accordance with PBE FRS 43: *Summary Financial Statements* issued by the New Zealand Accounting Standards Board.

Summary consolidated general purpose performance and financial report

The summary consolidated performance and financial report does not contain all the disclosures required by Public Benefit Entity Standards. Reading the summary consolidated financial report and the auditor's report thereon, therefore, is not a substitute for reading the audited consolidated general purpose financial report and the auditor's report. The summary consolidated financial report and the audited consolidated general purpose financial report do not reflect the effects of events that occurred subsequent to the date of our report on the audited consolidated general purpose financial report.

The audited consolidated general purpose performance and financial report and our report thereon

We expressed an unmodified audit opinion on the audited consolidated general purpose performance and financial report in our report dated 26 September 2025.

National Board's responsibilities for the summary consolidated performance and financial report

The National Board is responsible on behalf of the Group for the preparation of the summary consolidated performance and financial report in accordance with PBE FRS 43: *Summary Financial Statements*.

Auditor's responsibilities

Our responsibility is to express an opinion on whether the summary consolidated performance and financial report is consistent, in all material respects, with the audited consolidated general purpose performance and financial report based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) ('ISA (NZ)') 810 (Revised): *Engagements to Report on Summary Financial Statements*.

Other than in our capacity as auditor, we have no relationship with or interests in the Society or its subsidiary, except that partners and employees of our firm deal with the Group on normal terms within the ordinary course of trading activities of the business of the Society and its subsidiary.

Restriction on use

This report is made solely to the National Board, as a body, in accordance with article 1.10.3 of the constitution. Our audit has been undertaken so that we might state to the National Board those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the National Board as a body, for our audit work, for this report, or for the opinions we have formed.

Deloitte Limited

Wellington, New Zealand
26 September 2025

THANK YOU

HE KUPU MIHI

A heartfelt thank you to our supporters, partners and funders whose continued generosity and collaboration make it possible to deliver life-changing support to the most vulnerable.

PARTNERS



SUPPORTERS



DRAMS Family Trust

J I Urquhart Family Trust

Community Trust South

Estate of Adelaide Ruth Todd

Kwanto

Masterton District Council

The CE Otley Memorial Trust
proudly managed by Perpetual Guardian

The Phillip Verry
Charitable Foundation

The Phyllis Thomas & Roy Thomas
Charitable Trust

The Room-Simmonds Charitable Trust
proudly managed by Perpetual Guardian

BEQUESTS NGĀ OHA

Estate of Agnes Catherine Dobbie	Estate of Doreen Brown	Estate of Karen Alexis Maria Remetis	Estate of Margery Joan Uttley	Estate of Sally Ann Comrie
Estate of Alan Maw	Estate of Dorothy Margaret Morris	Estate of Kathleen Mary Brabin	Estate of Marilyn Shirley Armstrong	Estate of Sandra Lundon Rosolowski
Estate of Annie Myrtle McKenzie	Estate of Eli Richard Selinkoff	Estate of Lance Kevin Strong	Estate of Miriam Frances Wright	Estate of Shirley Mullooly
Estate of Arthur Kenneth Howes	Estate of Florence Grave Stone	Estate of Lesley Marguerite Clark	Estate of Mona Elizabeth Bishop	Estate of Shirley Wakely
Estate of Audrey Harper	Estate of Geoffrey Charles Sargeant	Estate of M J Dominikovich	Estate of Nancy Denise Hartstonge	Estate of William Neil MacQuarrie
Estate of Audrey Joan Byers	Estate of George Henry Dear	Estate of Malcom Harold Fletcher	Estate of Peter Arnold Morath	Peter Hartstonge
Estate of Bernadette Ann Kerr	Estate of Gillian Elisabeth Gifford	Estate of Margaret Annie Oaten	Estate of Peter Hames Dare	The Cheavin Family Trust
Estate of Bernard Bullock	Estate of Helen Claire Munnings	Estate of Margaret Dawn Henwood	Estate of Peter John Lorimer	The Robert Wallace Trust
Estate of Betty Whitley	Estate of Henderika Heika Bulder	Estate of Margaret Elaine Emily McFall	Estate of Raymond Alex Chun	Estate of Clive Henry Wymer
Estate of Brian Leslie Smart	Estate of Jeannette Theresia Leermakers	Estate of Margaret Louise Lydiard	Estate of Rex George Byers	Estate of Pauline Cameron
Estate of Brian Peter McGrath	Estate of John Kenneth Speer	Estate of Margaret Louise Jackson	Estate of Robin Russell	Estate of Margaret Nellie Wilson
Estate of Colin John Parish	Estate of Judith Breach		Estate of Ronald Gary Ireland	Estate of Tonia U'Dell Forbes
Estate of Donald McLean Woodforth				

BRANCHES

NGĀ RĀNGAI

We deeply appreciate the financial support from Red Cross branches over the past year – your contributions are a vital part of the humanitarian impact we achieve together.

New Zealand Red Cross
Balclutha Branch

New Zealand Red Cross
Central Hawke's Bay Branch

New Zealand Red Cross
Dannevirke Branch

New Zealand Red Cross
Darfield Branch

New Zealand Red Cross
Dunedin Branch

New Zealand Red Cross
Geraldine Branch

New Zealand Red Cross
Gore Branch

New Zealand Red Cross
Hawarden/Waikari Branch

New Zealand Red Cross
Hokitika Branch

New Zealand Red Cross
Huntly Branch

New Zealand Red Cross
Kaituna Branch

New Zealand Red Cross
Katikati Branch

New Zealand Red Cross
Kerikeri Branch

New Zealand Red Cross
Levin Branch

New Zealand Red Cross
Marlborough Branch

New Zealand Red Cross
Methven Branch

New Zealand Red Cross
Motueka Branch

New Zealand Red Cross
Napier Branch

New Zealand Red Cross
Nelson Branch

New Zealand Red Cross
New Plymouth Branch

New Zealand Red Cross
Palmerston North Branch

New Zealand Red Cross
Putaruru Branch

New Zealand Red Cross
Taupō Branch

New Zealand Red Cross
Tauranga Branch

New Zealand Red Cross
Te Aroha Branch

New Zealand Red Cross
Upper Hutt Branch

New Zealand Red Cross
Waiheke Branch

New Zealand Red Cross
Waimate Branch

New Zealand Red Cross
Waitoa Branch

New Zealand Red Cross
Wellington Branch

New Zealand Red Cross
Whanganui Branch

New Zealand Red Cross
Whangarei Branch

HONOURS & AWARDS

NGĀ TOHU HONORE

NATIONAL AWARDS

INTERNATIONAL SERVICE AWARD

John Dyer

MERITORIOUS SERVICE AWARD

Jennifer Beckett Philippa Robertson
Sarita Love

HONORARY LIFE MEMBERSHIP

Lavina Anderson	Yvonne Rippon
Margaret Church	Campbell Paton
Richard Barfoot	Jeanette Mann
Jill Caughley	Patricia Manning
Nathan Findlay	Jacob Moller
Marit Larson	Douglas Winter
Leigh Lehmann	Colin Zachan
Helen Leitch	Janice Zachan
Alan Robinson	

NATIONAL CERTIFICATE OF COMMENDATION

Jane Wilson Adrienne Henderson Scott Tambisari

NATIONAL CERTIFICATE OF APPRECIATION

Wendy Lau	Fiona Ross
Alexandra Pierard	Suzanne Vowles
Lorraine Pringle	

JENNIFER CLARK MEMORIAL SCHOLARSHIP

Jasmine Weston

LONG SERVICE AWARDS

50 YEARS

Jocelyn Jones Elaine Utting

45 YEARS

Jeanette Mann

40 YEARS

Jan Baker	Carol Keoghan
Margaret Church	Vivienne Lamb
Mark Connell	Zella McGirr
Pauline Conroy	Jennifer McMahon
Judy Finn	Fay Patterson
Joan Hewitson	Pamela Smith

NATIONAL DIRECTORY

RĀRANGI A MOTU

NATIONAL BOARD

NATIONAL PRESIDENT

John Dyer NZGD

VICE-PRESIDENT

Patrick Cummings JP

NATIONAL YOUTH REPRESENTATIVE

Dan Wilden

BOARD MEMBERS

Sue Chamberlain

Dr Mat Darling

Mikaela Hight

Warren Johnstone | Tenure ended November 2025

Greg Rimmer-Hollyman | Co-opted in June 2025

Niall Shepherd QSM JP

Reuben Tucker | Co-opted in June 2025

PATRON

Her Excellency The Rt Hon Dame Cindy Kiro,
GNZM, QSO, Governor-General of New Zealand

COUNSELLORS OF HONOUR

Joan Cockburn CBE JP (retired)

Lynette Jones CNZM

Jocelyn, Lady Keith CBE

The Rt Hon Justice Sir Kenneth Keith ONZ KBE KC

Dr Ron Mackenzie QSO

Penny Mason ONZM

Dr Jenny McMahon ONZM MBE FNM CRSNZ

Patricia O'Brien QSO

Paul Watson

Jane Smith

Wendy Smith

John Stevens

Jerry Talbot HDA

The Very Reverend Gavin Yates

OFFICIALS

INTERNATIONAL HUMANITARIAN LAW CONSULTANT

The Rt Hon Justice Sir Kenneth Keith ONZ KBE KC

MANAGEMENT

SECRETARY GENERAL

Sarah (Norm) Stuart-Black QSO

ACTING EXECUTIVE DIRECTOR

*OFFICE OF THE SECRETARY GENERAL
(OCT 2024 – JUNE 2025)*

Kate Boocock

GENERAL MANAGER

ENGAGEMENT AND ENTERPRISE

Shane Chisholm

GENERAL MANAGER

ORGANISATIONAL SERVICES

Jane Derbyshire

EXECUTIVE DIRECTOR

OFFICE OF THE SECRETARY GENERAL

Alexandra Pierard

POU ĀRAHI MĀORI

Isaia Piho

GENERAL MANAGER

MIGRATION

Sue Price

GENERAL MANAGER

PEOPLE, EXPERIENCE, AND SUPPORT

Fiona Ross

GENERAL MANAGER

*EMERGENCY MANAGEMENT
AND INTERNATIONAL*

Sean Stewart

GET INVOLVED

NAU MAI KI TŌ TĀTOU WHARE



MEALS ON WHEELS VOLUNTEER DELIVERING MEAL TO RECIPIENT

BECOME A SUPPORTER

Whether it's delivering a hot meal to our vulnerable neighbours, giving a warm Kiwi welcome to former refugees, or responding at a moment's notice to disasters and conflict with urgent relief, your donation will make a life-changing difference.

LEAVE A LASTING GIFT IN YOUR WILL

Leaving a gift to New Zealand Red Cross in your will is one of the most significant and lasting ways you can help people in need in Aotearoa New Zealand and around the world, now and for future generations.

FUNDRAISE FOR US

Whether it's taking part in our Annual Appeal, running a marathon or holding a bake sale, fundraising is fun and every dollar you raise will help people in need.

BECOME A PARTNER

Our corporate partnerships are vital to driving meaningful impact in communities across Aotearoa New Zealand and beyond. With the support of our partners, we're able to extend a helping hand to those who need it most, wherever they may be.

JOIN US

By becoming a New Zealand Red Cross member, you are joining one of the largest humanitarian organisations in the world and can make a real difference in your community. Whether you are part of a branch, working in a Disaster Welfare and Support Team or volunteering for one of our many community activities, you will be an important part of the New Zealand Red Cross whānau | family.

TAKE A NEW ZEALAND RED CROSS FIRST AID COURSE

Learn lifesaving skills from the world's leader in first aid right here in Aotearoa New Zealand, or purchase a quality first aid kit for your home, car or workplace from our online shop.

SHOP

Donate your quality goods, volunteer or shop at one of our Red Cross Shops around Aotearoa New Zealand.

CONNECT

Join us online:

 facebook.com/NewZealandRedCross

 linkedin.com/company/new-zealand-red-cross

 instagram.com/nzredcross



NEW ZEALAND
RED CROSS
RĪPEKA WHEREO AOTEAROA

HERE FOR
HUMANITY
MŌ KOUTANGATA