



2025

PREPARED BY
Miranda Whitwell - CEO

ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2025



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Vision, Mission, Purpose & Values

VISION

Complex Chronic Illness Support's vision is to Empower People Towards Wellness.

MISSION

The vision focuses our mission to improve the quality of life of people who live with a complex chronic illness, as well as that of their loved ones.

PURPOSE

The vision and mission drive our purpose to empower and educate members and advocate for their needs and their lives.

VALUES

These concepts fit the values like a jigsaw puzzle. Together they complete the picture that embodies our organisation. In determining values appropriate for the organisation, we considered the use and application of the values, including our culture, brand value, what drives decision-making, and how we support and deliver our services. The values that underpin our organisation are:

Empowering – People move forward with their journey towards wellness when they are empowered to take charge of their own health, with knowledge and boundaries.

Person-centred – People are at the heart of everything we do, and we are led by their needs. We design services to meet people's needs now and in the future.

Collaborative – We believe to make change happen, we need to bring people, ideas and resources together. Partnerships and teamwork are fundamental to our success.

Adaptable – We acknowledge the world around us is changing and we need to change by innovating and applying creative solutions to move forward. We are resourceful in response to this change.

Accountable – We deliver on our promises and hold ourselves responsible. We are honest, candid, transparent and respectful in all aspects of our work, applying good judgement for effective decision-making.

Culturally Responsive – Our organisation reflects the cultural context of NZ/Aotearoa through the recognition and understanding of Te Tiriti o Waitangi, with cultural competency and ability to relate to diverse needs - ensuring holistic management plans are individualised to encompass the beliefs, values, and customs of their user.

WHERE DO WE COME FROM?

Background Information

CCI Support is a non-profit Incorporated Society in New Zealand / Aotearoa. We are the largest One-on-One support service for people with ME (Myalgic Encephalomyelitis) / CFS (Chronic Fatigue Syndrome) in NZ. We are made up of many small regional groups that provide personalised support and care for people with complex chronic illnesses, including Myalgic Encephalomyelitis / Chronic Fatigue Syndrome (ME / CFS), Fibromyalgia, Post-Viral Fatigue / Syndrome, some Dysautonomia conditions, and Long-COVID. This is achieved through trained volunteers placed throughout the country to facilitate social groups and provide support for the Health & Wellness Facilitators, as well as manage our social media.

Our roots date back to 1981 with the formation of ME / CFS Support (BoP) Inc., which became incorporated as a registered charitable trust (No. CC20874) in 2008. In 2017, it was rebranded to our current name – Complex Chronic Illness Support. In these recent years under the stewardship of the CEO, the organisation has made remarkable progress, including the establishment of The Towards Wellness Programme (TWP) in 2015, which is considered the jewel in the crown of the organisation.

Those with complex chronic illness experience symptoms which severely impact their day-to-day life, such as extreme physical and mental fatigue, muscle and joint pain, impaired memory and concentration, sleep disturbance, headaches, gastrointestinal issues, and anxiety.

In line with contemporary research, our innovative services deliver superior support services to empower people to navigate their own individual wellness paths skillfully. Positive change in our CCI Support clients is achieved by offering a range of services backed by a team of qualified Facilitators, supportive staff and Board, and members who find connections, encouragement, and relief in a safe community.

CCI Support members progress from a life of fatigue, pain, and isolation towards an improved quality of life, re-engaging with their whānau and community, with an increased ability to participate in a life which is meaningful – And achieving our purpose to ‘Empower People Towards Wellness.’

OUR KEY POINTS OF DIFFERENCE

- Our services are here to facilitate positive change in people's lives
- We are research-informed, not research-driven
- We focus on the now – Not the cure
- We are more than just a support group, we offer holistic and practical support, for the entire whānau.



CEO SUMMARY

Tēnā koutou katoa,

As we look back on 2024/2025, I am proud to share what has been a year of both consolidation and growth for CCI Support. Our commitment to supporting people with Myalgic Encephalomyelitis (ME/CFS), Fibromyalgia, Post Viral Syndrome, some Dysautonomias, like POTS and Orthostatic Intolerance, and Long COVID has remained steadfast, while we have also invested in strengthening our services, expanding our reach, and advocating nationally for better recognition of these conditions.

Strengthening Services and Support

- **Care Kete Programme** - We continued our much-loved Care Kete programme, delivering 56 Care Ketes to members this year, with plans to double this number in the coming year. Thanks to new funding, we were also able to provide 420 delivered meals to 60 members living with severe illness, ensuring practical care alongside emotional support.
- **Support Persons Programme** - Recognising the vital role of whānau, carers, and friends, we launched our Support Persons Hub and placed new emphasis on this often-overlooked group. Our new Support Persons Workshop is now available online and free to all members and their whānau. We currently support 140 support people, helping them to feel connected, empowered, and confident in their role.
- **Support for Young People** - Our new School Information Pack was developed, branded, and made ready to share with schools across the regions we serve. This will ensure young people living with these conditions – whether at school or university – receive the understanding and support they need. If you'd like one for your school, please get in touch.
- **Wellness Tools and Programmes** - The Journey Towards Wellness project was completed and is already being used to help members understand their illness and symptom management. Our Mindfulness and Restorative Movement workshops and online content were also updated and released, making these resources more accessible to members across the country.

Expanding Reach and Presence

- **Membership Growth** - By the end of March 2025, we were supporting 959 people, including those living with illness and their support people. Of these, 17% are living with Long COVID – a number that continues to grow. This year, we handled 527 referrals and 103 enquiries, and delivered over 6,350 one-to-one support and counselling sessions, 820 wellness programmes, 548 advocacy and networking opportunities, and 2,333 attendees across our social and support groups.
- **Wellington Growth** - The growth in our Wellington membership has been phenomenal. Late in 2024, multiple members with severe ME/CFS and Long COVID required long-term hospitalisation, highlighting the critical needs of this community. We worked alongside Glenys to support the establishment of a severe care home in Wellington, which gained significant media recognition and brought much-needed attention to those most affected by these conditions.
- **Online Store Launch** - In late 2024, we launched our online store (ccisupport.org.nz/shop), allowing us to raise funds and share CCI Support resources more widely. It is also a great place to stock up on items for your own Care Kete / Crash Kits.

Advocacy and Sector Leadership

Advocacy remained a core part of our work this year. We engaged directly with government agencies and contributed to sector-wide submissions to raise the voice of our community.

- Together with ANZMES and other partners, we contributed to the Aotearoa ME/CFS Collective Submission for the Health and Disability Commissioner review.
- We made submissions to the Taxation of the Not-for-Profit Sector Consultation and the Disability Support Services Consultation.
- Presentations included Te Whatu Ora (50 attendees at one event alone) and MSD Regional Health and Disability Advisors, both of which raised awareness and improved understanding of the conditions we support. In both cases we have been asked to return and train more of their staff, this year.
- We marked World ME Day, and Severe ME Day was recognised with our social media platforms and a stand at Nelson Library, and a successful Blue Tea for ME event.

CEO SUMMARY CONTINUED

While disappointing changes to the Government Budget led to the closure of the Whaikaha project I had been involved in, which would have expanded disability service eligibility for people with ME/CFS and Long COVID, we remain committed to advocacy. We will continue to respond strongly to government decisions that affect our community.

People and Team

This year, we said goodbye to Tracey, Florence, Jo, and Christie, and warmly welcomed Beverly, Saya, and, more recently, Rowan to the team.

We continued our partnership with tertiary institutes, hosting provisional counsellors and students, and we were delighted to see Luisa graduate as a Health Psychologist. Health Psychologists bring a unique focus on the intersection between physical health and psychological wellbeing, making them particularly well-placed to support people managing complex, chronic illnesses.

Staff training in Tauranga was another highlight, bringing our team together for team-building, planning and shared learning, strategy, and whakawhanaungatanga.

Looking Ahead

This year has been one of completion and consolidation, as several major projects came to fruition. The Wellness Sponsorship Project was launched, our digital wellness resources expanded, and our programmes for carers, youth, and members living with severe illness are stronger than ever.

In the year ahead, members may notice a shift in our reporting – from focusing on outputs to exploring outcomes. Rather than simply counting the services we provide, we want to demonstrate the difference we are making in people's lives and in the wider community.

I am deeply grateful to our staff, volunteers, Executive Committee, funders, and, of course, our members – without you, none of this work would be possible. Together, we are building a future where people with ME/CFS, Fibromyalgia, and Long COVID are recognised, supported, and empowered to live with dignity.

Ngā mihi nui,

Miranda Whitwell

MIRANDA WHITWELL
Chief Executive



Services Provided 2025

Conditions Supported	Te Whare Tapa Whā Model
ME/CFS PVS Long COVID Fibromyalgia Dysautonomia <small>of which Orthostatic Intolerance is a symptom</small> POTS NMH	TAHA HINENGARO - Mental & Emotional TAHA WHĀNAU - Social / Whanau TAHA TINANA - Physical TAHA WAIRUA - Spiritual WHENUA - Land / Roots

ALL MEMBERS RECEIVE	<ul style="list-style-type: none"> Support Assessment (SA) Follow up SA Welfare Checks Monthly Member Meetings Social & Support Meetings Awareness Day promotion Advocacy at a national level 	UNDER 18'S	<ul style="list-style-type: none"> Schooling & University Advocacy Support at home Family / whanau / support person education
MILD SEVERITY	<ul style="list-style-type: none"> Working members Social Group Online Resources Advocacy as required Vocational Support Moving Forward Plan 	OVER 65'S	<ul style="list-style-type: none"> Older Person Resource Pack Advocacy as necessary <ul style="list-style-type: none"> Equipment OT Social Worker Support @ Home MSD NASC GP / Specialists Social
MODERATE SEVERITY	<ul style="list-style-type: none"> Advocacy <ul style="list-style-type: none"> GP Specialist MSD Work Hapai Access Mobility Service Assessments Social & Support Groups Counselling Online Services In-person meetings 	SUPPORT PEOPLE	<ul style="list-style-type: none"> Support Persons Workshop Support Persons Hub Specialised Social Group
SEVERE CARE	<ul style="list-style-type: none"> Care Kete <ul style="list-style-type: none"> Prepared Food Care Kete box Home Visits where possible Counselling Advocacy <ul style="list-style-type: none"> Specialist NASC Pain Relief Hapai Access Mobility Service Assessments Severe ME Day – 8th August 	Care Kates and Meals Provided to our most severe members <ul style="list-style-type: none"> 56 Care Ketes Meals provided to 60 members, a total of 420 meals 20 Memberships donated by local donors and CCI Support. 	

STRATEGIC PLAN

Under each of our six foundational pillars – Leadership/Advocacy, Education, Knowledge, Membership Engagement, Cultural Responsiveness, and Sustainment – we have identified a number of strategic initiatives. Each pillar has a success statement and key focus areas, which we will pursue alongside our day-to-day operations to ensure we achieve our goals.

We have a larger version of this on our website.

Complex Chronic Illness Support Inc. Strategic Plan 2023 - 2028					
Purpose	Vision		Mission		Values
Empower and educate members and advocate for their needs and their lives	Empowering People Towards Wellness		To improve the quality of life of people who live with a complex chronic illness, as well as that of their loved ones.		Empowering, Person-Centred, Collaborative, Adaptable, Accountable, Culturally Responsive
Strategic Priority Leadership / Advocacy	Strategic Priority Education	Strategic Priority Knowledge	Strategic Priority Membership Engagement	Strategic Priority Cultural Responsiveness	Strategic Priority Funding & Sustainment
Success Statement As the authoritative voice of and for those with ME/CFS, FM and Long COVID, we ensure that our members are understood and valued in NZ. We are recognised as an essential service.	Success Statement High-quality evidence-based education and resources fosters empowered, knowledgeable members, whanau, and community	Success Statement CCI Support is the hub for knowledge sharing. We professionally deliver initiatives to better understand and support our members' needs by conducting, gathering, and sharing research, and facilitating learning.	Success Statement We provide an essential support service to current members improving their quality of life. Membership includes all people with the conditions we support, in all regions we service.	Success Statement All members feel that their individual culture is respected, valued, understood, and integrated into their individualised holistic management plans.	Success Statement The organisation is fully funded and sustainable through the valued investments by corporate and business sponsorship and donations, government contracts, grants, and membership fees.
Key Focus Areas Open dialogue and key processes to engage with members/stakeholders	Key Focus Areas Evidence-based resources are obtained, developed, and delivered	Key Focus Areas Keeping up to date with relevant national and international research	Key Focus Areas Providing professional support and resources to members	Key Focus Areas Staff trained to use health models in NZ context	Key Focus Areas Governance and operational excellence
Engagement with government agencies and like-minded organisations	Developmental growth and understanding of the conditions we support	Measure staff knowledge and understanding through membership feedback	Encouraging members to be engaged with services provided	Recognition of Te Tiriti o Waitangi	Efficiency and effectiveness of our operational systems and processes
Recognition as an essential service for the conditions we support, by government and health agencies	Reviewing new methods, tools that help build and support members	Members successfully engage and complete TWP, and integrate learning into practice through self-management of symptoms	Encourage self-management of symptoms	Inclusion of members' beliefs, values, and customs into management plans	Capability and productivity of our people
Board and staff reflect organisational values in all interactions	Key resources available to educate and help whanau and carers	Measure member knowledge and understanding of their wellness journey through feedback administered by surveys	Whanau engage with services and get involved in management plans	Support services are inclusive of the multicultural context of NZ/Aotearoa	Prudent stewardship of financial resources
Board and operational excellence	Regular upskilling and training of staff through attendance of industry educational programmes	Continue to grow our support forum and membership	Increasing brand visibility and awareness in target areas	Member feedback on organisational cultural competence is evaluated and recommendations acted on.	Establishment and maintenance of key relationships with investors

LEAVING A LEGACY

What will your legacy be?

Sadly, traditional will-writing can cost hundreds or even thousands of dollars which makes it difficult for many people to write a will or plan to support the causes they care about.

So, we've partnered with Gathered Here, to offer our supporters access to a FREE online will. It is as easy as possible for people to write a FREE will and if they want to, include a gift to charity too



CHOOSE TO LEAVE A LEGACY
For those with ME / CFS, Fibromyalgia and Long-COVID

Create a **FREE** online Will via CCI Support

- Free Will
- Only takes 10 mins
- Unlimited updates

You get the choice to leave a legacy gift to our charity.

The smart way to create & manage your Will



Fill out online



Print your Will



Sign and witness

CREATE YOUR FREE WILL TODAY

Specialist Programmes

Support People

A workshop that has been developed to support those caring for people with ME/CFS and Long COVID. Professionally recorded and available throughout New Zealand.



Complex Chronic Illness Support
Empowering People Towards Wellness

INTRODUCING THE
SUPPORT PERSONS WORKSHOP

Join us to explore our resources, stories, and tips to discover the profound impact that your support can have and find inspiration in the journey of supporting your loved one on their journey to wellness

CCI Support, Supporting People with Myalgic Encephalomyelitis (ME), Long COVID and Fibromyalgia, and their Whānau

www.ccisupport.org.nz
info@ccisupport.org.nz
0800 658 0251

Men's Mentoring

A new service for men with ME/CFS, Long COVID and Fibromyalgia. Providing much needed support from Phil, one of our Facilitators who understands the specific needs of men living with the conditions we support.



Complex Chronic Illness Support
Empowering People Towards Wellness

Mindfulness & Meditation

New material will be added to the members' area of the website every week for 6 weeks

Free Workshops for members
Online Groups with Phil

- Online Mindfulness Orientation to introduce you to Mindfulness and Meditation.
- Weekly Online Meditation Practice Groups



The Need in our Community

The demand for our services is not only increasing in numbers but also in intensity. While Disability Support Services and the wider health system provide little to no support for those living with these conditions, the need within our community continues to grow. Increasingly, people are coming to us with more severe and complex symptom profiles, requiring higher levels of care and more intensive support. Our staff have the expertise to work with these people, only limited by funding resources.

Our members connect with us in many ways: they may self-refer, be referred by their GP, local hospital, WINZ staff, support agencies, counselling providers, or through word-of-mouth from those who have already experienced the benefits of our services.

CCI Support is filling a critical gap. In the absence of adequate health sector services for people with complex chronic illness, we provide essential support, connection, education, and advocacy—not only for individuals experiencing illness but also for their whānau and wider communities.

For many, complex chronic illness transforms life dramatically. Those who were once active and engaged members of their communities often find themselves isolated, living with not only their medical conditions, but also added confusion, pain, and depression, and with little to no resources to guide them forward. CCI Support offers hope, direction, and the practical tools needed to rebuild a sense of purpose and meaning in life.

We know our services are vital because we remain closely connected with community groups, government agencies, and other charities, ensuring they understand what we provide while fostering collaborative relationships. Our trusted funders, who consistently acknowledge the genuine need for our work, further affirm its importance.

Most importantly, the continuous growth of our membership demonstrates that CCI Support is meeting an essential need. Not only are more people reaching out, but they are doing so with increasingly complex needs—making our role in the community more critical than ever.

CCI Support provides support and advocacy:

In line with contemporary research, our innovative services deliver community health and support services to empower people to skilfully navigate their own individual wellness path.

CCI Support member's progress from a life of fatigue, pain and isolation towards an improved quality of life, re-engaging with their whānau and community, with an increased ability to participate in a life which is meaningful – And achieving our purpose to 'Empower People Towards Wellness.'



Services provided by CCI Support

Health and Wellness Facilitators

We have qualified Health & Wellness Facilitators based in the Bay of Plenty, Wellington, Nelson and Waikato who work with members and the community to provide support, mentoring, advice, counselling, and advocacy. This essential role is undertaken through telehealth visits, phone, and where possible in person and suitable home visits, in addition to guidance and support through regular support and social group meetings, education sessions, access to counselling services, and the CCI Support library and newsletters. We also provide our award winning Towards Wellness Programme and mindfulness meditation and restorative movement workshops.



- Our staff has a range of qualifications including a Registered Comprehensive Nurse, Bachelor of Community Health, Diploma of Rehabilitation, Yoga teacher and Massage therapist, Certificate in Adult Teaching, Human Anatomy and Physiology, BAppSocSci Counselling Major, and Diploma in Health and Human Behaviour, Bachelor of Science in Psychology with Clinical and Health and a Masters in Health Psychology. Bachelor of Consumer & Applied Science, Diploma of Health Science & Nutrition. Bachelor of Health in Poutū-manahau Population Health, Certificate in social sciences, Bachelor of Science in Business Management, Certified Technical Writer, PGDip Health Psychology, GDSCI Psychology, and Master of Science Communication.

We have adapted our services to meet the needs of those we support. Providing older person assessments in their homes, needs assessments for all clients and individualised management plans to focus the journey.

Support Group Meetings



The social support group meetings offer the opportunity for members to have a group catch-up with our Facilitators and to share ideas and support with one another. These are held online, as this helps with the management of energy envelopes and works towards mitigating Post-exertional Malaise. The objective of the group meetings is to give members access to tools and resources to enable them to develop their own solutions to issues and manage their own illness, developed from conversations in a confidential and safe space.

Support Persons' Workshops

Complex chronic illnesses affect not only the individual, but also those people around them. Compounded by illnesses where symptoms and their effects fluctuate, and which are hard to manage, difficult to understand and often misunderstood, can prove to be challenging for whanau, friends, carers, and the wider community. CCI Support provides workshops to assist in educating those surrounding an individual so they can understand and support their loved ones.

The services we provide continued...

The Towards Wellness Programme

The CCI Support Towards Wellness Programme (TWP) offers the best of research-based knowledge into an easy-to-understand package to help people living with complex chronic illness begin to find their next steps towards wellness. Participants learn foundation principles to assist them in navigating their journey and in creating an individual road map to support increasing health and wellness.

The programme is the first of its kind in New Zealand, winning the Highly Commended Innovative Provider Award at Adult Learner's Week in 2016, and is endorsed by New Zealand's leading authority on CFS / ME, Doctor Ros Vallings.

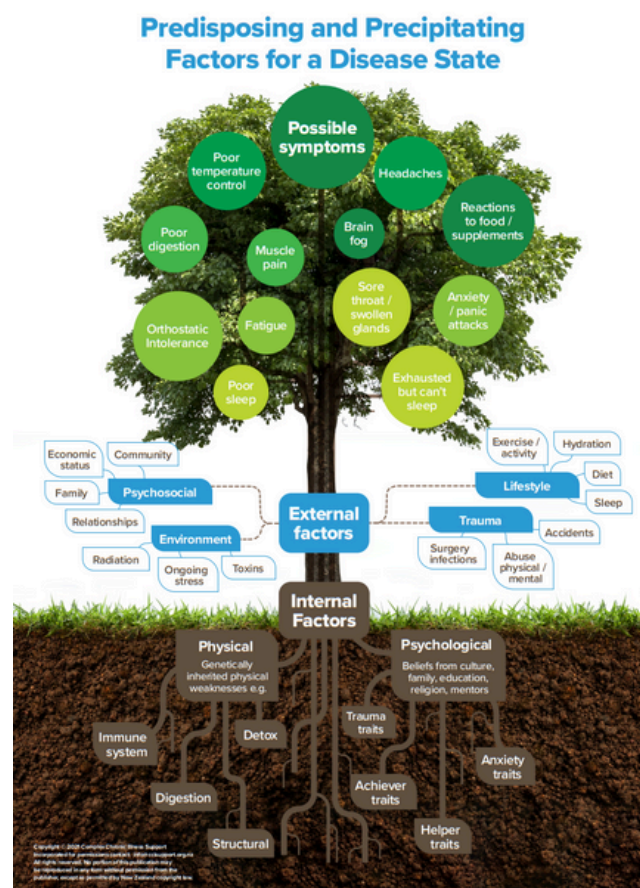
This programme is an online knowledge base of content, resources, and services, available 24 / 7 for those in the community with Myalgic Encephalomyelitis / Chronic Fatigue Syndrome, Fibromyalgia, Dysautonomia and Long- COVID,

their whānau, and their communities, throughout New Zealand. It's also a resource for health professionals and other organisations and individuals who wish to learn more about complex chronic illness.

The Towards Wellness Programme is a new way of delivering the resources and services of CCI Support to clients and interested parties, which they can access as needed, from their own home and environs. As with many health issues and disabilities, the hardest time to cope is when people are alone. With access to the hub, clients can feel accepted and safe, with access to a familiar support system at their most vulnerable times.

TWP was designed as a comprehensive, holistic educational package for those with ME / CFS & FM and related conditions. This is especially important for those who are newly diagnosed so they get the right information as soon as possible to maximise their chances for improvement. It was found that, through the TWP, people who had been ill for several years were, for the first time, 'joining the dots' and making sense of what had previously seemed like disparate pieces of the chronic illness and wellness puzzle and seeing how they all fit together.

Guest speakers have also been filmed, and include a nutritional coach, physiotherapist, and general practitioner. Workshop topics include Understanding the Conditions, Systems and Stages, Pacing – Balancing Activity and Rest, Stress Management, Sleep, Nutrition, Pain Management – A GP's Perspective, and Building Your Support Network.



The services we provide continued...

Facebook Community

CCI Support has an active online community, comprising two Facebook pages – A public page to raise awareness, and a closed private members group to provide connections and reduce isolation, providing a way to keep in contact and give group support to each other.



Newsletters

CCI Support creates and distributes a comprehensive newsletter to our members and members of the public, including up-to-date research, information, strategies, techniques, wellness stories, plus links to events and meetings. This is a key tool to keep members involved with our organisation and other members.

Library

We offer a comprehensive library service to our members, with access to specialised books and information to help them through their journey to wellness.



Seminars

We provide events, specialised speakers, doctors, nutritionists, mindfulness coaches, physiotherapists and other experts in this area.

We organise these to keep our members, the medical community and other interested groups up to date with the latest worldwide research about these illnesses and how to best manage them.

Online Support

Supporting people virtually via telehealth, phone, and email appointments. We have found them so beneficial to clients who would otherwise have been restricted to their support and have decided to adapt our services to make this a permanent structure to our support system for clients throughout New Zealand.



Advocacy and Awareness

At CCI Support we are continually striving to raise awareness of all complex chronic illnesses. Increasing awareness is a key goal, ultimately enabling us to support more people, increase our membership and develop our services further.

Alongside this, we also have regular media coverage, with articles and videos through local and national media outlets, bringing awareness to the available support and the conditions we support.

Volunteers

We have a good pool of Volunteers to help with administration tasks, Executive Committee meetings, IT work, Counselling, Health Psychology Interns, Facebook Moderation, running Social Support Groups throughout the country, event planning and other tasks like Gardening and cleaning. In the 2024 / 2025 year, our volunteers did 1584 hours of work with CCI Support. This is a tremendous amount of support, we are truly grateful for.

STATISTICS

42% GROWTH

MEETING ATTENDANCES

We continue to have an increase in attendances at the meetings we are providing. Which is testament to the quality of the resources, information and staff dedication to provide a quality service.

We were thrilled to see attendance grow from 1,654 in 2023/24 to 2,343 in 2024/25, reflecting a 42% increase in engagement with our community, in this format.

A increase in

STAFFING HOURS

From 207.5 hours in 2023/24 to 225 hours per week in the 2024/2025 year.

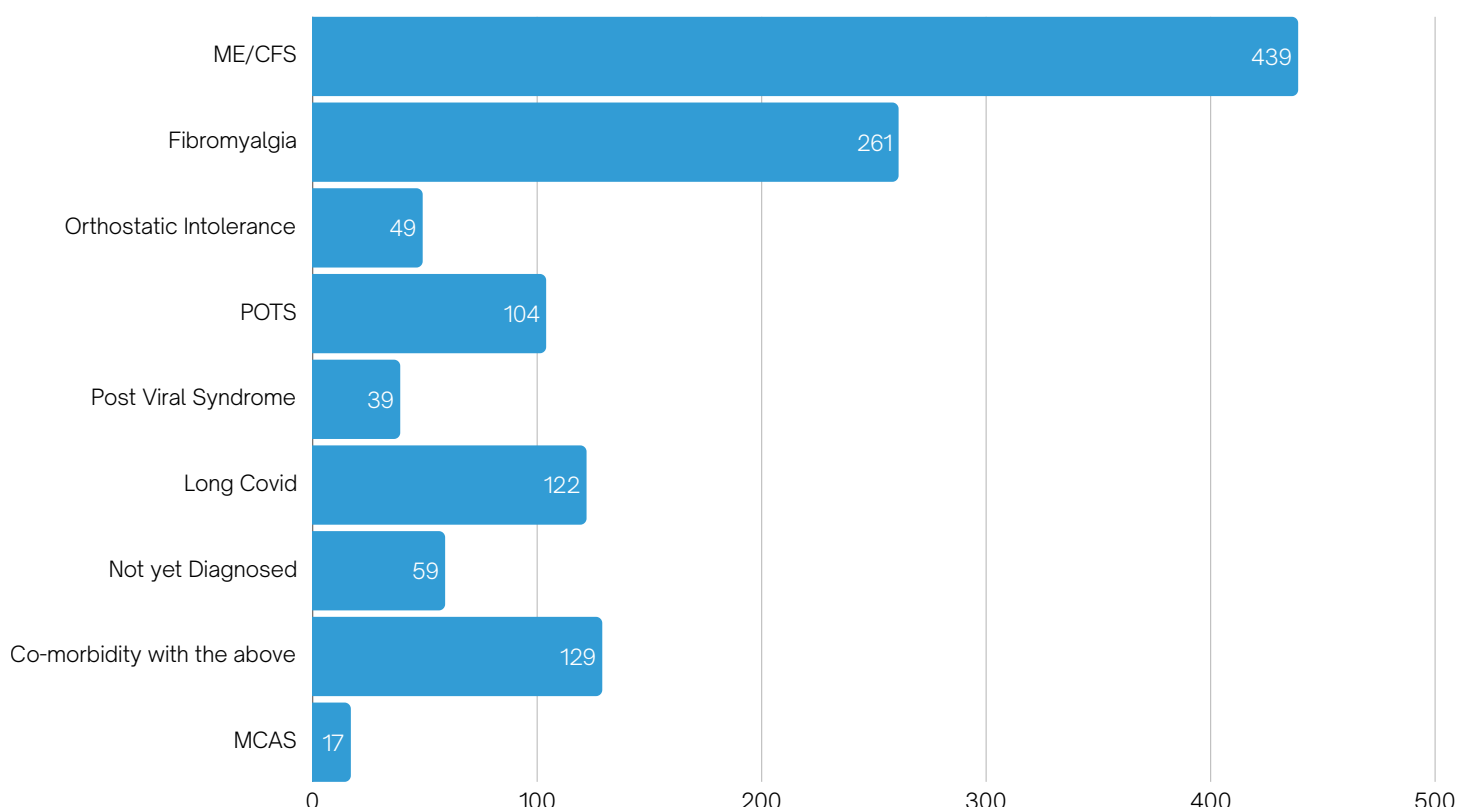
We cover Lakes, Eastern Bay of Plenty, Western Bay of Plenty, Waikato, Wellington, and Nelson with local Facilitators.

We also provide support online and virtual support nationally to those outside of regions with local support.

Paid Staff include 4 Full-time and 2 Part-time Facilitators and 1 volunteer psychology intern (Total of 160 hours per week) working across Tauranga & Western Bay of Plenty, Eastern Bay of Plenty, Lakes District (Rotorua & Taupo), Wellington, Nelson and the Waikato. A Facilitator Assistant/Administrator was working 30 hours per week and the funding team worked 20 hours per week. The Chief Executive Officer is employed for 25 hours per week. CCI Support Member Volunteers also curate CCI Support Facebook pages, provide IT Support, Admin support and facilitate Social Groups within the regions. We also have 7 student and provisional counsellors volunteering with us on placement.



WHO ARE WE SUPPORTING?



We offer support to people with the following conditions (and their families)

Myalgic Encephalomyelitis (ME) also known as chronic fatigue syndrome (CFS)

an abnormal immune/neuroendocrine multi-system response to any number of infectious or environmental triggers, causing a long-term illness that can result in significant disability.

Post Viral Syndrome (PVS)

In most straight-forward viral illnesses, recovery takes 2 - 4 weeks, with symptoms disappearing by six weeks. However, a small percentage of PVS's patients will take several months to recover. If symptoms remain after 3 - 6 months, with the illness unchanged, a change of name / diagnosis to CFS / ME is appropriate.

Long-COVID

Long-COVID is a condition that "occurs in individuals with a history of probable or confirmed SARS-CoV-2 infection, usually 3 months from the onset of COVID-19 with symptoms that last for at least 2 months and cannot be explained by an alternative diagnosis". For some people, SARS-CoV-2 coronavirus (COVID-19) can cause symptoms that last weeks or months after the infection has gone. This is sometimes called post-COVID-19 syndrome or "Long-COVID".

Fibromyalgia (FM)

A chronic condition that causes fatigue, widespread pain, and tenderness throughout the body and often co-exists with CFS/ME and/or many of the symptoms of this condition. People with Fibromyalgia generally experience pain in specific points around the body and these points are used as a gauge for diagnosis.

Who are we supporting continued

Dysautonomia

Dysautonomia is a term used to describe autonomic nervous system dysfunction. Our autonomic nervous system acts largely unconsciously and regulates body functions.

A common symptom of Dysautonomia for people with ME/CFS is Orthostatic Intolerance, which is often caused by Neurally Mediated Hypotension (NMH) or Postural Orthostatic Tachycardia Syndrome (POTS).

CCI Support only supports a few Dysautonomia conditions;

Orthostatic Intolerance (OI)

An umbrella term for the development of symptoms when in an upright posture. OI can be caused by standing in an upright position for long periods of time, after being in a warm environment, immediately after exercise, after an emotionally stressful event, after eating (blood flow moved to digest food) or if salt and fluid intake is inadequate. These symptoms subside when returning to a horizontal position.

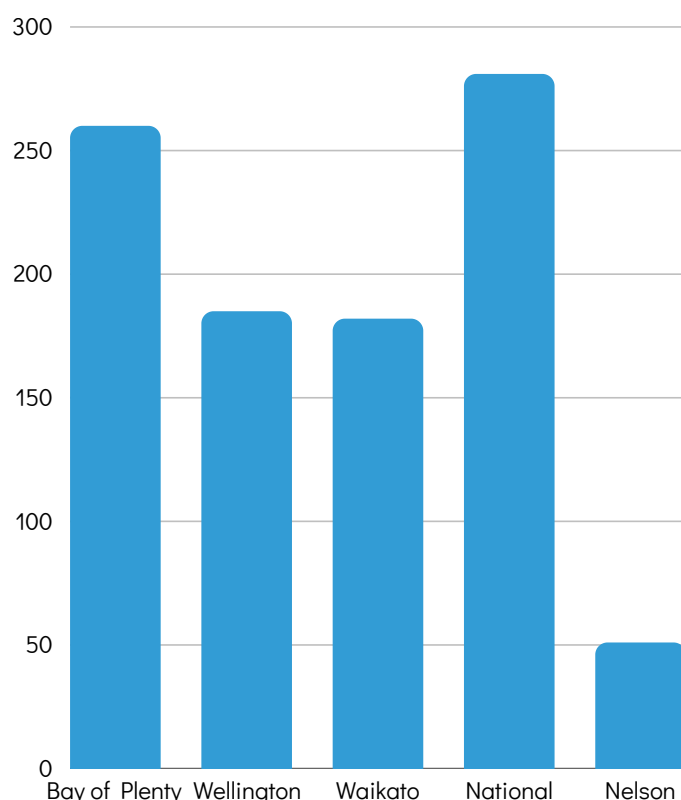
Postural Orthostatic Tachycardia Syndrome (POTS)

A condition in which a change from lying to standing causes an abnormally large increase in heart rate. Symptoms that may include light-headedness, trouble thinking, blurred vision or weakness due to the autonomic nervous system (ANS) being dysregulated. Other commonly associated conditions include irritable bowel syndrome, insomnia, chronic headaches, Ehlers-Danlos syndrome, chronic fatigue syndrome and fibromyalgia.

Neurally Mediated Hypertension (NMH)

Abnormal reflex lowering blood pressure during upright posture. (low blood pressure created via the nervous system)

MEMBERS BY REGION



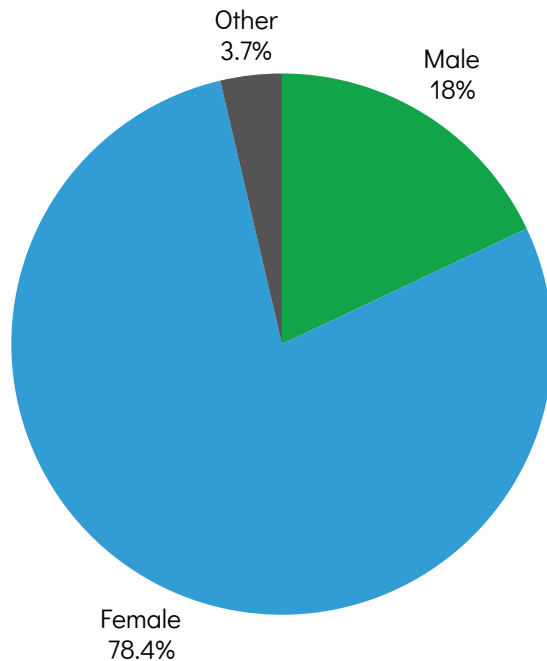
The Bay of Plenty has always been our stronghold, as this is where we started in New Zealand. We are also one of the world's oldest social services for myalgic encephalomyelitis, starting in 1981.

With so much need in the community, we now provide support throughout New Zealand.

At 31 March 2025 we have supported 959 people and their families, up from 940 people the previous year. Unfortunately we are limited in the support we are able to provide, due to the limitations of resources available. We would love to extend our services, so if you are aware of any businesses or families that would like to become wellness sponsors, we would love to be able to connect with them.

ABOUT OUR MEMBERS

Gender

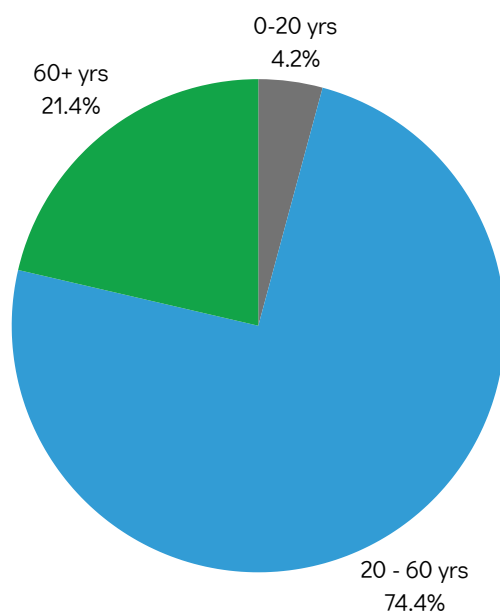


NEW REFERRALS

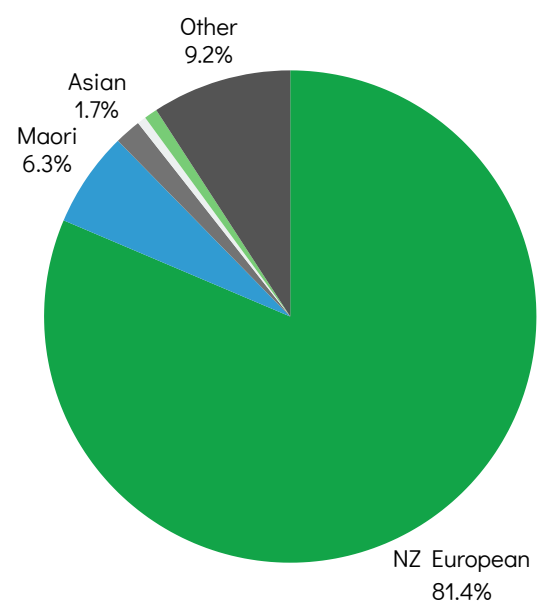
We are constantly growing as a community-based social support service. This year, we handled 527 referrals and 103 enquiries. Not every referral will end up with needing extra support, but we still provide assessment support and refer on to more appropriate services if possible. On average we spend 20 hours on each new referral, before they are integrated into our service.

Twenty Hardship Grants for memberships were granted, for those that would have otherwise been unable to get any support for their conditions.

Age Ranges



Ethnicities



MEMBER CONTACT

CURRENT ACTIVITIES, SERVICES, AND PROGRAMMES

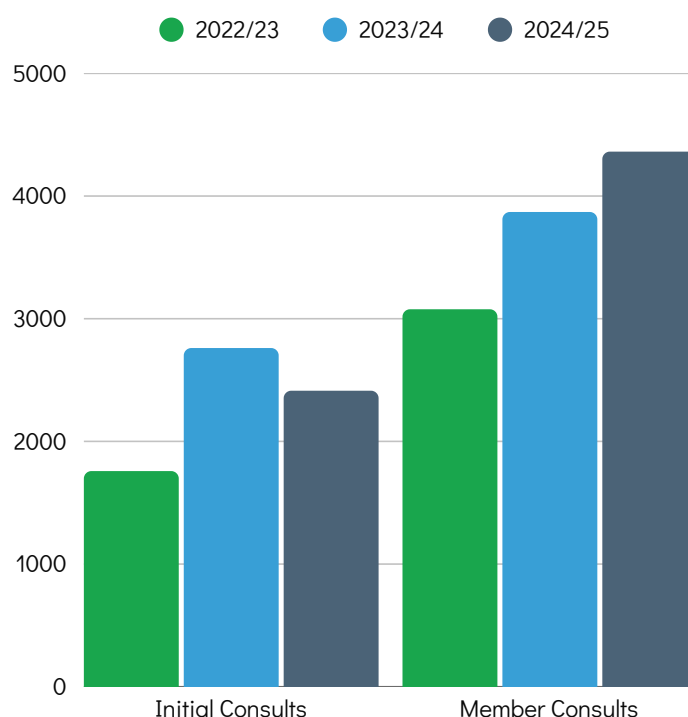
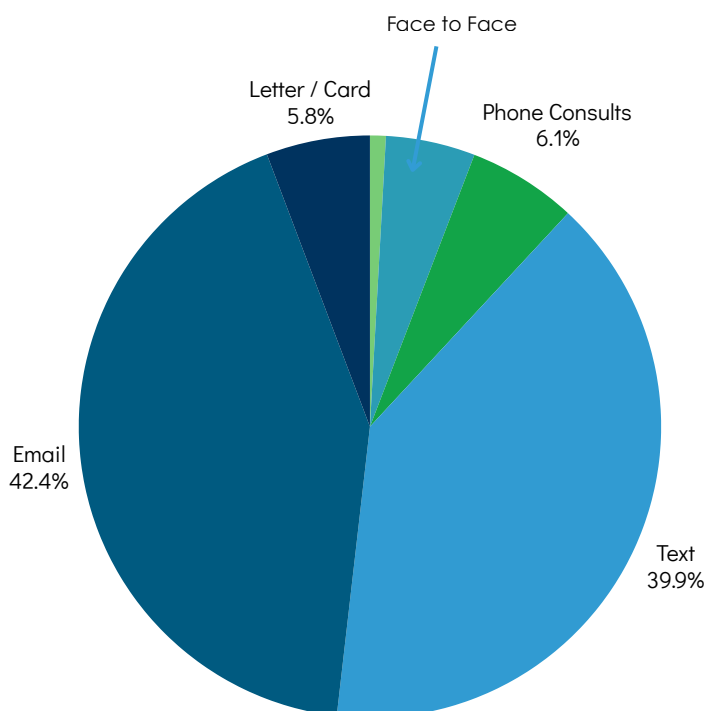
On 31 March 2025 CCI Support was working with 959 people, with 527 new referrals during the year, and 103 further enquiries for help since 1 April 2024. As part of this, some members feel they are well supported and are able to move forward in their lives. This is fantastic and certainly part of our goal. But the door is open for them to return, should they require further help in the future.

AN INCREASE IN CONTACT

11,306 CONSULTS IN 2023/24 TO 12,392 CONSULTS IN 2024/25

Increasing our interactions from 7,069 in 22/23 to 11,306 in 23/24, an increase of 60%. We continuously adapt our services to interact with our members in a way that works within their energy capabilities.

Many of the new referrals we received were very complex, on average a new referral can take up to 20 hours before a person is assimilated into the service completely. A consult is a 1:1 session with the member and/or their whānau. A consultation may be via Telehealth, in-person meetings, home visits, email, letter, or text, and it completely depends on the member's state of health and ability to meet with us.



The Executive Committee



PRESIDENT

Fiona Charlton



TREASURER

Bronwyn McRostie



Alan Withy



David Harris



Thérèse Jeffs

A few words from our sponsors

The trustees noted that we funded Complex Chronic Illness Support for the first time last year, and they were happy to do so again this year. We have become increasingly aware of the number and range of organisations that are providing psychosocial support for people living with life long and/or life limiting health conditions or impairments, and it seems that the level of government funding to support this mahi; if there is any; is generally inadequate. Often people accessing these services are also facing financial challenges – perhaps because their condition affects employment opportunities – so cannot always pay for support themselves. This of course creates issues of inequity, and reducing that where we can with some funding, support is a priority for us. There was also some conversation at the table about the potential impact of long Covid on your workload – I suspect that by this time next year CCI will be supporting quite a few more than the current 142 clients you currently work with in the Waikato region.

Raewyn Kirkman - Chief Executive , D V Bryant Trust



BayTrust is proud to help support the important work that they do, and strongly encourages other organisations, businesses and individual donors to get involved to help CCI Support keep up with the growing demand for their services.

Alastair Rhodes
CEO, BayTrust



THANK YOU TO OUR SUPPORTERS

CCI SUPPORT | 18

We are very grateful to the following Funders and Supporters for supporting Complex Chronic Illness Support in 2024/2025 Financial year.



Meet Our Sponsors

These companies support us with either financial contributions, products or discounts. Thankyou!!!



Meet the business that directly support our members

The companies support our members with products or discounts, We are grateful.

