



2026

PREPARED BY
Miranda Whitwell - CEO

ANNUAL REPORT & FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2026

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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.



PRESIDENT STATEMENT

This past year has been a bumpy and transformative one for our organisation. Like many charities operating in the chronic illness space, we have navigated a funding environment that is increasingly competitive, with traditional revenue streams under pressure. Despite these challenges, our commitment to delivering vital connection, support, guidance, symptom self-management, and empowerment for our community remains unwavering.

In recent months we have continued to strengthen our financial resilience through a range of fundraising initiatives, including community-driven campaigns, special events, and the growth of our regular donor base. We also want to acknowledge and thank our members and their immediate support networks for rallying around us throughout the year to ensure our fundraising initiatives were successful. Your generosity and engagement have been instrumental in helping us diversify our income beyond membership, shop sales, and grants. As the funding environment for charities remains tight and highly competitive, expanding into philanthropic partnerships, business sponsorship through our Wellness Sponsors, and the development of a Patron role will be essential to our long-term sustainability. These initiatives will allow us to cast a wider net and build sustainability outside of our immediate community, providing financial resilience but also deepening our visibility and credibility across Aotearoa.

We are also acutely aware of the increasing prevalence of chronic illness across Aotearoa, and with that, the growing demand for the kind of connection, guidance, and support our organisation provides. Our services are not only essential for our current membership - they are vital for the thousands of New Zealanders who may need us in the months and years ahead. To remain operational, sustainable, and ready to welcome those who seek our support, we must continue building diverse revenue streams that extend beyond our immediate community. We warmly invite those who believe in investing in health and investing in people to join us in partnership. Together, we can ensure that our doors remain open, our services remain strong, and our community continues to receive the support it deserves.

We want to reassure our members and community that, despite the challenges, we continue to advocate strongly for the vital importance of our services. The work we do is not optional or “nice to have.” For many, it is a lifeline: offering social connection, emotional support, practical guidance, and a sense of belonging in a world that often misunderstands or overlooks chronic illness. Our programmes, check-ins, facilitation, and community-building efforts remain essential, and we continue to present this case clearly to funders, partners, and supporters.

This year has also highlighted the strength and resilience of our team - staff, volunteers, facilitators, interns, and board members - who have continued to show up with professionalism, compassion, and dedication. Their work ensures that every member feels seen, valued, and supported, even during organisational or sector-wide challenges.

As we look ahead, we do so with cautious optimism. We are strengthening our foundations, broadening our partnerships, and continuing to champion the needs of people living with chronic illness. Thank you to everyone who has stood with us this year. Your support enables us to keep moving forward with purpose and heart.

Fiona Charlton

FIONA CHARLTON

Board President



CEO SUMMARY

A year of resilience, commitment and purpose

2025/26 was one of the most financially challenging years in CCI Support's history. Contestable funding became significantly harder to secure across Aotearoa, and government policy shifts didn't help. It was a year of difficult decisions – but also one that showed what's possible when people believe deeply in a cause.

As CEO, I worked across every part of the organisation this year: strategy and governance alongside day-to-day operations, training new staff, onboarding volunteers and counsellors, and supervising our health psychology interns. Like many purpose-driven organisations, we adapted and kept moving, because the need has never been greater. Up to 185,000 New Zealanders live with ME/CFS – roughly one in 30 – and around 401,000 adults report Long COVID symptoms lasting three months or more. Alongside these, we continue to support people living with Fibromyalgia, Dysautonomia/POTS and MCAS.

**Behind every statistic is a person whose life has changed.
That is why this work matters.**

Despite the challenges, we kept our workshops, social support groups, one-to-one support, counselling, resources and advocacy running for our growing membership – adapting how we deliver them, and continuing to build ways to reach people both in person and online, since for many, leaving home simply isn't possible.

None of it happens without people showing up: our staff, volunteers, facilitators, counsellors, interns, Board and supporters. I want to particularly acknowledge our staff for their professionalism through an exceptionally difficult financial year, and our funders – especially TECT and BayTrust, who stepped up when funding was hardest to secure. And to our members: thank you for continuing to believe in CCI Support. That's what keeps us going.

What changed

Our advocacy shifted from simply having a voice to actively seeking systemic change. We worked alongside ANZMES to strengthen national advocacy, engaged directly with MSD and the Minister for Social Development, and made a formal submission to the Royal Commission of Inquiry into COVID-19 Lessons Learnt – ensuring ME/CFS, Long COVID and post-viral experiences are part of the national record. We also contributed to the Taxation of the Not-for-Profit Sector consultation, the Carers NZ Action Plan, and the Disability Networking Hui. Not every conversation led to the change we hoped for, but advocacy is about showing up, providing evidence, and continuing to ask for better. We will keep doing that.

What's next

We enter the year ahead with cautious optimism. Our new website in design at the moment will make CCI Support easier to find, with a fresh suite of self-management and wellbeing resources. We'll keep strengthening our online services for members who are severely affected or housebound. And we'll keep advocating – not just for a seat at the table, but for meaningful change, because behind every policy and funding decision is a person building a life around an illness they didn't choose.

The challenges are real. The need is growing. So is our determination to meet it.

Miranda Whitwell

MIRANDA WHITWELL

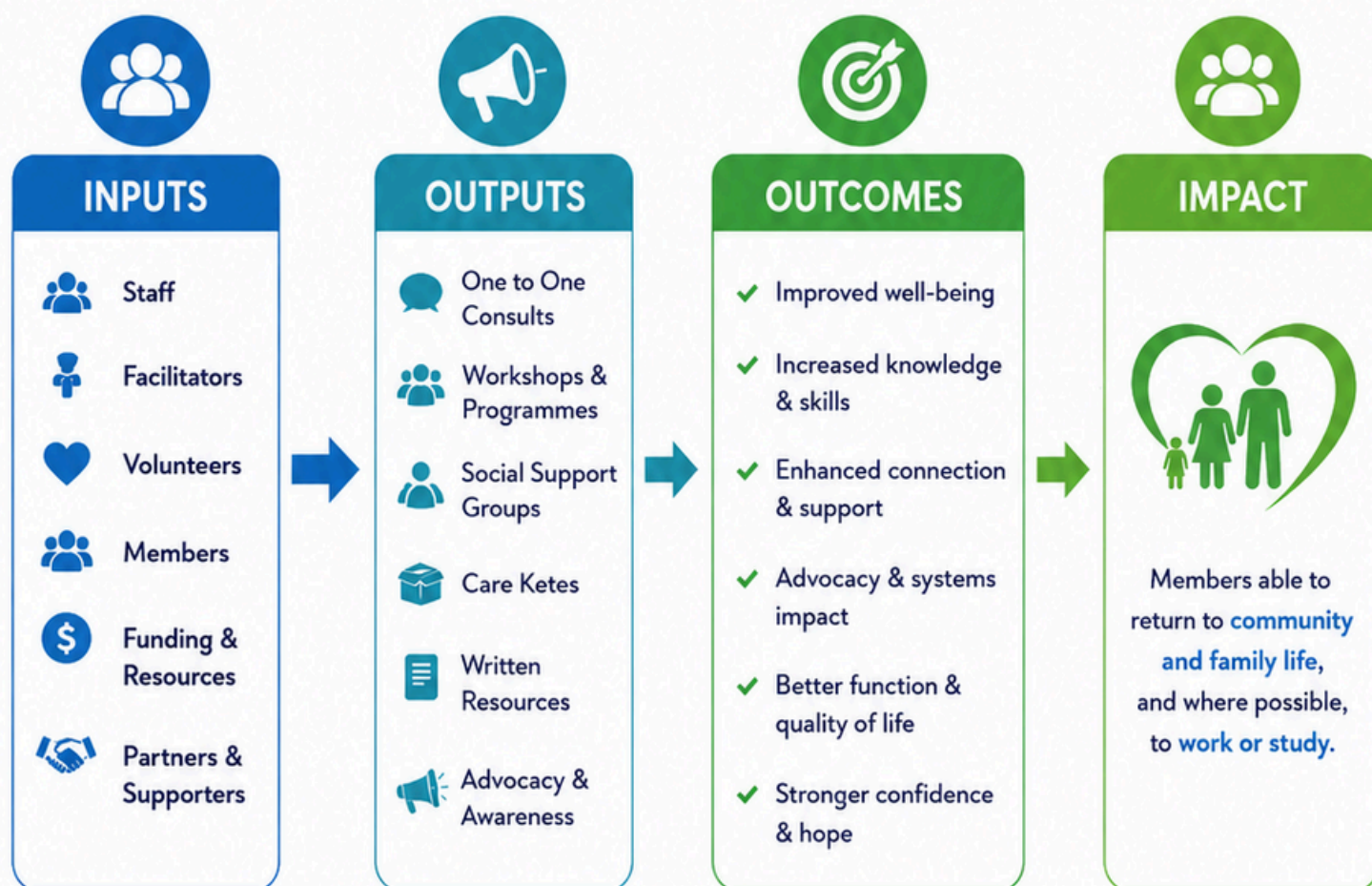




CCI SUPPORT OUTCOME FRAMEWORK

Measuring What Matters

From this year, CCI Support is measuring not just what we do, but what changes because of it. Our staff, facilitators, volunteers and funding (**inputs**) go into the consults, workshops, social support groups, Care Ketes and advocacy we deliver (**outputs**) — but the real measure of our work is what happens next: whether members' functionality remains stable or improves, whether isolation reduces, whether people feel more confident and their whānau re-engage (**outcomes**) — and ultimately, whether people are able to return to their community and family life, or even to work or study (**impact**).



SERVICES PROVIDED BY CCI SUPPORT

Health and Wellness Facilitators

Behind every consult or phone call is a skilled Facilitator who understands what it means to live with a complex chronic illness. Our Facilitators don't just pass on information – they provide continuity: someone who remembers a member's story, checks in when things get hard, and helps them feel less alone navigating a health system that often doesn't understand their condition.

Supporting people virtually via telehealth, phone, and email appointments. We have found having accessible appointments so beneficial to members who would otherwise have been restricted in their support.

CCI Support is strengthened by a highly skilled, multidisciplinary team spanning health, social work, counselling, education, rehabilitation, psychology and nutrition. This breadth means members receive genuinely holistic support – not fragments of advice from services that don't talk to each other, but one team who sees the whole person.

Finding CCI Support was amazing. It has given me the tools to start a recovery journey. The biggest step it helped me with so far is understanding and accepting the condition (ME/CFS) so I could start my recovery.

MEMBER - HJ



Social Support Groups



Isolation is one of the first things people lose when they become unwell – and one of the first things CCI Support helps them get back. Our Social Support Groups give members a low-energy, judgement-free way to reconnect: no agenda, no pressure, just people who understand what they're going through.

This year we ran 189 social meetings reaching 915 participants – proof that even on the hardest days, members are finding ways to stay connected rather than withdraw further.

Support Persons' Workshops

Complex chronic illness doesn't only affect the person diagnosed – it reshapes life for everyone around them. Our Support Persons' Workshops equip whānau, partners and friends with the understanding and practical tools they need to support their loved one well, without losing themselves in the process. We also teach support people to care for their own wellbeing, not just the person they're caring for.

This year, 164 support people had access to our free workshop – up from 117 the previous year – walking away better equipped, and less alone in their caring role.

I am a carer for my daughter and have found the support meeting every month amazing. The work CCI Support do is so important for people with chronic illnesses. I used to feel so isolated and alone with managing ME and supporting my daughter. Joining CCI Support has changed my life. Thank you!

MEMBER - CB

THE SERVICES WE PROVIDE CONTINUED

Facebook Community

For many members, a scroll through the CCI Support Facebook page is their first – and sometimes only – social contact of the day. Our public page raises awareness of these conditions in the wider community, while our closed members' group gives people a safe space to ask questions, share wins, and know they're not imagining what they're going through.



Newsletters

Our newsletter keeps members connected to research, practical strategies and each other's stories – even on days when reading for long or leaving the house isn't possible. This year we grew our reach to 710 people per newsletter, and for the first time launched a dedicated Friends of CCI Support edition, now reaching 237 supporters who want to stay close to our work.

Library

Finding trustworthy information about complex chronic illness can be exhausting – and for some conditions, genuinely hard to come by. Our library gives members direct access to specialised, vetted resources, saving them the difficult job of sorting fact from myth at a time when energy for that kind of research is often the first thing illness takes away.



Monthly Educational Member Meetings



Every month, members come together to learn something practical about managing their condition – from pacing to nutrition to navigating support services – directly from our Facilitators and guest experts. These meetings turn hard-won, individually learned knowledge into something shared, so no one has to work it out alone.

This year, 992 people took part across 11 meetings, sustaining the strong engagement seen the previous year.

I joined CCIS a year ago and have found being a member transforming. It has been life changing to meet with other people who have ME. I go to the monthly meetings and appreciate the topics and hearing other people's experiences in the breakout rooms.

MEMBER - CB

Volunteers

We have a good pool of Volunteers to help with Administration tasks, Board meetings, Counselling, Wellbeing Volunteering, Facebook Moderation, running Social Groups throughout the country, event planning and other tasks.

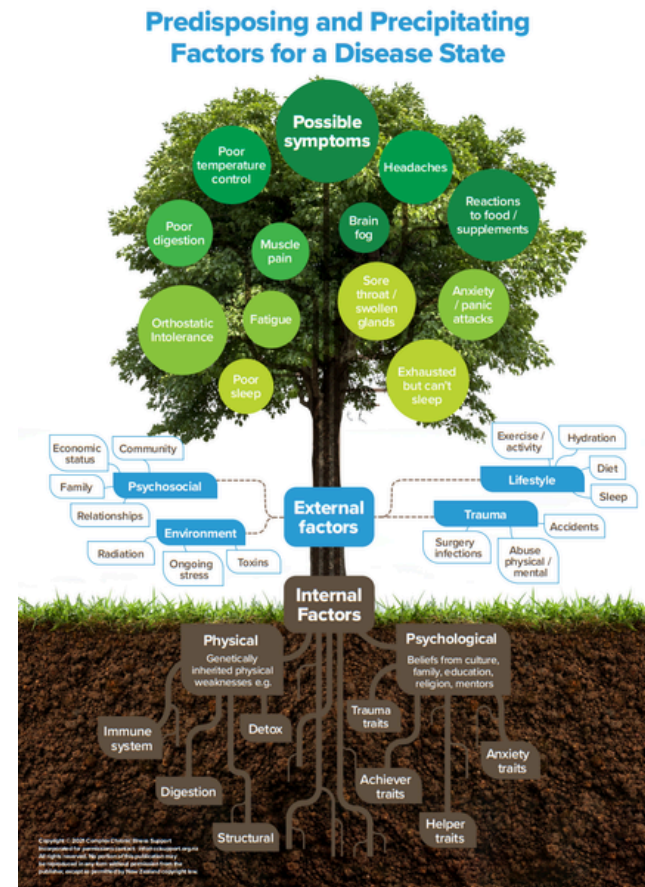
In the 2025 / 2026 year, our volunteers did 1696 hours of work with CCI Support, up from 1584 the previous year. We also have had 6 student and provisional counsellors.

THE SERVICES WE PROVIDE CONTINUED

The Towards Wellness Programme

The programme was 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.

For many people newly diagnosed with ME/CFS, Long COVID, Fibromyalgia or Dysautonomia, the hardest part isn't only the symptoms – it's not knowing where to start. The Towards Wellness Programme gives people a clear, research-based roadmap, helping them move from confusion and overwhelm towards understanding and a plan they can actually follow. This year, 55 people were registered for the programme, up from 46 last year, and attendance at extra workshops nearly tripled – from 49 to 159. That growth tells us people aren't just signing up; they're staying engaged and coming back for more.



I am enjoying learning how to move towards wellness. The book is easy to navigate. Talking and listening and hearing means I can learn quickly and the visual prompts help. Seeing others and connecting with likeminded helps me relate to others going through similar struggles. Thank you for providing these tools.

MEMBER - ES

Advocacy and Awareness

Advocacy is how we make sure people with ME/CFS, Long COVID, Fibromyalgia and Dysautonomia aren't left out of decisions that affect their lives.

This year we provided advocacy support for people in their Workplace, Schools, with their Health Professionals, NASC and MSD. Our Facilitators provided 363 advocacy consults. Whilst many of these are low level advocacy, providing letters of support and clarification of their conditions, for many they make a world of difference.

We also raised the profile of these conditions through local and national media coverage, helping more of Aotearoa New Zealand understand what our members live with every day. Negotiating with MSD and Health NZ and the NZ Government around the support for people with Disabilities in Aotearoa New Zealand.

They're all amazing! Last year Tania wrote a letter of support for me with regard to workplace issues I was experiencing and I REALLY appreciated her and CCI Support's advocacy :)

MEMBER - KB

SPECIALIST PROGRAMMES

Men's Mentoring

Men living with ME/CFS, Long COVID or Fibromyalgia often face these conditions in silence, without spaces that speak to their experience specifically. Men's Mentoring, led by Phil, gives men a place to be understood without having to explain themselves from scratch, and to learn from someone who has walked a similar path.



"I don't feel like I have to explain myself here. Everyone already gets it."

"Even on weeks when I'm not doing well, turning up to the group helps."

Some fortnights that's the only regular contact I get."

"We've built up a real trust in this group. I can talk about a setback without feeling judged."

PARTICIPANTS IN MENS GROUPS

Mindfulness

Living with a body that won't cooperate takes a toll on the mind as much as the body. Our free Mindfulness and Meditation groups give members practical tools to manage stress, anxiety and the mental load of chronic illness, at their own pace and from the comfort of home.

Mindful Steps to Well-being

Earlier this year, more than 40 people took part in the Mindful Steps to Well-Being programme, running 13 weekly Zoom sessions over about 13–14 weeks. For the next course, starting 2 September, the group has more than 40 people already joined and conversation and connections are already forming ahead of the first session. The programme continues to evolve based on participant feedback, aiming to become increasingly practical, participatory and relevant to life with complex chronic illness.

The course gave me language for what I was already sensing about my own limits, and a way to actually act on it."

PARTICIPANT IN MINDFUL STEPS TO WELL-BEING PROGRAMME



Restorative Movement & Breathing

For people managing conditions where the wrong kind of activity can trigger a crash, movement can feel frightening rather than helpful. Our Restorative Movement and breathing workshops are designed specifically around energy limits, giving members safe, gentle ways to reconnect with their bodies without the fear of triggering post-exertional malaise.

"Learning and practicing breathing exercises... has been key in helping to calm my nervous system and start to feel more in control of myself, my body and pacing. It is empowering, and flexible to do it to my own level and ability."

CCI SUPPORT MEMBER - NICKY

SPECIALIST PROGRAMMES

Youth Programme

Young people living with complex chronic illness can become isolated very quickly, often finding themselves disconnected from friends, school, activities and the opportunities that are a normal part of growing up. During the year, we developed a resource book for schools and universities to help them better understand and support young people living with complex chronic illness.

Chronically Capable Workforce

Employment can be a major challenge for people living with complex chronic illness, with many of our members ultimately losing their jobs due to insufficient sick leave and employers being unable to offer career breaks. We are grateful to a generous sponsor who enabled us to create an advocacy book for both employees and employers and support members back to work or helping people understand what can make staying in work possible.

Workshops and Social Support Groups

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In Person and Online



In Person

- Auckland
- Blenheim
- Christchurch
- Hutt Valley
- Kapiti Coast
- Lakes
- Nelson
- Porirua
- Tauranga
- Te Awamutu
- Waikato
- Wellington
- Whangarei



We offer a range of workshops and social support groups in person and online.

Online options help those who need to be careful with their exertion to avoid PEM.

Social connection is one of the most important human needs, and something that disappears quickly with a chronic illness.



Online

- Doing It On Your Own
- Eastern Bay of Plenty
- Journey Circle
- Men's Group
- Neurodiverse
- Rainbow Group
- Supporters Circle
- Wisdom Circle



We also see a consistent pattern at the higher end of the functioning scale: members who reach roughly 70%+ often begin returning to work or study and naturally need less of our support. When that happens, we shift facilitator time and resources toward members with lower functioning, who need more intensive support to stay safe and stable. The door back into full support always remains open, since relapse is common and functioning can decline again at any time.

- Very Severe (0–20%): Predominantly bed-bound.
- Severe (30%): Often unable to leave home; limited capacity for daily activities.
- Moderate (40–70%): Able to leave home for appointments, but requires preventative rest beforehand and recovery rest afterward.
- Mild (80%+): Approaching a return to work or study.



CARE KETES

- 37 care ketes
- 218 meals
- 18 memberships given for hardship

Many thanks to the sponsors - Member KB

IS CCI SUPPORT NEEDED?

Complex chronic illness is no longer a marginal issue in Aotearoa – it's mainstream, and the system hasn't caught up.

The latest New Zealand Health Survey found one in eleven adults (401,000 people) reported new symptoms lasting three months or more after Covid, with no other explanation of care provided. That 9.2 percent long-COVID prevalence is more than a hundred times the threshold typically used to define a rare disease. Women and Māori adults report higher rates. ME/CFS tells a similar story: estimates of New Zealanders living with the condition have roughly doubled once Covid-triggered cases are factored in, from around 25,000 to an estimated 65,000.

The response hasn't matched the scale. Government survey data was only released after an Official Information Act request, and has been publicised mainly by patient-led groups rather than Health New Zealand. Meanwhile Whaikaha, the Ministry of Disabled People, has narrowed what support funding can cover, citing budget pressure – widening the gap for people managing ME/CFS, Long COVID, Fibromyalgia, Dysautonomia/POTS, MCAS and related conditions.

This is the gap CCI Support exists to fill.

Our members are self-referred or referred by their doctor, local hospital, WINZ staff, support agencies, counselling providers, or word of mouth from other members. CCI Support meets a need where health-sector support is absent or minimal – supporting, connecting, educating, and advocating for clients, their whānau, and their communities.

Complex chronic illness often leaves once-active community members isolated, in pain, and without a clear way forward. CCI Support gives them hope, direction, and the skills to lead a fulfilling life again.

We see the need firsthand through our ongoing relationships with community groups, government agencies, other charities, and funders who recognise the importance of our cause. Our continued membership growth, is further evidence of the essential service we provide.



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)

ME/CFS (Myalgic Encephalomyelitis/Chronic Fatigue Syndrome) is a serious, long-term illness in which the body's immune, neurological, and hormonal systems respond abnormally — often triggered by an infection, but sometimes by other environmental factors — and don't return to normal afterwards. The hallmark symptom is post-exertional malaise: a worsening of symptoms after physical, mental, or emotional exertion that can be delayed and disproportionate to the activity involved. Alongside this, people often experience profound fatigue not relieved by rest, unrefreshing sleep, and cognitive difficulties ("brain fog"). ME/CFS can range from mild to very severe, and for many, it results in significant, long-term 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

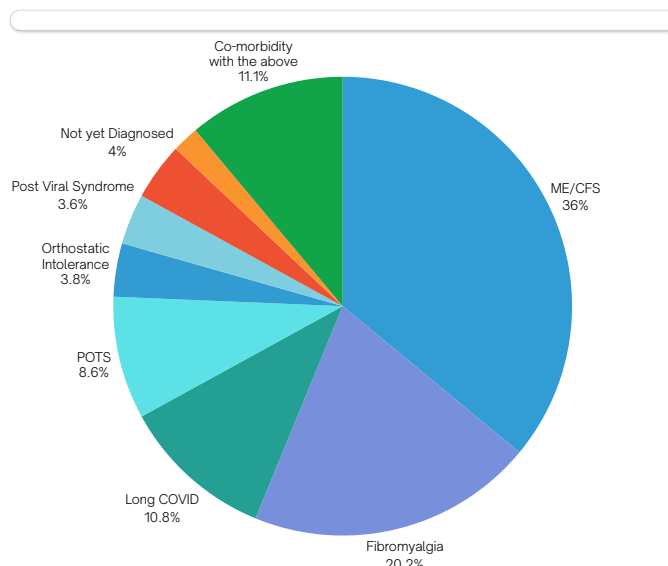
Long COVID is what happens when symptoms from a COVID-19 infection don't go away. For some people, weeks or months after the virus itself has cleared, they're left with ongoing symptoms — this is often called Long COVID, or post-COVID-19 syndrome. Clinically, it's defined as symptoms that begin around three months after a probable or confirmed SARS-CoV-2 infection, persist for at least two months, and aren't better explained by another diagnosis.

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.

Mast Cell Activation Syndrome (MCAS)

MCAS (Mast Cell Activation Syndrome) happens when mast cells — immune cells that normally help protect the body — become overactive and release chemicals (like histamine) too often or too easily, even when there's no real threat. This can trigger a wide range of symptoms across different parts of the body, including skin reactions, digestive issues, flushing, breathing difficulties, and fatigue, often triggered by things like food, heat, stress, or strong smells. Because symptoms can vary so much from person to person, MCAS is often misunderstood or missed, and getting a diagnosis can take time.



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.

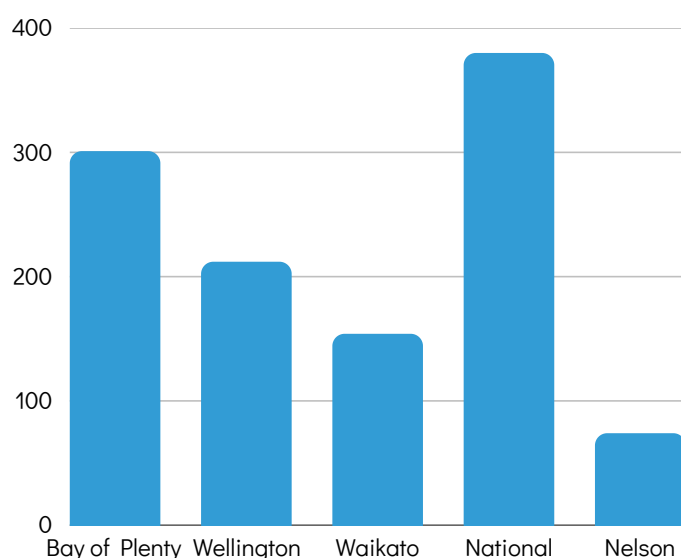
Postural Orthostatic Tachycardia Syndrome (POTS)

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 Hypotension (NMH)

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

ABOUT OUR MEMBERS



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.

ABOUT OUR MEMBERS

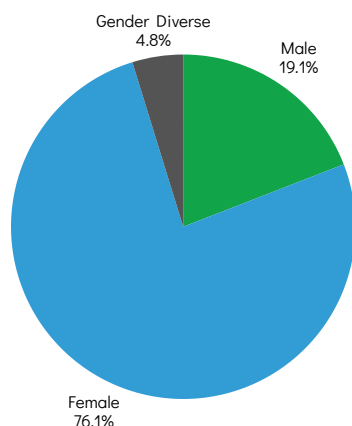
NEW REFERRALS

We are constantly growing as a community-based social support service. With 515 new referrals to our service last year and a further 89 enquiries.

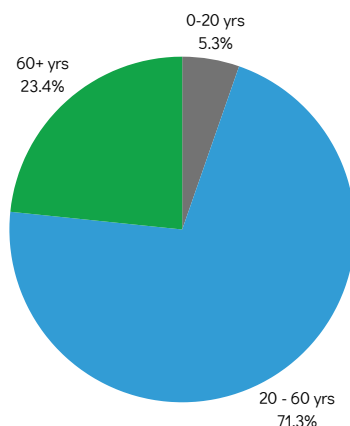
Not every referral will end up with needing extra support, but we still provide assessment support and refer on to more appropriate services if possible,

On average we spend 20 hours on each new referral, before they are integrated into our service.

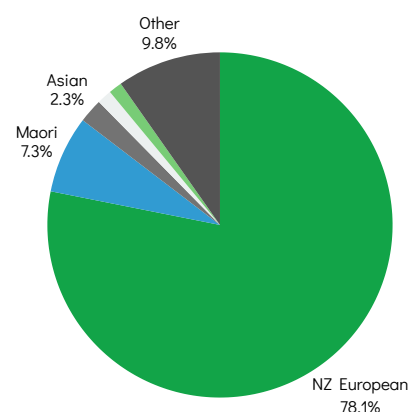
Gender



Age Ranges



Ethnicities



MEMBER VOICES

CCI Support have been such an important part of my healing journey. I have had ME and Fibromyalgia since 1997, and functional neurological disorder since 2007.

And when I came across CCI Support, I didn't feel so alone. They helped me get a disability parking permit, which has helped me enormously with energy levels and with just feeling recognised as having a disability. I have had lovely, supportive group sessions, and I think the most helpful thing was a conversation I had recently with Annabelle. She talked about the importance of micro-breaks and small steps we can take to improve our health. Now, I have researched everything to do with health for decades, but it was so incredibly helpful to have the information be up to date, well researched, and all in one place. She emailed it to me afterwards, and I now use some of the things we talked about every day. CCI Support is an invaluable resource. I would feel less seen, less heard, and more alone without it. Please know that people who are living with complex chronic illness, and often invisible illness, do tend to feel invisible. Not a lot of people actually understand and recognise that it can be an incredibly lonely journey. I really want to see CCI Support continue. In fact, I think it's crucial for a lot of us. A lot of people with complex chronic illness fall through the gaps because they don't have a 'concrete diagnosis,' but it is every bit as important. And CCI Support fill a gap that no one else can fill.

- Anna, CCI Support Member

OUTPUTS

Description and Quantification (to the extent practicable) of the Entity's Outputs:*	This Year	Last Year
For the 2025 / 2026 financial year CCI Support was working with 1121 people.	1121	940
New Referrals	515 and a further 89 enquiries	514 and a further 117 enquiries
Facilitator Consults	2326	3870
Referrals and Initial Consults	1198	2761
Face to Face Consults	74	194
Home Visits	4	11
Counselling Sessions	425	371
Online Consults	504	487
Phone Consults	710	944
Txt Messenger Consults	7938	5042
Email - individual, not group emails	5126	4187
Letter	95	422
Advocacy support provided for individual members with health Practitioners and WINZ	363	208
Networking	95	217
Newsletters	5 Newsletters sent to 710 people each time Friends of CCI Support Newsletters go to 237 friends	5 Newsletters sent to 634 people each time
Members Meetings	11 meetings 992 participants	11 meetings 962 participants
Social Meetings	189 meetings 915 participants	174 meetings 968 participants
Towards Wellness	55 registered 159 attendances at extra workshops	46 registered 49 attendances at extra workshops
Community Meetings - Caregivers, Supporters	Free Support Persons workshop for 164 support members	Support Group Workshop for 117 support members
Other meetings: Mindfulness, Restorative Movement etc	75 workshops 1289 participants	90 workshops 643 participants
Volunteer Hours	1696	1584

STATISTICS

ANOTHER 43% INCREASE THIS YEAR!!

WORKSHOPS AND GROUP ATTENDANCES

In the April 25 - March 26 financial year we had 11 Monthly Member Groups, 189 Social Support Groups, 55 registered to do the Towards Wellness Course, 164 people being supported as Support People and 75 Mindfulness, Mens, Restorative Movement and Breathing Workshops. These were attended by amazing 3519 attendees. These numbers continue to grow as last year they were 2333.

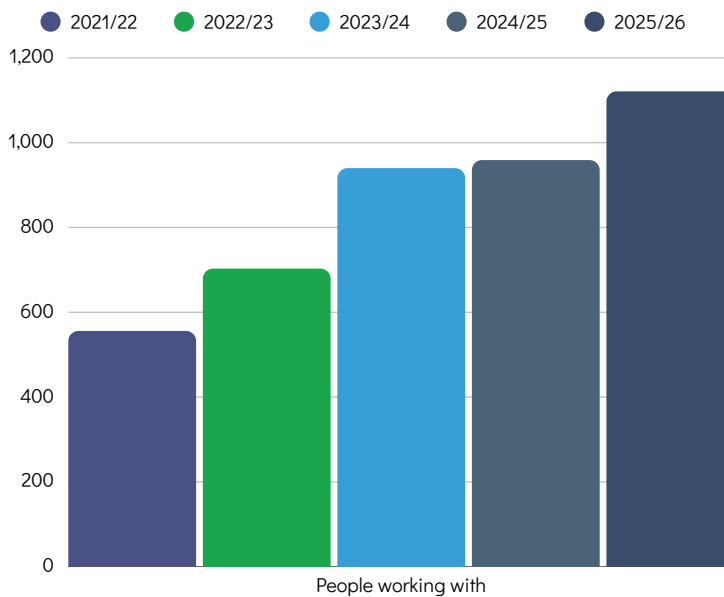
CCI Support's team is spread the length of the country, bringing our services directly into the communities members call home. As at 31 March 2026, our 2 full-time and 4 part-time Facilitators – together delivering 204 hours of support each fortnight – work across Tauranga & Western Bay of Plenty, Eastern Bay of Plenty, the Lakes District (Rotorua & Taupo), Wellington, Nelson and the Waikato, supported by a Facilitator Assistant, a Funding Manager, and a Chief Executive Officer. Behind them stands a wider circle of Member Volunteers who run our Facebook pages, provide admin support, wellbeing checks and facilitate local Social Groups, alongside six student and provisional counsellors gaining placement experience with us. Together, this team embodies what makes CCI Support unique: a multidisciplinary group spanning health, social work, counselling, education, rehabilitation, psychology and nutrition, working nationwide so that no member, wherever they live, is navigating complex chronic illness alone.



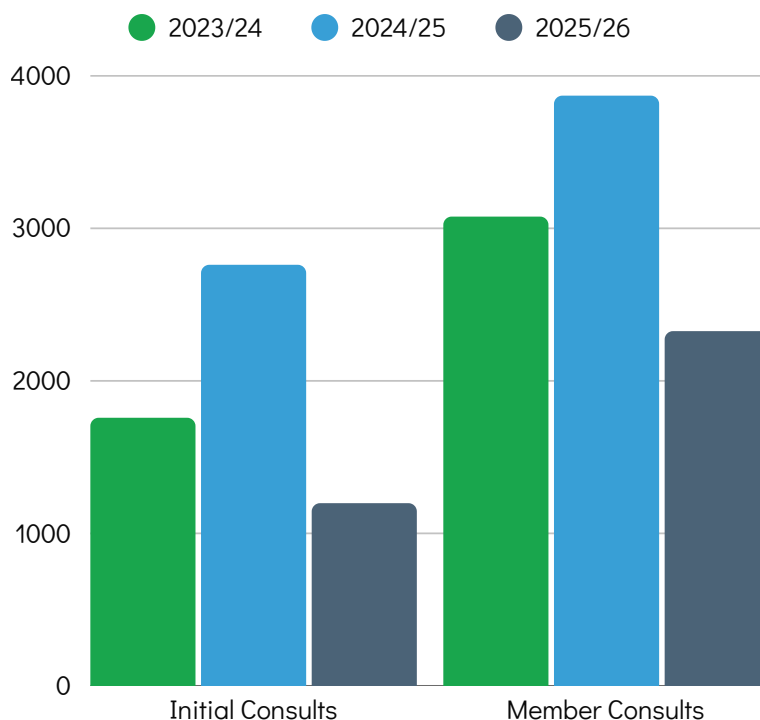
OUR MEMBERS

A GROWTH IN MEMBERSHIP CONTINUES

On 31 March 2026 CCI Support was working with 1121 people, up from 959 the previous year.



DECREASE IN CONTACT DUE TO FUNDING RESTRICTIONS



2025/26 was one of the most financially challenging years in CCI Support's history. Contestable grant funding became significantly more competitive across Aotearoa New Zealand, and the loss of some projected funding meant we recorded a financial deficit for the year – even as membership continued to grow substantially.

When two 30-hour-a-week positions became vacant, we made the difficult decision not to replace them, restructuring our services to protect stability, continuity, and safety for members.

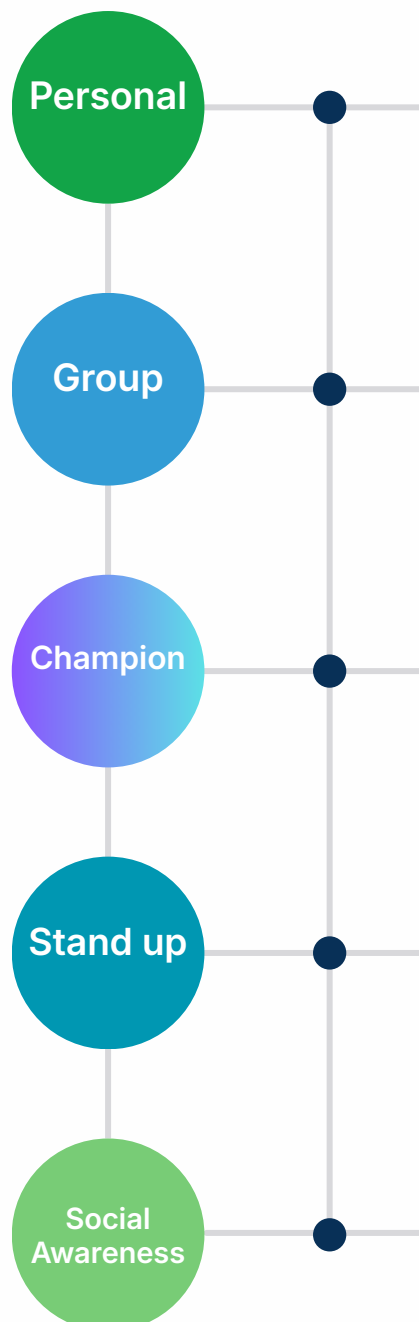
This was a significant and visible reduction in what we could offer, and is directly reflected in the drop in member contact this year. Our team carried this with real professionalism, working reduced hours while we worked through the funding situation.

What has come out the other side is an organisation that is leaner, more sustainable, and more deliberate about how every hour and dollar is spent – with strong resources, systems, and a dedicated team carrying us into next year on firmer footing.

PARTNER WITH US

As we are a Charitable Trust, we are entirely reliant on donations, sponsorship, and grants to continue providing our core services. Through this generosity we have helped many people living with complex chronic illness, and for that we are grateful.

However, there is still a need, and we want to continue helping as many people as we can across Aotearoa/NZ. We also want to be able to plan the future of our organisation with confidence and certainty. So, we need your help.



Individual Donors

Pay it Forward. Donate today for their future. Regular monthly contributions help CCI Support more than you could ever image.

Matched Donors

Every donation made during this campaign will be matched dollar-for-dollar – instantly doubling your impact

Patrons

Patrons help ensure that those who can no longer stand beside us in the workplace or community are not left behind.

Ambassadors

Ambassadors are not required to take on a heavy workload – their greatest contribution is their voice, authenticity, and willingness to stand beside a community that is too often overlooked.

Wellness Sponsors

Your business will be seen as an organisation with a conscience, who is willing to use profit for good, to help those living with complex chronic illnesses.

THE BOARD



PRESIDENT

Fiona Charlton



TREASURER

Bronwyn McRostie



David Harris



Alan Withy



Peter Gregory



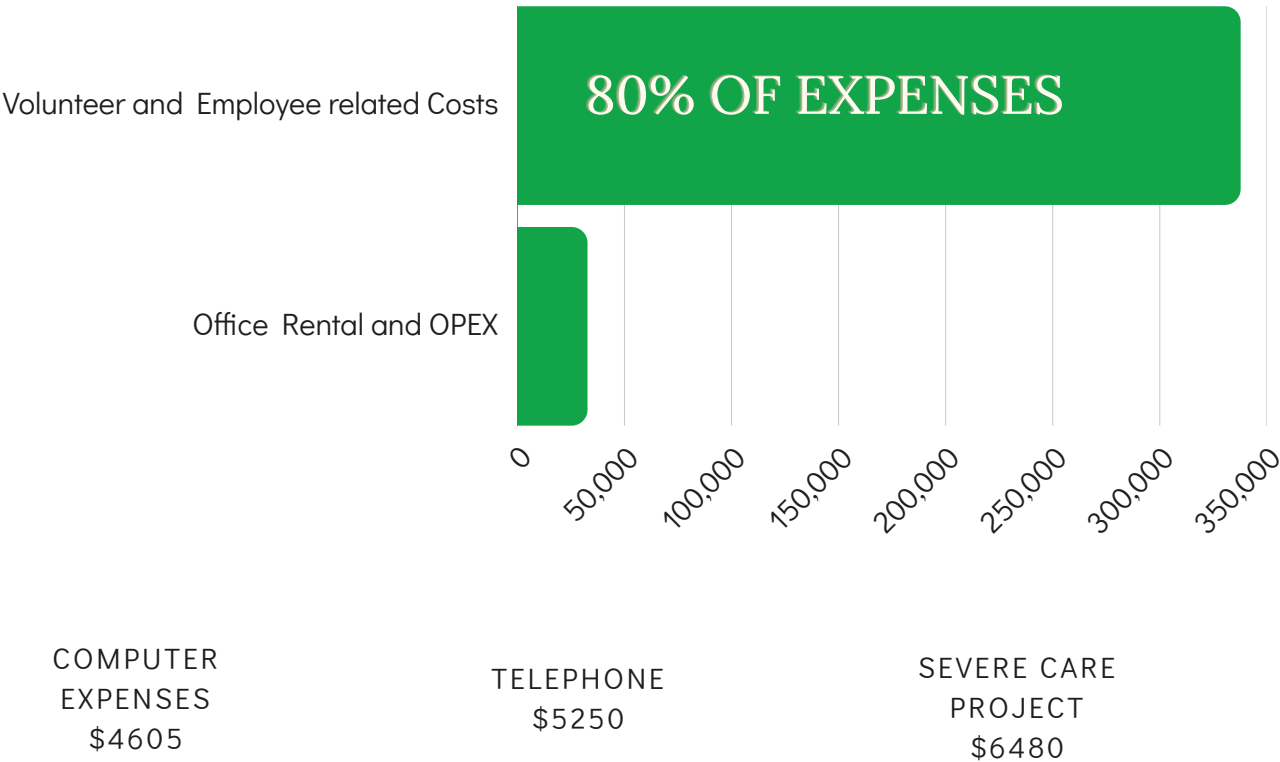
Thérèse Jeffs

2025 / 26 AT A GLANCE

MAIN SOURCES OF REVENUE

\$ 60,000	NZ LOTTERIES BOARD
\$ 35,000	TECT
\$ 239,400	OTHER GRANTS, FUNDRAISING
\$ 27,390	MEMBER SUBSCRIPTIONS
\$ 14,982	DONATIONS

MAIN EXPENSES FOR CCI SUPPORT



Entity Information

Complex Chronic Illness Support For the year ended 31 March 2026

'Who are we?', 'Why do we exist?'

Legal Name of Entity

COMPLEX CHRONIC ILLNESS SUPPORT INCORPORATED

Entity Type

Incorporated Society

Registration Number

NZBN: 9429042591948 Charity Number: CC20874

Entity's Purpose or Mission

Vision: Complex Chronic Illness Support's vision is to empower people towards wellness.

Mission: The vision guides 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.

Entity Structure

The CEO is appointed as The Board Secretary for the society. CCI Support employ Facilitators based throughout New Zealand. Paid Staff include 2 Full-time and 4 Part-time Facilitators (Total of 204 hours per fortnight) working across New Zealand. An Administrator is working 24 hours per week and a Grants writer works 15 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, wellbeing checking and facilitate Social Groups within the regions.

Entity's Reliance on Volunteers and Donated Goods or Services

While the entity is not reliant on volunteers for the core operational management of its services, volunteers play a valuable and supportive role in enhancing our capacity and community reach. Our Board operates on a voluntary basis, providing governance and strategic oversight. Additionally, we are supported by dedicated volunteer teams who assist with social media management, welfare checking, administration, cleaning, and gardening tasks.

In the 2025/26 year, 39 volunteers contributed a total of 1696 hours. These contributions significantly supplement our paid workforce and enable us to offer a more comprehensive and responsive service to our members. The entity does not rely on donated goods or services to function, but gratefully accepts them when offered to further support our work and community.

Entity's Governance Arrangements

The board of management (including the President, Vice President and the Treasurer), shall be not less than three (3) or more than nine (9) members (excluding the Secretary). Board members shall be elected at the Annual General Meeting each year.

Postal Address

PO Box 16245, Bethlehem, Tauranga, New Zealand, 3147

APPROVAL OF THE PERFORMANCE REPORT

For the year ended 31 March 2026

This performance report has been approved by the Board, for and on behalf of,
Complex Chronic Illness Support (Inc.)

Signature:



Name: Fiona Charlton
Position: Board President
Date: 20 August 2026

Signature:



Name: Bronwyn McRostie
Position: Treasurer
Date: 20 August 2026

Statement of Service Performance

Complex Chronic Illness Support For the year ended 31 March 2026

Description of medium to long term objectives

CCI Support's medium to long-term objectives for 2023–2028 are built around six strategic priorities:

- **Leadership and Advocacy** — CCI Support aims to be a trusted and leading voice of and for individuals with ME/CFS, Fibromyalgia, and Long COVID in Aotearoa New Zealand, working towards recognition as an essential service by government and health agencies.
- **Education** — Serving as a central hub for knowledge sharing, CCI Support delivers high-quality, evidence-based education and resources, helping build empowered and informed members, whānau, and community.
- **Knowledge** — CCI Support stays current with national and international research, and shares this knowledge through professionally developed initiatives that respond to members' needs.
- **Membership Engagement** — CCI Support focuses on improving quality of life for members across all regions, promoting self-management of symptoms, and encouraging engagement through open dialogue and effective support systems.
- **Cultural Responsiveness** — CCI Support is committed to inclusivity, ensuring all members feel their individual culture is respected, valued, and integrated into their care. This includes recognising Te Tiriti o Waitangi and training staff in relevant health models.
- **Funding and Sustainment** — CCI Support aims for long-term sustainability through diverse income streams, prudent financial management, increased visibility, and operational excellence, with staff and governance reflecting the organisation's values and capability.

	2026	2025
Description and Quantification of the Entity's Key Activities		
Support Services: We offer one-to-one support and counselling sessions. These services provide emotional support, information sharing, and practical advice tailored to the needs of our members.	3,949	7,002
Wellness Programmes: We run Towards Wellness programmes, mindfulness meditation workshops, and restorative movement workshops to help members manage their conditions and improve overall wellbeing.	1,616	820
Advocacy and Networking: We advocate for the needs of our members within the community and network with other organisations and health professionals to raise awareness of ME/CFS, Fibromyalgia, and Long COVID.	458	425
Social and Support group: We provide written resources, newsletters, and educational workshops on topics related to chronic illness management, self-care, and navigating the healthcare system.	2,854	2,564

Statement of Financial Performance

Complex Chronic Illness Support For the year ended 31 March 2026

	NOTES	2026	2025
Revenue			
Donations, koha, bequests and other general fundraising activities	1	349,382	383,236
Membership fees and subscriptions	1	27,390	26,556
Revenue from commercial activities	1	3,607	1,471
Interest, dividends and other investment revenue	1	5,160	5,926
Other revenue	1	970	2,540
Total Revenue		386,509	419,728
Expenses			
Employee remuneration and other related expenses	2	337,764	380,190
Expenses related to commercial activities	2	63,665	68,188
Depreciation		8,382	4,431
Other expenses related to service delivery		5,687	7,024
Other Expenses		4,977	5,147
Total Expenses		420,475	464,979
Surplus/(Deficit) for the Year		(33,965)	(45,251)

This performance report has been approved by those charged with governance.



Fiona Charlton

President

Date 20 August 2026



Bronwyn McRostie

Treasurer

Date 20 August 2026

This statement has been prepared without conducting an audit or review engagement

Statement of Financial Position

Complex Chronic Illness Support As at 31 March 2026

	NOTES	31 MAR 2026	31 MAR 2025
Assets			
Current Assets			
Cash and short-term deposits	3	60,054	63,292
Term Deposit		-	58,050
Debtors and prepayments	3	(4,486)	305
GST		793	1,940
Total Current Assets		56,362	123,587
Non-Current Assets			
Property, Plant and Equipment	5	26,524	23,731
Total Non-Current Assets		26,524	23,731
Total Assets		82,886	147,318
Liabilities			
Current Liabilities			
Creditors and accrued expenses	4	416	2,543
Employee costs payable	4	20,136	29,448
Deferred revenue	4	50,486	69,514
Total Current Liabilities		71,038	101,505
Total Liabilities		71,038	101,505
Total Assets less Total Liabilities (Net Assets)		11,848	45,814
Accumulated Funds			
Capital contributed by owners or members	6	656	656
Accumulated surpluses (or deficits)	6	(46,670)	(12,704)
Other reserves	6	57,862	57,862
Total Accumulated Funds		11,848	45,814

This statement has been prepared without conducting an audit or review engagement

Statement of Cash Flow

Complex Chronic Illness Support For the year ended 31 March 2026

	2026	2025
Cash Flow Operating Activities		
Operating receipts (money deposited into the bank Account)		
Donations, koha, bequests and other general fundraising activities	341,098	380,406
Membership fees and subscriptions	52,727	41,057
Gross sales from commercial activities	5,060	4,266
Interest, dividends and other investment receipts	5,160	5,926
Total Operating receipts (money deposited into the bank Account)	404,045	431,654
Operating payments (money withdrawn from your bank account)		
Employee remuneration and other related payments	(356,983)	(381,673)
Payments related to commercial activities	(98,254)	(100,582)
Total Operating payments (money withdrawn from your bank account)	(455,237)	(482,255)
Net Cash Flows from Operating Activities	(51,192)	(50,601)
Investing Activities		
Payment for property, plant and equipment	(10,096)	(10,089)
Net Cash Flows from Investing Activities	(10,096)	(10,089)
Financing Activities		
Other cash items	-	57,862
Net Cash Flows from Financing Activities	-	57,862
Net Cash Flows	(61,288)	(2,828)
Cash and Cash Equivalents		
Cash and cash equivalents at beginning of period	121,343	124,171
Net change in cash for period	(61,288)	(2,828)
Cash and cash equivalents at end of period	60,054	121,343

This statement has been prepared without conducting an audit or review engagement

Statement of Accounting Policies

Complex Chronic Illness Support For the year ended 31 March 2026

Basis of Preparation

This performance report is prepared in accordance with the XRB's Tier 3 (NFP) Standard. The entity is eligible to apply these requirements as it does not have public accountability and has total annual expenses of less than \$5,000,000. All transactions in the performance report are reported using the accrual basis of accounting. This performance report is prepared under the assumption that the entity will continue to operate for the foreseeable future.

The Performance Report is presented in New Zealand dollars (NZ\$) which is Complex Chronic Illness Support (Incorporated)'s functional currency and have been prepared on an accrual and historical cost basis.

All values are to the nearest \$.

The statement of cash flows has been prepared using the direct method.

Goods and Services Tax (GST)

The entity is registered for GST. All amounts are stated exclusive of goods and services tax (GST) except for accounts payable and accounts receivable which are stated inclusive of GST.

Income Tax

COMPLEX CHRONIC ILLNESS SUPPORT INCORPORATED is wholly exempt from New Zealand income tax having fully complied with all statutory conditions for these exemptions.

Bank Accounts and Cash

Bank accounts and cash in the Statement of Cash Flows comprise cash balances and bank balances (including short term deposits) with original maturities of 90 days or less.

Revenue Recognition

Revenue from providing services and sale of goods is recognised as it is received. Revenue from grants is recognised by reference to the use of the grant by balance date. Deferred revenue is a liability that arises when the organisation receives payment for goods or services that have not yet been delivered or performed. The revenue is not recognised until it is earned, i.e., when the performance obligation under the contract has been satisfied.

Debtors

Accounts Receivable is stated at their net realisable value, bad debts are written off in the year which they are identified. Trade debtors and other receivables are non-interest bearing, and therefore the carrying value of trade debtors and other receivables approximates its fair value.

Expenses

Salaries and wages are recorded as expenses as staff provide services and become entitled to them. Other costs associated with the delivery of services are expensed when the costs are incurred.

Creditors

Accounts payable is stated at cost. Trade creditors and other payables are non-interest bearing and normally settled on 30 day terms; therefore their carrying amount approximates their fair value.

Fixed Assets

All fixed assets are initially recorded at cost with depreciation being deducted on all fixed assets at rates calculated to allocate the assets costs, less estimated residual value, over their estimated useful lives.

Depreciation

Depreciation has been calculated using rates considered reasonable to allocate the cost of an asset, less any residual value, over its useful life. Computer Equipment: 40% SL, Office Equipment: 16-40% DV, Leasehold improvements: 10% SL

Employee Entitlement

Employee benefits, previously earned from past services, that the entity expects to be settled within 12 months of reporting date are measured based on accrued entitlements at current rate of pay.

Changes in Accounting Policies

There have been no changes in accounting policies. Policies have been applied on a consistent basis with those of the previous reporting period.

Notes to the Performance Report

Complex Chronic Illness Support For the year ended 31 March 2026

	2026	2025
1. Analysis of Revenue		
Donations, koha, and bequests	34,011	30,886
Fundraising by Grants	315,371	352,350
Membership fees and subscriptions	27,390	26,556
Revenue from commercial activities	3,607	1,471
Interest, dividends and other investment revenue	5,160	5,926
Other revenue	970	2,540
Total Analysis of Revenue	386,509	419,728
	2026	2025

2. Analysis of Expenses

Employee remuneration and other related expenses

Contractors	-	10,663
Kiwisaver Employer Payments	9,226	9,795
Leave Accruals	(1,679)	(2,636)
Supervision	2,039	2,373
Training	338	1,653
Wages and Salaries	327,840	358,342
Total Employee remuneration and other related expenses	337,764	380,190

Expenses related to commercial activities

Overheads and Administration Costs	63,665	68,188
Total Expenses related to commercial activities	63,665	68,188

Other expenses related to service delivery

Travel	5,687	7,024
Total Other expenses related to service delivery	5,687	7,024

	2026	2025
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3. Analysis of Assets

Cash and short-term deposits

Kiwibank	59,720	63,017
Debit Card	335	275
Total Cash and short-term deposits	60,054	63,292

Debtors and prepayments

Accounts Receivable	(6,002)	166
Stripe Account	1,516	139
Total Debtors and prepayments	(4,486)	305

Other current assets

Notes to the Performance Report

	2026	2025
Term Deposit	-	58,050
Total Other current assets	-	58,050

Accounts Receivable is in negative due to 2026 Membership subscriptions being paid in March 2026, Due April 2026.

	2026	2025
4. Analysis of Liabilities		
Creditors and accrued expenses		
Accounts Payable	416	2,543
GST	(793)	(1,940)
Unexpended Grants	50,486	69,514
Total Creditors and accrued expenses	50,109	70,117
Employee costs payable		
Wages payable - Payroll	1,899	10,278
PAYE	8,215	7,470
Accrued Holiday Pay	10,021	11,700
Total Employee costs payable	20,136	29,448
	2026	2025

5. Property, Plant and Equipment

Leasehold Improvements		
Opening Balance	9,099	-
Leasehold Improvements	-	9,926
Accumulated depreciation - Leasehold Improvements	(993)	(827)
Total Leasehold Improvements	8,106	9,099
Office Equipment		
Opening Balance	14,632	13,153
Office Equipment Purchased	11,175	5,083
Accumulated depreciation - Office Equipment	(7,389)	(3,604)
Total Office Equipment	18,418	14,632
Total Property, Plant and Equipment	26,524	23,731
	2026	2025

6. Accumulated Funds

Capital contributed by owners		
Opening Balance	656	656
Total Capital contributed by owners	656	656
Accumulated surpluses or (deficits)		
Opening Balance	(12,704)	32,547
Current year earnings	(33,965)	(45,251)
Total Accumulated surpluses or (deficits)	(46,670)	(12,704)

	2026	2025
Other reserves		
Opening Balance	57,862	-
Tagged Reserves; ME/CFS Charitable Trust	-	57,862
Total Other reserves	57,862	57,862
Total Accumulated Funds	11,848	45,814

Other reserves; The ME/CFS (BOP) Charitable Trust was closed in 2025, the trustees of the ME/CFS Charitable Trust agreed to transfer all its funds to the CCIS to be held for Asset purchases.

Disclosure of Financial Reserve Management

Introduction: Complex Chronic Illness Support maintains financial reserves to support organisational sustainability, manage risk, and ensure continuity of services. This disclosure outlines how we manage our financial reserves to meet both short-term operational needs and long-term strategic goals.

Financial Reserve Management Strategy:

Our financial reserves are maintained to ensure the long-term stability and resilience of the organisation, and are categorised according to their source and intended use:

1. ME/CFS BOP Charitable Trust Reserves: Funds transferred from the closure of the ME/CFS Bay of Plenty Charitable Trust are ring-fenced and will be held specifically for the future purchase of capital assets, in alignment with the Trust's original purpose and legacy. However, the board reserves the rights to use the Reserve to ensure the continuity of operations.

2. General Reserves: All other reserves are held to ensure continuity of operations during unforeseen circumstances, such as funding shortfalls or emergency expenses. These reserves provide a financial safety net and support our commitment to ongoing service delivery.

3. Unspent Grants: Any unspent grant funding is accounted for separately and relates directly to the contractual terms and conditions under which the funding was received. These funds are applied strictly to the agreed purposes outlined in each grant agreement and are not treated as general reserves.

Allocation: Funds are allocated based on a structured approach that balances immediate needs with future requirements. This includes:

- Operating Expenses: Maintaining sufficient liquidity to cover ongoing operational costs.
- Strategic Investments: Setting aside funds for growth opportunities and long-term sustainability projects.
- Risk Management: Allocating reserves to mitigate financial risks such as economic downturns or unforeseen expenses.

Monitoring and Oversight: Regular reviews by our Board of Directors and financial management team ensure that reserves are managed in accordance with established policies and best practices.

Reporting and Accountability:

Annual Reports: We provide detailed financial reports to stakeholders, including reserve levels, allocation decisions, and outcomes achieved.

Transparency: Any significant changes to reserve management policies or strategies are communicated promptly to our community and stakeholders.

Conclusion:

By adhering to these principles and practices, Complex Chronic Illness Support aims to maintain financial stability while advancing our mission to support individuals affected by ME/CFS, Fibromyalgia, and Long COVID.

7. Commitments (Alternative)

There are no commitments as at 31 March 2026 (Last year - nil).

8. Contingent Liabilities and Guarantees (Alternative)

There are no contingent liabilities or guarantees as at 31 March 2026 Last year - nil).

	2026	2025
9. Related Party Transactions		
Purchases		
Bluesky Data Limited	1,080	1,157
Total Purchases	1,080	1,157
Payables		
Bluesky Data Limited	-	517
Total Payables	-	517

A Board Member is also a Director of this company. BlueSky Data Limited is an Internet Service Provider for the Trust, at a fee.

10. Events After the Balance Date (Alternative)

There were no events that have occurred after the balance date that would have a material impact on the Performance Report (Last year - nil).

11. Ability to Continue Operating

The March 2026 financial statements reflects the planned drawdown of reserves to support ongoing operations during a challenging economic period. The Board and management responded through financial review, cost controls, fundraising initiatives, and increased funding support from key funders. These actions have strengthened the organisation's financial position, and the Board is satisfied that the entity remains a going concern and is able to continue operating for the foreseeable future

THANK YOU TO OUR SUPPORTERS

CCI SUPPORT | 34

We are very grateful to the following Funders and Supporters for supporting Complex Chronic Illness Support in 2025/2026 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.

