

CHARITIES
SERVICES

Ngā Ratonga Kaupapa Atawhai

Charities Services 2025 Annual Meeting

Attendee information



Internal Affairs
Te Tari Taiwhenua

New Zealand Government

Charities Services Annual Meeting

12 November 2025, 12:30 pm – 2:00 pm

Programme

12:30 pm	Introduction
12:35 pm	Address from the Hon Louise Upston, Minister for the Community and Voluntary Sector
12:42 pm	Address from Jane Wrightson, Chair of the Charities Registration Board
12:49 pm	Address from Rachel Leota, Deputy Secretary, Regulatory and Identity Services, Department of Internal Affairs
12:56 pm	Address from Charlotte Stanley Director, Charities Services
1:03 pm	Information session – Benefits and obligations of being a registered charity
1:13 pm	Information session – The value of the Charities Register and annual reporting from a funder's perspective
1:23 pm	Break
1:35 pm	Q&A - Charities Services staff
2:00 pm	Close of meeting



MC



Jordan Hoerara

Regional Advisor, Charities Services | Ngā Ratonga Kaupapa Atawhai

Jordan Hoerara is a Regional Advisor in Charities Services' Capability Team. Since joining in 2022, he has supported the charitable sector through capability-building initiatives. His work includes delivering workshops, developing resources, and providing tailored advice to help charities improve governance, compliance and operational effectiveness.

SPEAKERS



Hon Louise Upston

Minister for the Community and Voluntary Sector

Louise Upston is the Minister for the Community and Voluntary Sector, Minister for Disability Issues, Minister for Social Development and Employment, Minister for Tourism and Hospitality, Minister for Child Poverty Reduction and Deputy Leader of the House. She has served as the MP for Taupō since the 2008 election.

Prior to entering Parliament in 2008, Louise was self-employed as a project management consultant. She also held directorships in a number of trusts and companies involved in property, tourism, management and consulting. Louise holds an MBA from Waikato University.



Jane Wrightson

Chair, Charities Registration Board | Te Rātā Atawhai

Jane is the Chair of the Charities Registration Board, Te Rātā Atawhai. She is an independent director and the current Retirement Commissioner. She is a director of Radio New Zealand, chairing its Audit and Risk Committee, and chairs a small charity that distributes funds to eight industries through the Workforce Futures Fund.

Jane is a former chair of Experience Wellington, a council-controlled arts and heritage charity, and has served as a director for other not-for-profit entities. She has previously held senior executive roles in public media organisations as a funder, regulator, programme commissioner, and sector advocate. Jane is also a chartered member of the Institute of Directors.





Rachel Leota

Deputy Secretary, Department of Internal Affairs | Te Tari Taiwhenua

Rachel is the Deputy Secretary of the Regulatory and Identity Services branch at the Department of Internal Affairs. Appointed in 2025, she leads a team of 1259 delivering essential services to New Zealanders, including passports, citizenship, and births, deaths and marriages.

Rachel's branch also oversees key regulatory functions such as Charities Services, Anti-Money Laundering, and Gambling. Beyond these responsibilities, Rachel plays a pivotal role in cross-government initiatives and works closely with Ministers and their offices to shape policy and deliver outcomes that make a lasting impact for communities.



Charlotte Stanley

Director, Charities Services | Ngā Ratonga Kaupapa Atawhai

Charlotte has been the Director of Charities Services, Ngā Ratonga Kaupapa Atawhai, since January 2023. She leads staff in two business groups: Regulatory, and Engagement and Business Improvement.

Charlotte has extensive leadership experience, including over 3 years as Deputy Director in the Department's Regulatory Services Group, and a variety of roles managing teams and leading significant projects in the Regulatory and Identity Services Group.

INFORMATION SESSION EXPERTS



Liza Panteleeva

Analyst, Charities Services | Ngā Ratonga Kaupapa Atawhai

Liza joined the Charities Services team in early 2025 and is an Analyst in the Charities Services Registration team. Her team assess the purposes, activities and governing documents of entities applying for registration to determine whether they meet, or continue to meet, the requirements of the Charities Act.



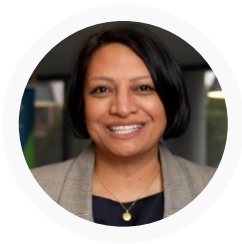
Bronwyn Walters

Community Advisor, Community Operations | Hāpai Hapori

Bronwyn is a Community Advisor within the Department's Community Operations, Hāpai Hapori, group. She has been with the Department since 2016 and works primarily in the Auckland Central and West areas.

Hāpai Hapori have 16 offices from Kaitia to Invercargill and are the Department's interface with New Zealand communities. They administer grant funding and community advisory services, to support local initiatives and communities.

Q&A PANELLISTS



Charlotte Stanley

Director, Charities Services | Ngā Ratonga Kaupapa Atawhai

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Helen Steven

Manager Engagement and Business Improvement, Charities Services | Ngā Ratonga Kaupapa Atawhai

Helen is a member of the strategic leadership team and leads Charities Services' Engagement and Business Improvement Group, which provides information and assistance to charities and manages the Charities Register.

Previously, Helen has held strategic and engagement roles at the Ministry of Business, Innovation and Employment (MBIE) and has worked in the private and not-for-profit sectors.



Metua Sadler

Manager Regulatory, Charities Services | Ngā Ratonga Kaupapa Atawhai

Metua leads the Regulatory Group within Charities Services, which includes supporting charities to register, monitoring and inquiring into charities, and supporting the Charities Registration Board, which is responsible for all registration decisions.

For the past 10 years, Metua has held operational and management roles within DIA including an extensive history of work within the Gambling Regulatory Services group to reduce potential harms and facilitate positive outcomes for the wider community.



Lucy Beeler

Principal Advisor, Charities Services | Ngā Ratonga Kaupapa Atawhai

Lucy holds a key strategic leadership role within Charities Services. She provides advice and expertise in regulatory stewardship to build regulatory capability and best practice. She joined Charities Services in 2019.

How to join a Microsoft Teams meeting

You can join meeting using a web browser or a mobile app. If you're using a mobile phone or tablet, we recommend downloading the Microsoft Teams app from your app store before the meeting starts. If you're on a computer, you can download the desktop version of Teams from the [Microsoft website](#).

On the day of the meeting

Join the meeting by clicking the link in your confirmation email or using this link:

[Charities Services Annual Meeting - Microsoft Team Meeting](#)

If this is your first time using Microsoft Teams, you may be prompted to create a Microsoft account and set a screen name. Follow the on-screen prompts, and if you are having any trouble joining please read these articles for additional support:

- [Joining a meeting in Microsoft Teams](#)
- [Joining a meeting in Microsoft Teams without an account](#)

We recommend doing this before the meeting, to give yourself time to work through any technical issues.

In the meeting

When you join the meeting, your video and microphone are **automatically turned off**.

Using the Q&A function

At any time during the meeting, you will be able to ask questions using the Q&A function in Teams.

You are also welcome to send through any questions ahead of the meeting by emailing events@charities.govt.nz. We will aim to answer as many questions as possible during the Q&A session in the meeting.

If you need further support, [please email us](#).



Charities Sector Snapshot 2024/2025



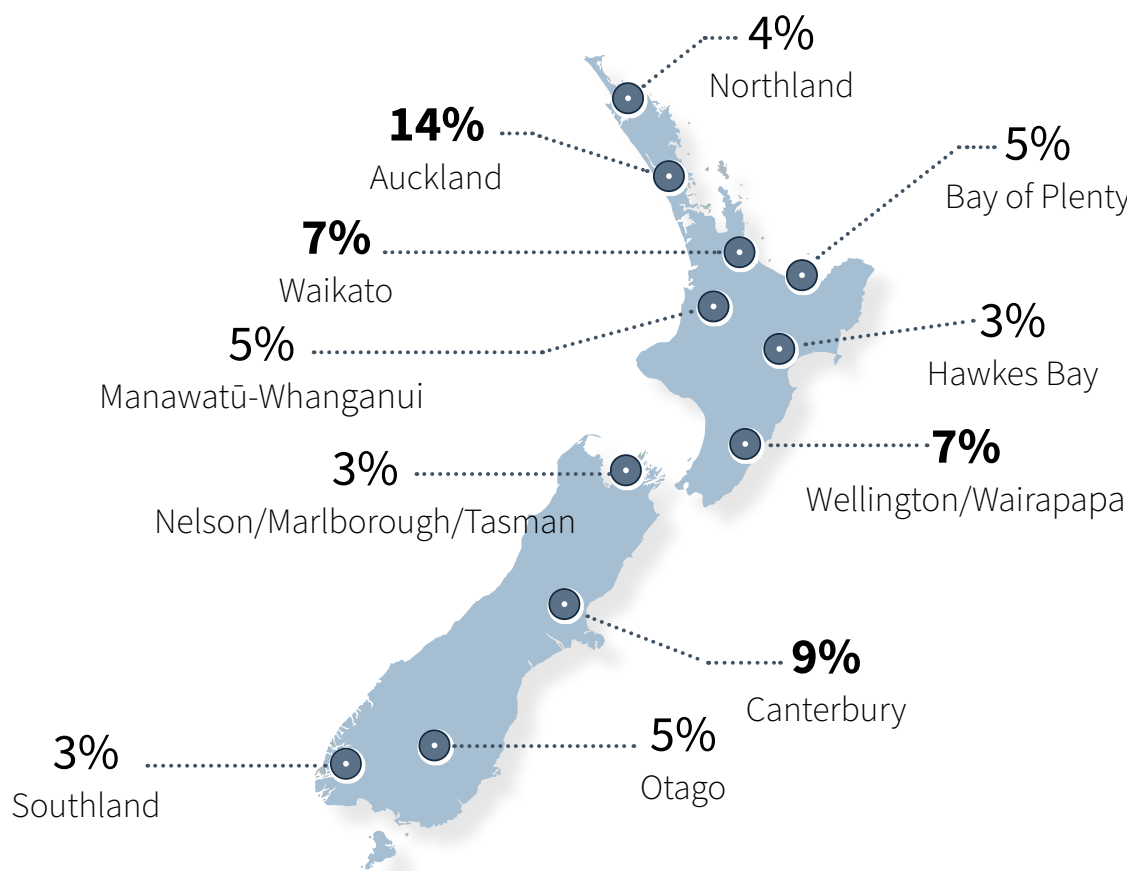
** Data in this snapshot is based on information charities report in their annual returns*

The sector at a glance

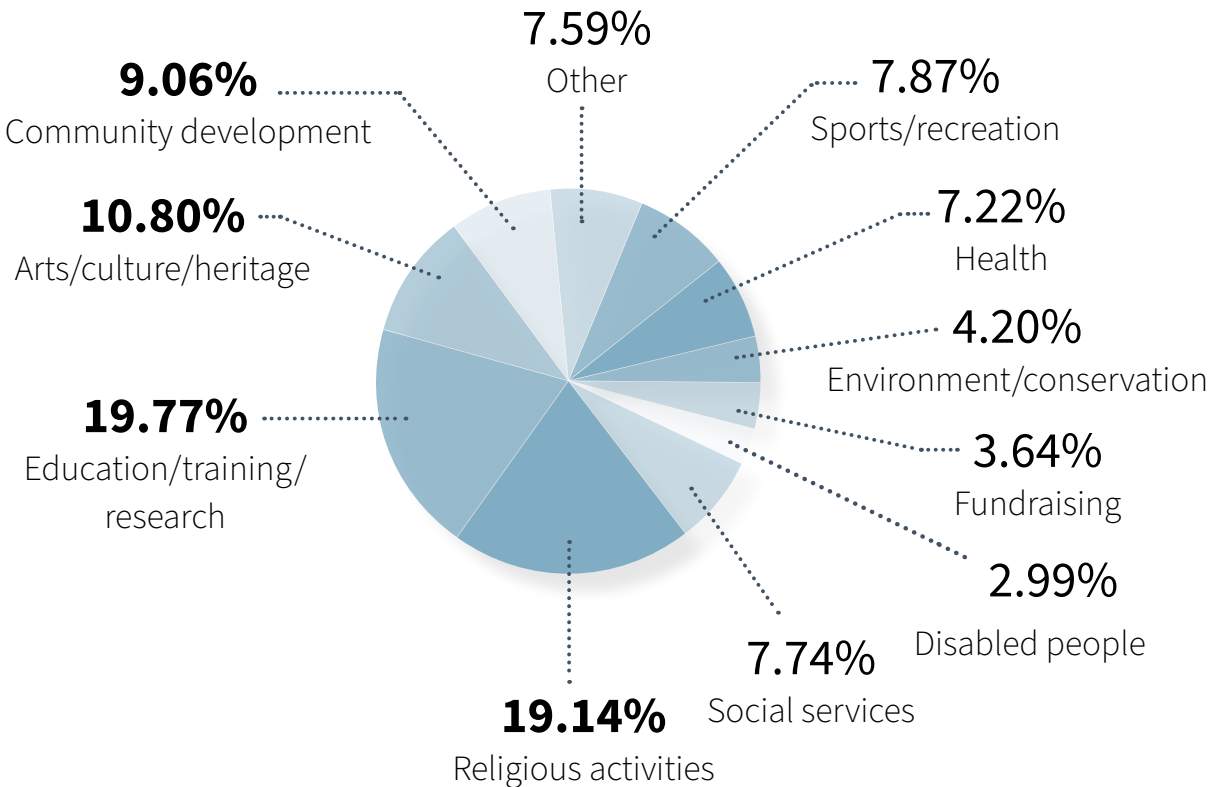
- **29,208 registered charities** in New Zealand.
- **122,608 charity officers** involved in the governance and running of their charity.
- **170,000 volunteers** contribute approximately 1.4 million hours of their time each week.
- The sector employs over **105,000 full-time staff**, representing around **4%** of the national workforce.



Where charities operate in NZ



Main charitable sectors



Financial overview

2023/2024

\$86.98 billion
Total assets

\$25.28 billion
Total expenditure

\$27.34 billion
Total income

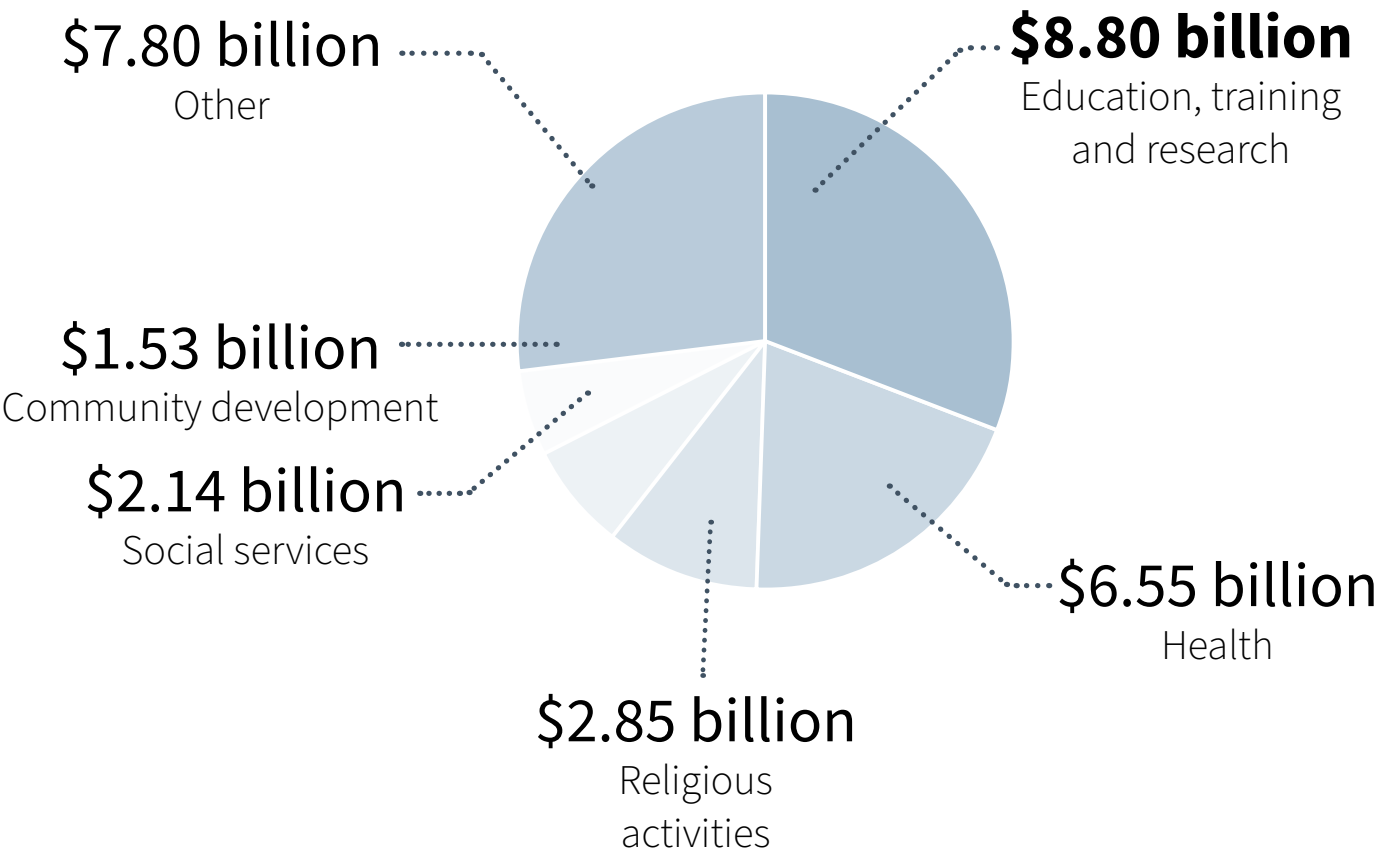
2024/2025

\$91.16 billion
Total assets

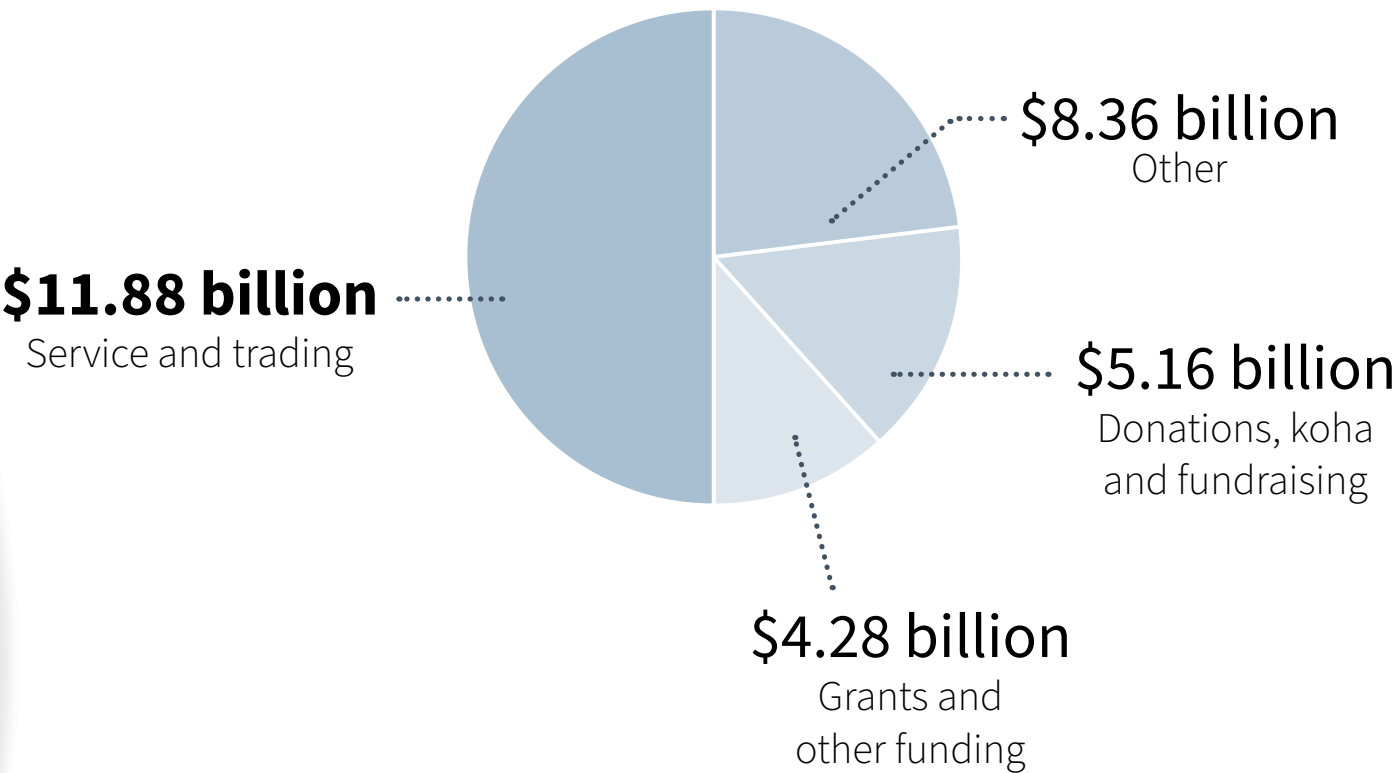
\$27.44 billion
Total expenditure

\$29.70 billion
Total income

Income by sector 2024/2025



Income by source 2024/2025



Photos: Kia Puāwai CC23952

Charities Services Snapshot 2024/2025

Increasing
public trust and
confidence in the
charitable sector
through effective
regulation



Protecting the integrity of the Charities Register

We maintain the integrity of the Charities Register by ensuring information is accurate and up to date, and that registered charities meet the requirements of the Charities Act 2005.

Applications

Applications received	1,567
Applications withdrawn	224

Registrations

Charities registered	1,162
Previously registered charities returning to the Charities Register	126

Deregistrations

Voluntarily deregistered	682
Deregistered for failing to file annual returns	207
Deregistered by the Charities Registration Board	1
Total number of deregistrations	890

Enabling compliance

We respond to enquiries, provide accessible guidance, and engage with charities to help them meet their obligations.

Responsiveness

Queries handled	15,877
Official information Act (OIA) requests responded to	78

Digital reach

Website visits	907,523
Newsletter views	263,557
Video views	16,464

Community engagement

Webinars and community sessions	26
Number of attendees	6,449

Encouraging the effective use of charitable resources

We encourage the effective use of charitable resources by monitoring compliance and taking action where necessary to uphold public trust and confidence.

Notices of intention to deregister

Formal notices sent to charities at risk of deregistration	948
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Investigations

Number of investigations completed resulting in a range of actions (e.g. warnings, referral to other agencies, referral to the Charities Registration Board)	16
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