

Your Gratitude Report

2019/2020





BEATI QUI HABITANT
IN DOMO TUA, DOMINE

Our Mission

Through service, advocacy and education, Mercy Hospice is committed to ensuring that all those in our community needing palliative care receive it with the utmost professional skill and respect.

Our Values

Tapu o te tangata **Dignity**

Aroha **Compassion**

Whakanui **Respect**

Mahi rangatira **Quality**

Aroha ki te rawa kore **Advocacy**

Kaitiakitanga **Stewardship**

Our message to you

This annual gratitude report is our means of thanking you and our wonderful community for your generous support over the past year. It is also our privilege to share with you the story of David Boyes and how your donations ensured Mercy Hospice's team were able to support him and his wife through her death.

David's story is an example of the care provided by Mercy Hospice for more than 1,100 patients and their family/whānau over the year.

The impact of Covid-19 on Mercy Hospice has been significant. In keeping with our emergency plan, the leadership team rapidly developed a response which ensured all clinical services continued to provide 24/7 care both in the inpatient unit as well as in the community. Contact was maintained with all patients and their families/whānau. Fortunately, we had recently introduced a modern IT infrastructure providing state of the art tools for clinical and support teams which enabled all staff working remotely to stay in touch with each other and their patients.

As the provider of specialist palliative care in the community for the Auckland DHB, Mercy Hospice continues to provide care for people in their home, supporting staff in residential aged care and communicating with GPs and other community health services. Over the past 2 years, we contributed to a new regional collaborative outreach programme, Palliative Outcomes Initiative (POI), an innovation delivered by all specialist hospices in the Auckland region that provides advice and training, particularly to nurses in aged residential care.

For your information and interest, this report includes financial and service data as measures of our service activity. Fundraising events planned for March 2020 had to be cancelled and all our shops were closed during the lockdown period resulting in a deficit for the year. The financial impact of Covid-19 is likely to be felt for the next few years and future gratitude reports will reveal this.

The board is proud of the positive and proactive response of the Mercy Hospice team as they have maintained high standards of care, delivered with compassion and skill through the lockdown periods. The Mercy Hospice team includes many volunteers who work alongside our clinical staff and they too continued to provide support both within the hospice as well as in the homes of our patients.

Our sincere thanks to every donor, supporter and volunteer for continuing to care, enabling Mercy Hospice to provide essential services for people in our community who are dying. Without your help we could not maintain the current level of service. Thank you for your gifts - we are deeply grateful.



Dr Arthur Morris
BOARD CHAIR



Paul Couper
CHIEF EXECUTIVE

Mercy Hospice was one of the first hospices established in New Zealand.

It was founded by the Sisters of Mercy as St Joseph's Hospice for people of all faiths and nationalities, where they would be cared for at no cost.

The values of dignity – te tapu o te tangata, compassion – aroha, respect – whakanui, quality – mahi rangatira, advocacy – aroha kit te rawa kore and stewardship – kaitiakitanga are central to everything that is provided by the service.

Mercy Hospice's approach to care

The care of patients in a hospice is different to care provided in an acute hospital. Our approach is determined by the person's needs. We aim to provide comfort and emotional support for our patients and their family/whānau, and actively manage symptoms such as pain, nausea and vomiting. Throughout, we want to ensure they are as comfortable as possible. All our care is very much a team approach involving hospice staff and volunteers.

What is palliative care?

Palliative care and hospice services provide support for patients and families/whānau with a life-limiting illness. A palliative care approach aims to improve quality of life by attending

to a person's physical needs such as the management of pain as well as social, cultural, emotional and spiritual needs.

What we do

Mercy Hospice provides specialist community palliative care and hospice services for people living in central Auckland. The area extends from the harbour bridge to Eastern Bays, Otahuhu, and Hillsborough and Avondale in the west. This also includes Waiheke Island and the Hauraki Gulf.

All our community and inpatient services are provided free of charge through the generosity of our donors, volunteers and supporters.



“

At that moment in time I felt helpless, but the irony is, I can stand here with you today and say going to hospice made me fall in love with my wife all over again.

”

David Boyes

Husband of Michelle.
Father to Phoebe and Chloe

The following was a speech given by David Boyes at the 2020 fundraising event, Ten. Thank you David for sharing your story.

I just want to say thank you to hospice for inviting me to speak at this wonderful event, it is such a privilege and honour to be here after what hospice has done for my family.

Let me introduce myself, my name is David Boyes, currently I am an advisor for boards and executives and have previously been COO of Westpac NZ among other things, this means I can guarantee I have probably at some point been sitting where you are sitting today. I have attended many charity events as an executive and like some of the partners in the room, my poor wife got dragged along to many, however, she never complained as she loved them.

Let's think about that for a minute, not even as many as 3 years ago. I was sitting where you are at an event with my wife. Things happen and in a blink of an eye, things change and that's what I am here to talk to you about today.

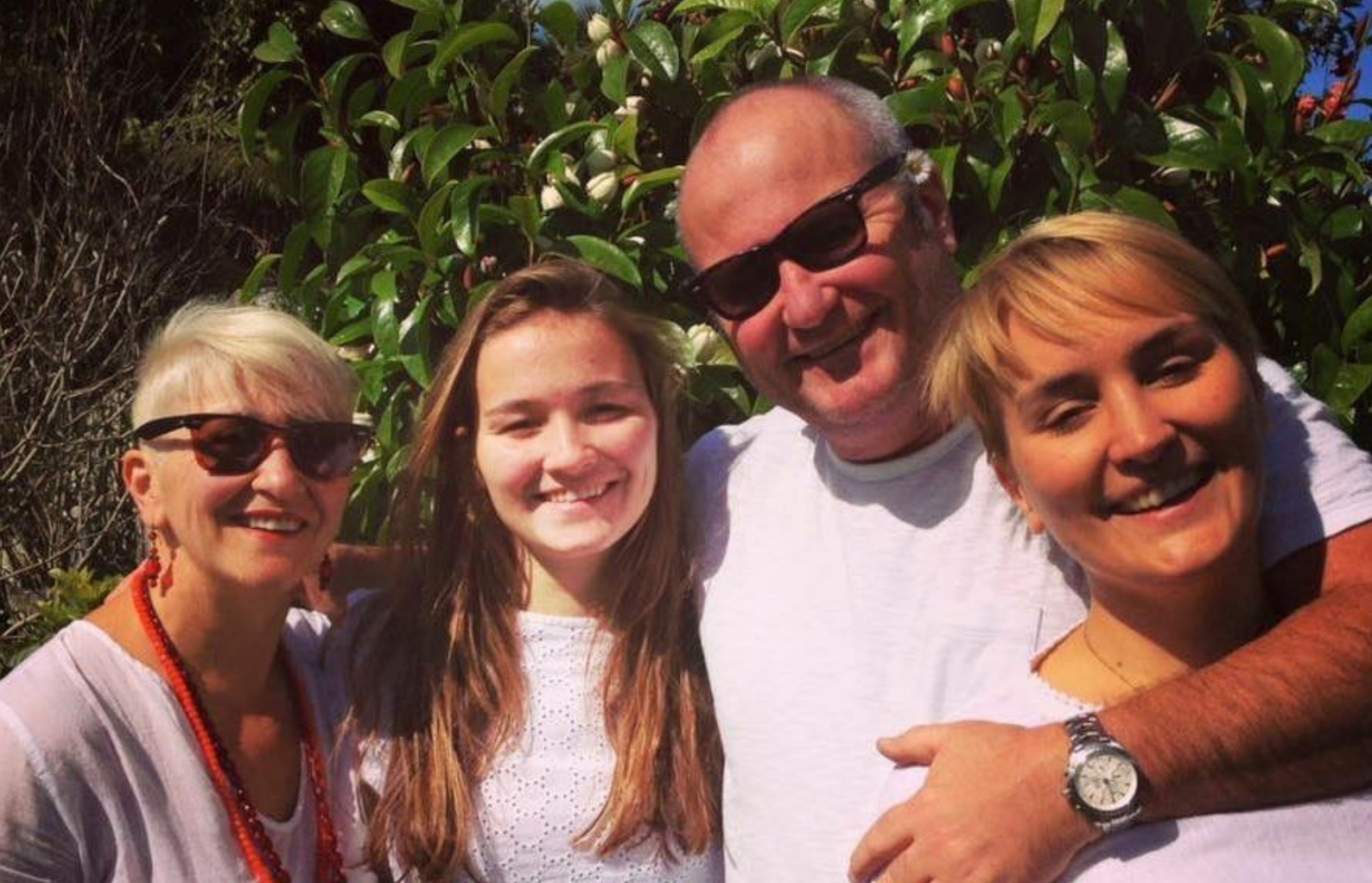
Michelle and I were married for 34 years.

We had 2 beautiful daughters, Phoebe and Chloe, both here to support today. I would say life was good. I am not going to get into too much detail but after Michelle had a black line on her thumb nail for a while that wouldn't go away, I encouraged her to go to the doctors. Yes, as you have all guessed, a black line like that was not great news, she had Melanoma.

Michelle fought hard for 6 years, she had many operations and treatments and we thought that she had beaten it, but unfortunately for us this was not the case and we were told it was terminal.

Imagine it. I want you to sit here and think about the person you are with or the person at home and try to imagine what that news would be like.

My wife, the mother of my children. The person I had beside me for most of my life, was dying, and there was not one thing I could do about it. I can honestly say it was just devastating.



So when hospice was eventually suggested we didn't want to go. It was like we would be admitting that was it, it was over. But we had a wonderful nurse from hospice and she explained it would be best that we went, so along we went.

At that moment in time I felt helpless, but the irony is, I can stand here with you today and say going to hospice made me fall in love with my wife all over again.

It sounds strange you associate falling in love as going for meals, romantic walks, holidays and all those other things that us men need to do to woo the women of our dreams but here I am saying going to a hospice with my wife did that for me.

Working the way we do, at the level we do, you lose sight of things, you forget, you get busy, you become so busy that you forget the little things and when Michelle was sick at home I was so busy doing the caring things that I never had time to just be with her.

We came to hospice and that changed, everything was taken care of, the

medication, the personal care. They even gave me someone to talk to when I needed.

I realised what the doctors and nurses had given me was the time and space to really be with her. We talked and talked in a way that I don't remember doing since we were teenagers. We talked about the girls, things we had done, places we had travelled. We discussed all of our ups and downs that we had over the years and I remember sitting one night and thinking we hadn't seen each other properly in a long time.

It was a bittersweet experience, because I realised that we had gotten lost, through no fault of our own, you get caught up in life but now that we had found each other again, the realisation that I was going to lose it again was devastating.

Michelle died on the 16th November 2019, yes it was the anniversary of her passing this week and I am here, **but I look back at the time we had in hospice with love and fondness, it really did change my life and not just for the obvious.**



“

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”

The way the doctors and nurses are there 24/7 caring for you and I would say loving their patients so beautifully, these moments are so powerful for the family members because it gives us what we really need and that's time, time with the person you love most in the world in their final moments.

I have no doubt you all know the work of hospice but I want you to think today about how much that time is worth to you, think back to what I said at the start. I was you. I was sitting here with my wife, maybe 4 years ago, not to make anyone feel uncomfortable but if you are with your partner today, look at them (or don't if you think that's weird) but either way I want you to think about how you could put a price on your last moments with them.

If I did not have those last moments with Michelle at hospice with these amazing doctors and nurses working away in the background caring for all her physical needs I can honestly say my emotional state would be in a hell of a place right now, but because they were there I got the gift of time back.

Mercy Hospice only receives 58% government funding that means they need to find from somewhere 42%, that's just over \$4 million dollars. I do not know about you but those last moments with my wife were worth a whole lot more than \$4 million dollars.

Lastly, I am going to leave you with this today. I am 59 years old and now a widower. This is young in my eyes, and it isn't fair. I couldn't do anything to stop it.

So I would urge you all to not wait for time in a hospice like I did, use the time you have now to hug your partner tighter, reminisce about when you started dating, laugh about how young and naive you both were and plan what you are going to do when you retire together.

I never got to plan these things, but I would give anything to be given one more day.

One of things hospice does is sing a waiata for every patient to say goodbye. This

means when a patient dies and they are getting taken away to the funeral parlour a bell is rung at hospice and that is a sign to staff to go to the back entrance. It's unbelievable as all the staff come out and the family are supported by the entire hospice. The staff then sing a song. They do this for every patient.

My wife when she left hospice was sung out and it was one of the most surreal and beautiful experiences of my life, so I have asked the hospice staff to share with you this song today.

Its these extra things the team at Mercy Hospice do that makes the place so special, it makes you as a family member feel surrounded by support and love at all times, I was given the time with my wife until the end and even now they are still caring for me.

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”

Our Board

Dr Arthur Morris
Board Chair

Denise Downey rsm
Director

Nick Francis
Director

Sue Keppel
Director

Patricia Rowe rsm
Director

Dr Barry Snow
Director

Frank Tuck
Director



6,225

**Community nurse visits
to people in the
community**

557

**Manaaki
attendances**

The Manaaki Programme offers information and support to assist patients and families/whānau to cope with the challenges that they face daily at home and in the community.

4,580

**Education
participants**



21	Family carers
141	Pharmacists
37	Nursing students
44	Medical
187	Allied health
343	Medical students
971	Health care assistants
1,359	Residential nurses/EN
227	Other students
612	Other

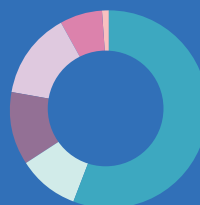
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300

**Average number of
patients cared for
at any one time**

Ethnicity



56%	European
10%	Other European
12%	Pasifika
14%	Asian
7%	Māori
1%	Other



Place of death

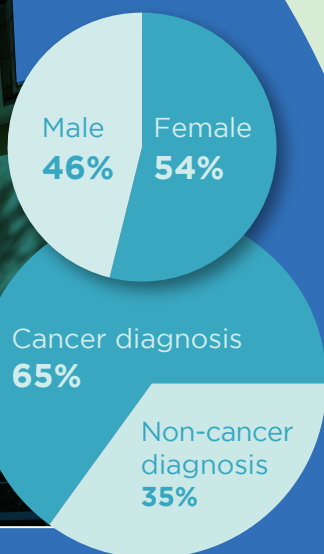
24%	Inpatient Unit
32%	Residential care
23%	Home
11%	Public hospital

April 2019 - March 2020 data

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rcy pice

1,174
Unique
referrals



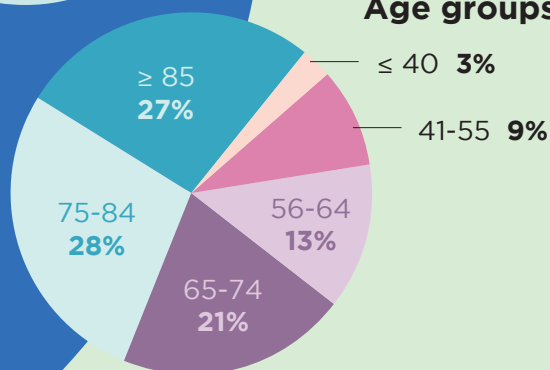
1,619

**Family Support
visits to people in
the community**

287
Admissions to
Inpatient unit

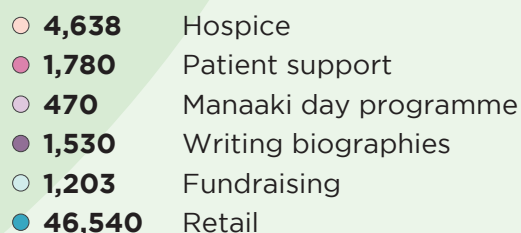
10 days
Average length
of stay

Age groups



56,162

Hours donated



514

Volunteers

Our Executive

Paul Couper
Chief Executive Officer

Dr Pam Jennings
Medical Director

Cheryl Kenwright
**Human Resources
Manager**

Dr Carol McAllum
**Strategic Clinical
Director Mercy
Hospice / ADHB**

Collette Parr-Owens
**Clinical Services
Manager**

Teina Stewart
**Operations
Manager**

Ian Watson
**Commercial
Services
Manager**

Caroline White
**Financial
Controller**

The reasons to support are all around us.

How you can help.

Volunteer

Become a volunteer and support us through providing your time. Volunteer roles are many and varied. They include transport, companionship, massage, life story services and working in our amazing retail shops.

Leave a gift in your will

After taking care of your family, consider leaving a portion of your estate to Mercy Hospice. Your gift, no matter the size, will ensure all those in our community needing palliative care receive it with utmost professional skill and respect.

Making a financial donation

Donations can be made online at mercyhospice.org.nz or by calling 09 361 5966.

Donating goods

Donations of quality secondhand clothing, furniture and household goods can be made at any of our Mercy Hospice retail stores.

Corporate supporters

There are many ways you and your business can get involved, through sponsorship or attendance at events, funding of critical services and medical equipment, volunteering or payroll giving.

Be part of our online community

Facebook @mercyhospice

Instagram @mercyhospiceauckland

LinkedIn @company/mercyhospice

Website mercyhospice.org.nz

To find out more about how you can support Mercy Hospice visit mercyhospice.org.nz



Thank you!

Thank you to all our Mercy Hospice supporters including our volunteers who give their energy and time, including our Fundraising Committee and Friends of Mercy.

Thank you also to our corporate supporters listed below:



Hospice New Zealand's supporters and sponsors



MERCY HOSPICE AUCKLAND LIMITED

Statement of Financial Performance

FOR THE YEAR ENDED 31 MARCH 2020

	31 MARCH 2020		31 MARCH 2019	
OPERATING INCOME	\$	\$	\$	\$
DHB contract income - patient services	6,052,941		5,937,766	
Other contract income	1,155		601	
Other operating income	1,110,140		876,077	
Interest received	5,576		29,519	
	7,169,812		6,843,963	
OPERATING COSTS	\$	\$	\$	\$
Salaries and wages	(8,128,713)		(7,593,000)	
Agency Payments	(85,697)		(115,569)	
Contract Payments	(130,322)		(178,840)	
Other Staff Costs	(337,234)		(513,450)	
Patient Care Costs	(359,163)		(422,469)	
Facility Operating Costs	(508,711)		(509,255)	
Administration Costs	(753,286)		(792,706)	
Depreciation	(377,893)		(359,452)	
	(10,681,019)		(10,484,741)	
OPERATING DEFICIT	(3,511,207)		(3,640,778)	
FUNDRAISING	\$	\$	\$	\$
Income from donations and fundraising	3,177,204		3,551,785	
Expenses - Fundraising	(845,114)		(924,231)	
	2,332,090		2,627,554	
RETAIL	\$	\$	\$	\$
Income from shop sales	2,952,509		2,874,445	
Expenses - shops	(1,927,774)		(1,855,981)	
	1,024,735		1,018,464	
Net Surplus/(Deficit) for the Year	(154,382)		5,240	
STATEMENT OF MOVEMENTS IN EQUITY	\$	\$	\$	\$
FOR THE YEAR ENDED 31 MARCH 2020				
Opening Equity		7,777,385		7,772,145
Net Operating Surplus/(Deficit) for the year		(154,382)		5,240
Total recognised revenue and expenses		(154,382)		5,240
Closing Equity		7,623,003		7,777,385

Statement of Financial Position

AS AT 31 MARCH 2020

31 MARCH 2020			31 MARCH 2019		
	\$		\$		\$
Retained earnings	7,777,384		7,772,144		
Net Operating surplus / (deficit) for year	(154,382)		5,240		
Equity	7,623,003				7,777,385
Total Equity	7,623,003				7,777,385
Represented by:					
Current Assets	\$		\$		\$
Cash	601,636		840,794		
Short Term Deposits	-		334,619		
Accounts receivable	963,372		721,152		
Prepayments	35,322		28,935		
	1,600,330				1,925,500
Non-Current Assets	\$		\$		\$
Intangible work in progress	636,801		-		
Capital work in progress	17,240		614,335		
Buildings	5,986,858		6,120,233		
Furniture, Plant and Equipment	452,761		489,093		
Shop fixtures & fittings	207,418		114,925		
Motor Vehicles	149,049		196,599		
	7,450,127				7,535,185
Total Assets	9,050,457				9,460,685
Current Liabilities	\$		\$		\$
Accounts payable and Sundry Creditors	1,292,312		1,580,167		
Deferred Grants	-		13,200		
GST liability	135,142		89,933		
Total Liabilities	1,427,454				1,683,300
NET ASSETS	7,623,003				7,777,385

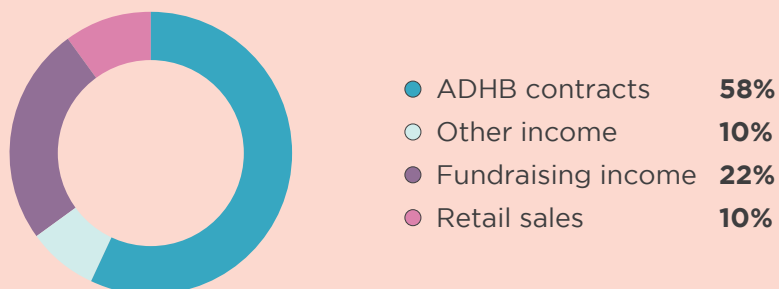
MERCY HOSPICE AUCKLAND LIMITED

Financial Performance

FOR THE YEAR ENDED 31 MARCH 2020

INCOME \$10.53 MILLION — APRIL 2019 TO MARCH 2020

(NET OF FUNDRAISING & RETAIL COSTS)



EXPENDITURE \$10.68 MILLION - APRIL 2019 TO MARCH 2020



For a full copy of the 2019/2020 Financial Statement and Audit Report for Mercy Hospice Auckland visit www.mercyhospice.org.nz

Mercy Hospice is supported by:

MERCY HOSPICE AUCKLAND FOUNDATION

An independent charitable trust established for the benefit of Mercy Hospice Auckland CC 21960.

Net Assets valued at \$7.05 million as at 31 March 2020.

MERCY HOSPICE SERVICES

A company within Mercy Healthcare Auckland group which holds investment funds on behalf of Mercy Hospice Auckland to fund long-term operational funding support.

Net assets valued at \$15.21 million as at 31 March 2020.



Mercy Hospice

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