

***Your  
Gratitude  
Report***  
2019



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***



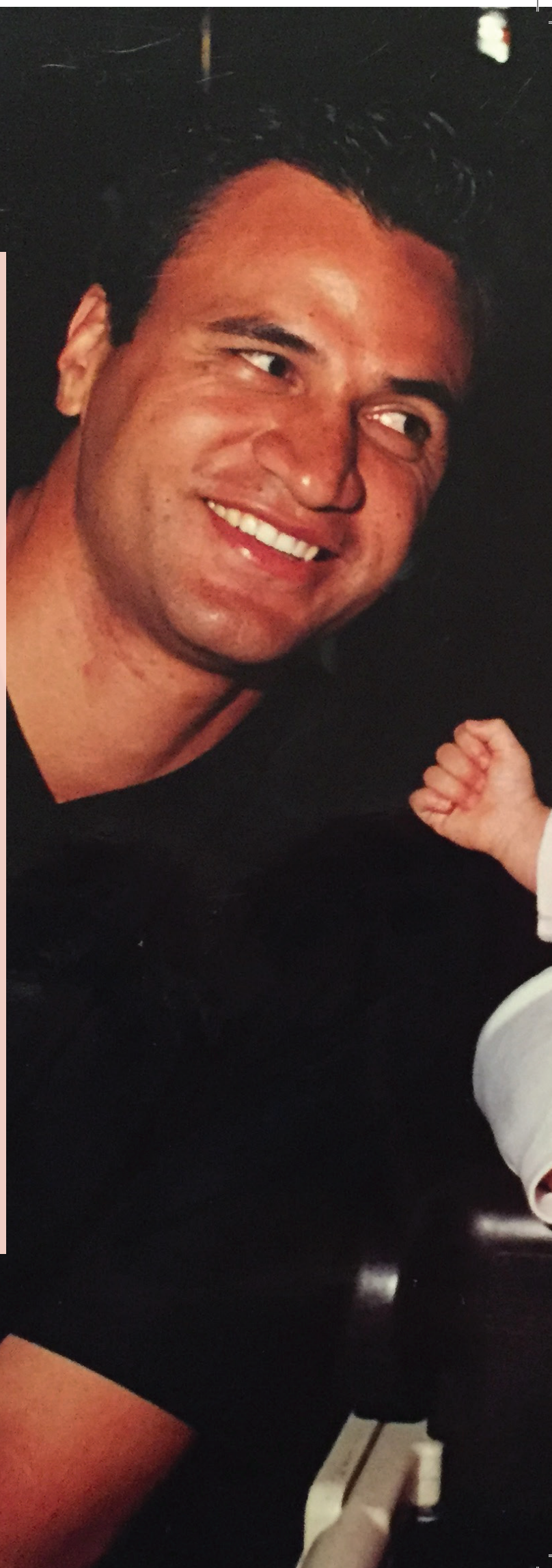
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***You felt protected  
and looked after...  
like a ring of fire  
had been put  
around you and  
that fire was all  
the team from  
Hospice saying  
'it's ok we've got  
you'.***

**Trish Guttenbeil**

Wife of Jason.

Mother to Antonia, Alex,  
Jaden and Lucus











***Why  
couldn't  
I have  
had just  
one more  
day...***

9125 days is how long I got to spend with my husband. To some of you that seems like a huge number but to me it's nowhere near enough. I wish we could have gotten to 10,000 or even just 9126. I think daily - why couldn't I have had just one more day, but then I suppose one more day would never be enough.

I was 21 when I met Jason, he was and is the love of my life. Our life together was beautiful, we have 4 amazing children and it was probably similar to yours; it consisted of work, family and getting on with living, or so we thought.

Jason was 45 when he was diagnosed with terminal cancer. We went into an appointment thinking it would be nothing and came out with 10 months to live. It hit us like a sledgehammer.













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*The care and compassion these people give to the patients and their entire family is unbelievable and 18 months down the line they are still here still supporting us in this journey none of us wanted to go on.*

Trish Guttenbeil







Shock. Disbelief. Horror. No words can describe that feeling. Everything went into a blur and all I remember thinking was not us, not my strong, fit, young, healthy, doesn't-even-visit-the-doctor husband but the reality was that it was us and it was Jason. This was now our reality.

Jason beat the 10 months, but it came to a point we were told hospice care was the next step and what can I say...

Mercy Hospice, from the moment we arrived it was a home away from home - you felt protected and looked after...like a ring of fire had been put around you and that fire was all the team from Hospice saying 'we've got you'.

Jason died on the 26<sup>th</sup> March 2018 surrounded by his family and looked after in a way I could never have dreamed of. The care and

compassion these people give to the patients and their entire family is unbelievable and 18 months down the line they are still here still supporting us in this journey none of us wanted to go on. I cannot thank them enough.

However, I know it's more than just the team at Mercy. I know that it's because of people like you who donate or attend events that Mercy can continue to keep their doors open. I am only too aware that Mercy Hospice needs to raise \$4 million each year to keep operating so please know that your donation definitely makes a difference and on behalf of my family, the team at Mercy and of course my husband Jason. Thank you.

**Thank you for your generous donation and know that every cent you have given goes directly into caring for patients and families like mine.**

***I know that it's because of people like you who donate or attend events that Mercy can continue to keep their doors open.***





*“we should be  
shining lamps  
giving light to all  
around us.”*

**Catherine McAuley**  
Founder of Sisters of Mercy

**300**

Average number of  
patients cared for  
at any one time

**1119**

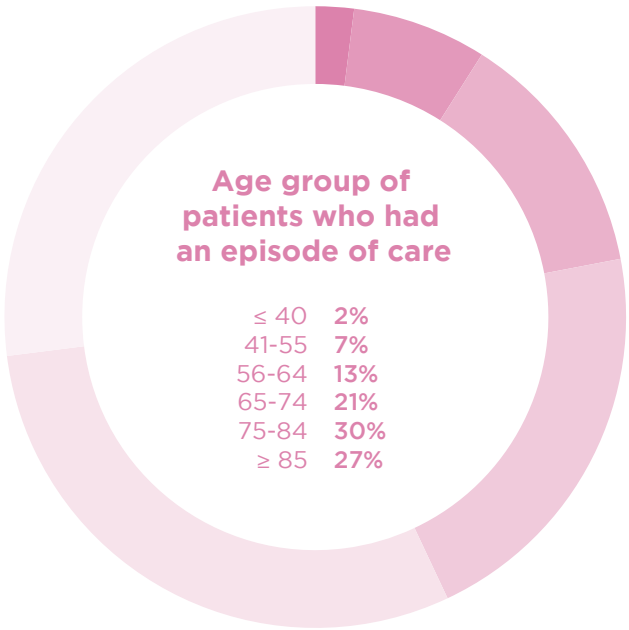
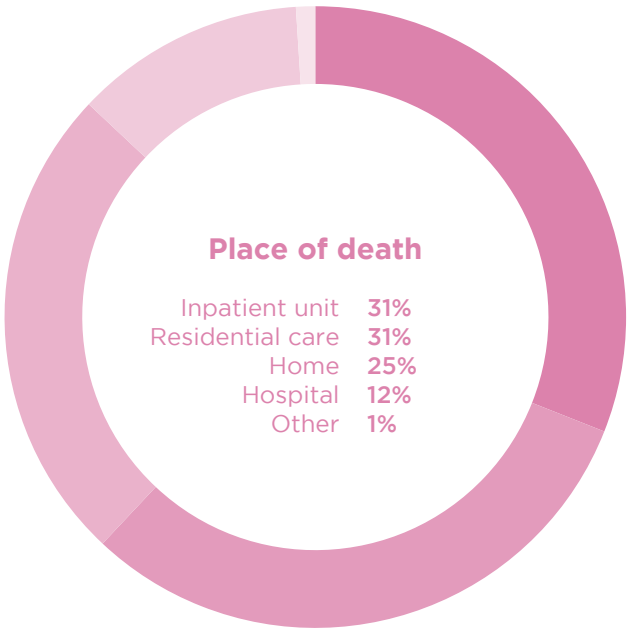
Visits by  
Family Support  
to people in community

**7625**

Visits by  
Community Nurses  
to people in community

**292**

People admitted  
to inpatient unit  
with average stay of  
10 days



**407**

**Patients and families  
who attended Manaaki**

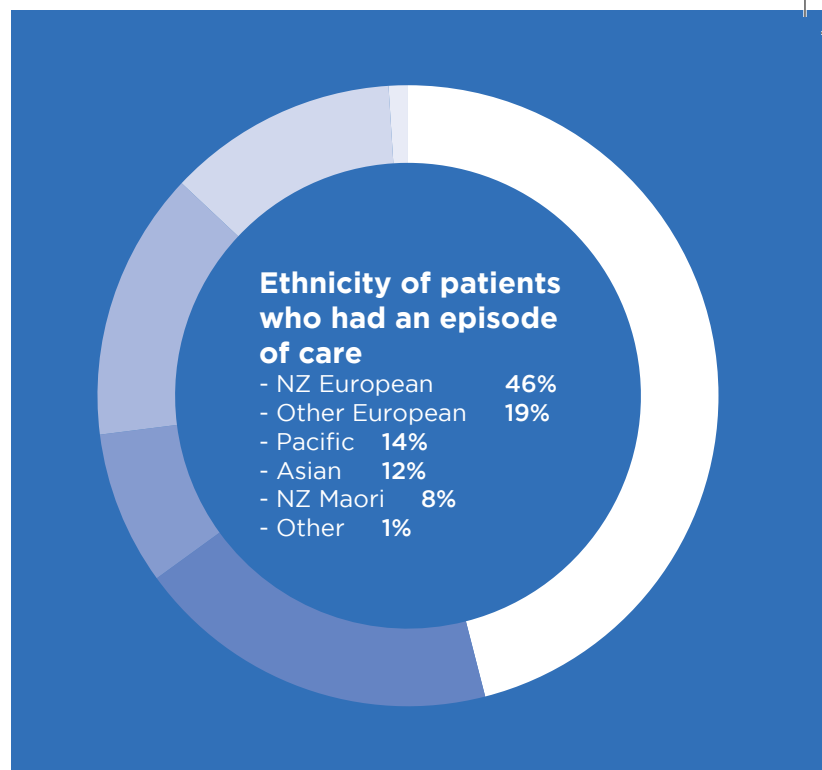
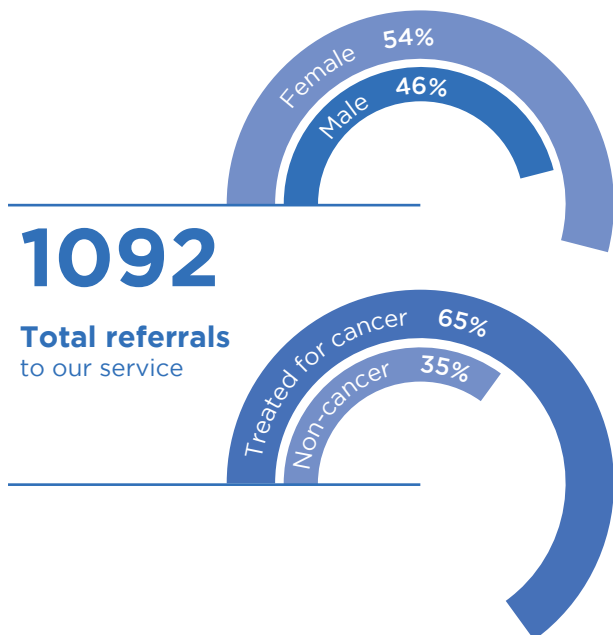
The Manaaki Programme offers information and support to assist patients and families/whanau to cope with the challenges that they face daily at home and in the community.

21	Family carers
141	Pharmacists
37	Nursing students
44	Medical
187	Allied health
343	Medical students
971	Health care assistants
1359	RNs/ENs
227	Other students
612	Other

**People who participated in  
our education sessions**

**3942**



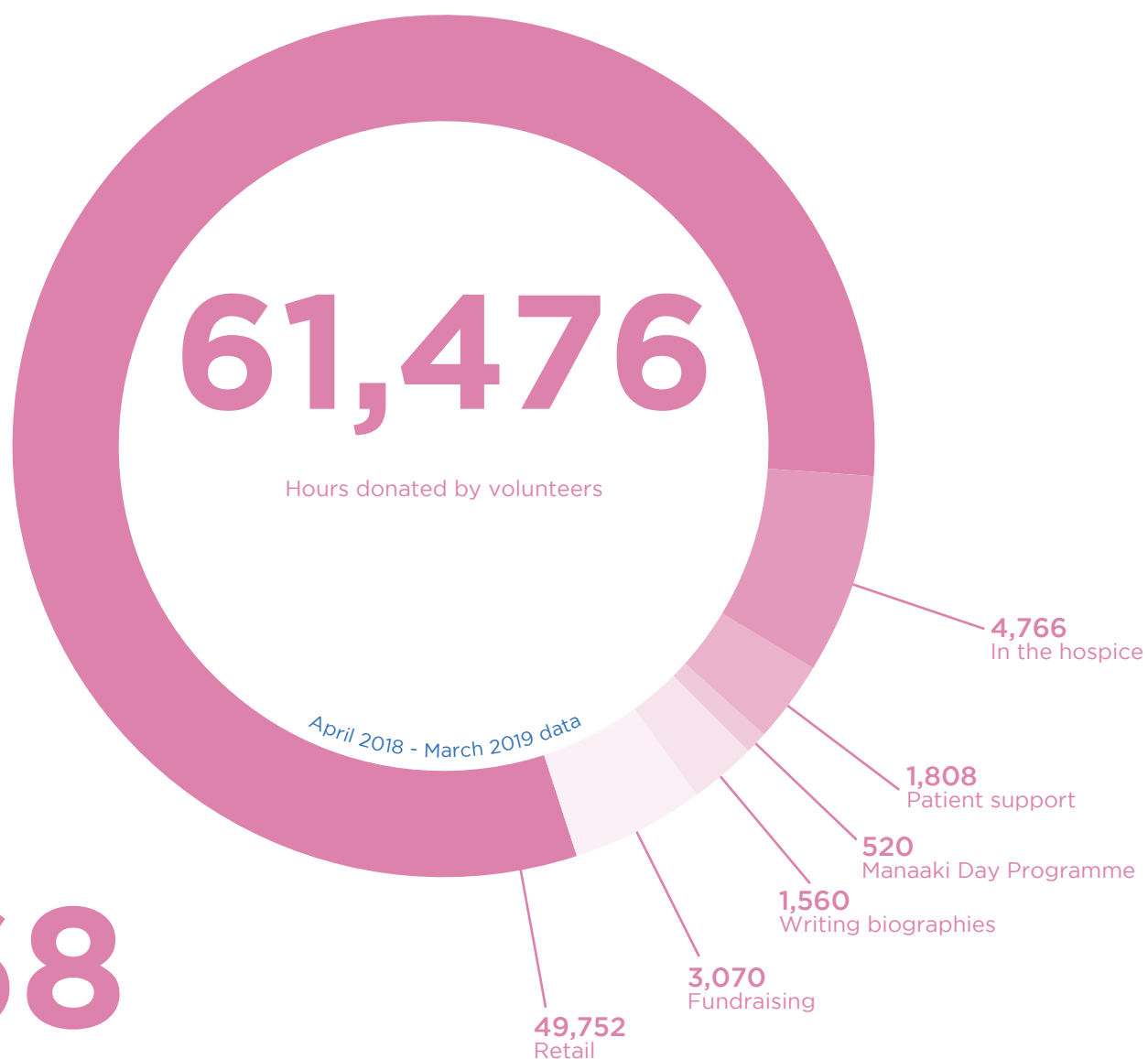


Net raised from donations and fundraising

**\$2,627,554**

Net Hospice Shops raised

**\$1,018,464**



**568**

People who volunteered



## ***Our Board***

Arthur Morris  
***Board Chair***

Denise Downey rsm  
***Director***

Sue Keppel  
***Director***

Dr Arthur Morris  
***Director***

Patricia Rowe rsm  
***Director***

Dr Barry Snow  
***Director***

Frank Tuck  
***Director***

## ***Our Executive Team***

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***

MERCY HOSPICE AUCKLAND

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***Thank you to Trish Guttenbeil  
for sharing your story.***

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## ***How you can help***

We support people living in the Auckland District Health Board area.

This covers Auckland City and the central suburbs from Glendowie in the east to Avondale in the west, Herne Bay in the north to Otahuhu in the south. Specialist inpatient care is also provided to people from Waiheke and the islands of the Hauraki Gulf.

Our services are provided 24 hours a day, 7 days a week.

### ***Get involved***

You can make a donation online [www.mercyhospice.org.nz](http://www.mercyhospice.org.nz)

Donate quality items to any of our hospice shops [www.hospiceshops.org.nz](http://www.hospiceshops.org.nz)

### ***There are many ways you and your business can get involved***

Contact **Natalie Macaulay**

DDI 09 361 5966 E [nmacaulay@mh.org.nz](mailto:nmacaulay@mh.org.nz)

### ***When the time is right, please consider remembering Mercy Hospice in your will***

Contact **Natalie Macaulay**

DDI 09 361 5966 E [nmacaulay@mh.org.nz](mailto:nmacaulay@mh.org.nz)

### ***You can volunteer your time by***

- Working in one of our retail shops
- Helping at a fundraising event or street appeal
- Providing support to patients

Contact

**Nix Johnson**

DDI 09 376 7567 E [njohnson@mh.org.nz](mailto:njohnson@mh.org.nz)

OR

**Sue Campin**

DDI 09 376 7574 E [scampin@mh.org.nz](mailto:scampin@mh.org.nz)



## Our message to you

Welcome to our Annual Gratitude Report for 2019, with a very special word of thanks to everyone who has supported Mercy Hospice this year. In August 2019 we welcomed the new Mercy Hospice Board Chair, Dr. Arthur Morris who has taken over from Mr. Denis Wood, whom we would like to thank for his 15 years of incredible and dedicated service.

Arthur and I would like to express our profound thanks to every staff member and volunteer who have contributed to continuing the exceptional care and support we have given to over 1000 patients this year.

It is fitting that in this Gratitude Report, we hear directly from Trish Guttenbeil who describes just what it meant to her to have Mercy Hospice by her side through the tragic loss of her husband, Jason. Hearing directly of the care and support our staff have offered Trish and Jason, shows just what Mercy Hospice is all about. We talk in this report of the numbers of people we care for, our financial results, the hours of care we deliver and the important things that have been achieved. This is the care we have provided to 1092 patients, and their families this year alone.

Mercy Hospice has been constantly transforming to meet the ever-growing need for palliative care in Auckland, and we are proud of the leadership we have shown. With the responsibility of being Auckland City's contracted palliative care provider, we are working with ADHB to create the future for palliative care. But more than that, we are rising to the challenge of meeting the needs of our community.

Our Gratitude Report opens with a quote from the founder of the Sisters of Mercy, Catherine McAuley. It is fitting now, in Auckland that Mercy Hospice is in some way giving light to all around us, with our care, support and vision for the future.



Arthur Morris  
BOARD CHAIR



Paul Couper  
CHIEF EXECUTIVE



MERCY HOSPICE AUCKLAND LIMITED

# Statement of Financial Performance

FOR THE YEAR ENDED 31 MARCH 2018

	31 MARCH 2019		31 MARCH 2018	
OPERATING INCOME	\$	\$	\$	\$
DHB contract income - patient services	5,937,766		5,831,910	
Other contract income	601		4,472	
Other operating income	876,077		598,238	
Interest received	29,519		37,764	
	6,843,963		6,472,383	
OPERATING COSTS	\$	\$	\$	\$
Salaries and wages	(7,593,000)		(7,107,973)	
Agency Payments	(115,569)		(153,005)	
Contract Payments	(178,840)		(116,157)	
Other Staff Costs	(513,450)		(409,213)	
Patient Care Costs	(422,469)		(397,841)	
Facility Operating Costs	(509,255)		(497,817)	
Administration Costs	(792,706)		(723,225)	
Depreciation	(359,452)		(332,933)	
	(10,484,741)		(9,738,164)	
OPERATING DEFICIT	(3,640,778)		(3,265,781)	
FUNDRAISING	\$	\$	\$	\$
Income from donations and fundraising	3,551,785		3,297,573	
Expenses - Fundraising	(924,231)		(908,021)	
	2,627,554		2,389,552	
RETAIL	\$	\$	\$	\$
Income from shop sales	2,874,445		2,707,539	
Expenses - shops	(1,855,981)		(1,831,721)	
	1,018,464		875,818	
Net Surplus/(Deficit) for the Year	5,240		(411)	
STATEMENT OF MOVEMENTS IN EQUITY	\$	\$	\$	\$
FOR THE YEAR ENDED 31 MARCH 2018				
Opening Equity		7,772,145		7,772,556
Net Operating Surplus/(Deficit) for the year		5,240		(411)
Total recognised revenue and expenses		5,240		(411)
Closing Equity		7,777,385		7,772,145



MERCY HOSPICE AUCKLAND LIMITED

# Statement of Financial Performance

AS AT 31 MARCH 2018

31 MARCH 2019

31 MARCH 2018

	\$	\$	\$	\$
Retained earnings	7,772,144		7,772,555	
Net Operating surplus / (deficit) for year	5,240		(411)	
Equity		7,777,385		7,772,145
Total Equity		7,777,385		7,772,145

## Represented by:

Current Assets	\$	\$	\$	\$
Cash	840,794		240,263	
Short Term Deposits	334,619		1,173,924	
Accounts receivable	721,152		694,291	
Prepayments	28,935		25,580	
		1,925,500		2,134,057

Non-Current Assets	\$	\$	\$	\$
Capital work in progress	614,335		306,631	
Buildings	6,120,233		6,202,838	
Furniture, Plant and Equipment	489,093		270,691	
Shop fixtures & fittings	114,925		65,355	
Motor Vehicles	196,599		204,939	
		7,535,185		7,050,454
Total Assets		9,460,685		9,184,511

Current Liabilities	\$	\$	\$	\$
Accounts payable and Sundry Creditors	1,580,167		1,167,469	
Deferred Grants	13,200		170,827	
GST liability	89,933		74,071	
Total Liabilities		1,683,300		1,412,366
NET ASSETS		7,777,385		7,772,145



## MERCY HOSPICE AUCKLAND LIMITED

# Financial Performance

FOR THE YEAR ENDED 31 MARCH 2019

### INCOME \$10.49 MILLION — APRIL 2018 TO MARCH 2019

(NET OF FUNDRAISING & RETAIL COSTS)



### EXPENDITURE \$10.48 MILLION - APRIL 2018 TO MARCH 2019



For a full copy of the 2018/2019 Financial Statement and Audit Report for Mercy Hospice Auckland visit [www.mercyhospice.org.nz](http://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 \$7.14 million as at 31 March 2019.

### 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 \$16.08 million as at 31 March 2019.





## **Mercy Hospice**

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Email: [admin@mh.org.nz](mailto:admin@mh.org.nz)

[www.mercyhospice.org.nz](http://www.mercyhospice.org.nz)