

LIVE EVERY MOMENT

IMPACT REPORT 2020/2021



“

your compassion & softness gave me strength to be support to all those I love; give space when required & nurture when needed. What a beautiful journey we had, with tears & laughter all the while surrounded by your compassion.

Thank you for reminding me of what a caring & compassionate heart, living in the moment & just being can bring calm and joy at such a difficult time.

Chrissy

“

We just wanted to say a huge thank you for taking such amazing care of dad in the last days of his life. He was more comfortable in your care than he had been in a while and it is a relief to us that he didn't die in pain.

The Brown Family

“

Mercy Hospice is such a wonderful place and the few days Mum spent there had such a positive impact on the three of us.

Sophie, Paddy & Tommy

“

Thank you all for your care of our beloved Paddy.

The Foote Family

“

Even though Greg's death was expected I don't think there is anything that really prepares you for the reality.

I know I have a long road ahead but I can move forward knowing that the love I had from Greg will endure me for my life time.

I will be forever humbled and grateful to you all.

Cheryl

“

You gave Dad a death and th was so important

Jenny, Rebecca, Mark, Nicki + Mel



“

We want to thank you for your excellent work caring for my dad, Francis, during his final moments.

Being comfortable had been a very important aspect for dad and without all of your efforts, this would not have been possible.

Jeong, Soo and Jason

“



We Love you Dad! Geoff. What a legend you are!!

Thank you to all of the Staff for taking such good care of my dad. He really enjoyed his last few weeks.

Geoff + family

“

OUR GRATEFUL THANKS TO
ALL YOU VERY SPECIAL PEOPLE
FOR THE LOVING CARE
AND SUPPORT YOU GAVE TO
BOTH JAMES & AMY.

The Merrill Family

peaceful
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to us. 

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Graham



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ABOUT MERCY HOSPICE

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 History

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 ki 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.

THANK YOU FOR THE IMPACT YOU HAVE MADE

The past twelve months were difficult for New Zealanders due to the outbreak of Covid-19 with the health, social and community issues that accompanied the pandemic.

Hospices around the country, including Mercy Hospice, found themselves in the challenging position of those who need the comfort the most were unable to get that from their whānau and friends.

Mercy Hospice continued to deliver the utmost care, relief, and dignity to those we served, through our dedicated and committed team of nurses, doctors and councillors who provided compassion and quality of care 24/7.

And for this, our message to you, is ***thank you***.

For those who have used our services, thank you for your patience as we navigated a new world. For our team who worked tirelessly at Mercy Hospice under these tough circumstances, thank you. And to our incredible community supporters who remained volunteering, shopping in our stores or giving financially through a gift, thank you.

In this year's impact report, we provide stories of resilience and dedication, a sense of community and what palliative care really means to those who work in this specialist health service. We also share how we are starting to glean important learnings from the pandemic to better serve the evolving palliative care needs of our patients, and the challenge we are embracing to make our services increasingly accessible to a wider cross-section of our local population.

Here at Mercy Hospice, our team has ensured all clinical services were continued in our inpatient unit as well as in the community. Contact was maintained with all patients and their whānau and we provided support on

average to 313 people at any given time.

Also included is our 2020/2021 financial summary.

The effects of Covid-19 continue to be felt, especially with the closure of our shops and cancellation of fundraising events. More than ever, we need support to be able to continue to provide the high level of wrap-around services we do.

As we transition into this new normal, the Mercy Hospice Leadership Team is looking at how we can ensure we are resilient and sustainable moving forward. A few examples include, new fundraising initiatives, an online retail store and retail strategy, community engagement and ensuring all staff and volunteers continue to be safe, kind, and as productive as possible.

As we continue to draw on our values of tapu o te tangata (dignity), aroha (compassion), mahi rangatira (quality) and whakanui (respect), Mercy Hospice remains dedicated to our patients and their loved ones. We rely on the loyalty of our volunteers, the generosity of our donors and the conscientiousness of our staff.

If there is anything Covid-19 has taught us, it's to take a breath. There is only so much one can do and some things are out of our control. Covid-19 invites us to Live Every Moment. Take time to enjoy the smaller things in life, slow down the pace and spend precious moments with our loved ones.

Thank you. We wholeheartedly appreciate everything you do to make Mercy Hospice the special place it is for those who require palliative care, now and long into the future, no matter what happens.



Dr Arthur Morris
BOARD CHAIR



Dene Coleman
CHIEF EXECUTIVE

HOW WE HELP

Te Korowai Atawhai Mercy Hospice provides a range of specialist community palliative care and hospice services for people facing life-limiting illnesses, caring for them with the utmost professional skill, compassion, dignity and quality of service. We also offer support to whānau, friends and carers to help them cope with problems arising from the illness.

All services are offered free to patients and their families, regardless of age, ethnicity, means or religion, thanks to the generosity of our community.

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 Mount Wellington 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.

Our range of services include specialist care in the community, 13 inpatient beds, a day-stay programme, counselling, family / spiritual / cultural support, education and training.



Inpatient Unit (IPU)

Patients in our IPU, and their whānau and friends, are cared for by a team of specialist palliative care doctors and nurses. They also have access to the wider multi-professional Hospice team, which includes counsellors, occupational therapist, a spiritual care worker and a social worker, cultural liaison workers, physiotherapy and lymphoedema therapy.

Mercy Hospice maintains the highest standards of record-keeping on its activities and the decisions that affect patients' health. Records kept include information about patient health and any care or treatment patients receive. For example, tests, X-ray scan results, X-rays, clinic and assessment letters. All patient records are stored electronically.



Community Care

Following quite literally in the footsteps of tradition with Catherine McAuley's Sisters of Mercy, who were known as 'The Walking Nuns', the Mercy Hospice community team visits patients, their families, and carers, in their homes.

This team includes:

- A Palliative Care Nurse Practitioner and experienced registered nurses
- A physiotherapist,
- A lymphoedema therapist,
- The Family Support Team, including social workers, counsellors, cultural support workers and a spiritual care coordinator
- Support from Mercy Hospice Palliative Medicine Specialists, (senior doctors)
- Trained volunteers also assist with practical support.

The community team provides a high standard of care for patients and whānau to help them adjust to lifestyle changes caused by their illnesses. The service includes:

- Home visits and support for patients living at home or in residential care
- Thorough assessments and development of a plan of care
- 24-hour phone access for advice
- Liaison with general practitioners and other health professionals involved in the patient's care
- Advice and support for carers.

"to cloak with care"

"to be held"

"a hug"

"a sense of pride"

"providing care on patients' terms"

"a privilege"

"Pallium – to cloak (wrap around)"

"an environment which encompasses total, holistic care"

"for staff – rapidly evolving speciality area"

"constant struggle for funding to create an ideal end of life care"

What does 'Hospice' mean to you?

We asked our nursing staff from the Inpatient Unit team to share their thoughts on the meaning of 'hospice'...

"a specialist area"

"respect for the intrinsic worth of a person"

"a care facility specialising in Palliative care, symptom management and End of Life care for client and family"

"safe place to face"

"all encompassing care"

"a caring home life environment providing end of life care of a high standard"

"a centre of excellence for end of life care"

Family Support

When patients face a life-limiting illness, Mercy Hospice understands the importance of holistic care, whānau (family) support, cultural and spiritual practices. With aroha (compassion) and whakanui (respect) at the centre of our care, the Family Support Team encourages working in partnership with what 'living every moment' means to our patients and their whānau, continuing this support after someone has died.

Whānau Atawhai is a diverse mix of professional disciplines. Made up of counselling, social work, Māori, Pasifika and Chinese cultural liaison, occupational therapy and spiritual care, our whānau can provide:

- Counselling
- Bereavement support
- Social support, advocacy, education & liaison
- Facilitation of residential care
- Spiritual Care coordination and exploration of meaning, connection and purpose
- Māori, Pasifika and Chinese cultural liaison and support
- Social connection, information and education through 'The Manaaki (Day) Programme'
- Support and provision in ongoing education programmes for healthcare professionals that help them grow in self awareness and understanding of how they can bring a holistic approach to care delivery.

Learning and Development

The Learning and Development team at Mercy Hospice enables its staff and external clinical and non-clinical professionals to absorb and stay up to date with a broad range of palliative care knowledge and skills.

We do this through a variety of blended learning plans, comprising experiential face-to-face workshops and interactive E-learning available from the Mercy Learning Zone. Our learning plans strive not only to build skills and confidence across networks but also to support a shared care approach in whatever setting is needed.

Subjects cover a range of clinical areas within palliative care, such as Last Days of Life, Recognising and Acknowledging Dying and Ongoing Assessment, Pre-emptive Prescribing and Documentation. We also offer non-clinical but complementary courses focussing on encouraging relational, communication and self-awareness development.

Collaboration with wider initiatives

Mercy Hospice works closely with the Poi initiative, which is run by the five specialist hospices of Auckland with the aim of supporting palliative care capacity in primary care (general practice and residential care facilities).

Poi MDTs offer consultation and education for clinicians, and do not see clients directly. Poi promotes the use of evidence-based tools in the early recognition of need for palliative approach to care (last 6-12 months of life). Having holistic conversations with clients and whānau around planning for the future and supporting quality of life. Clients can have a Poi palliative plan (PPA) and be referred to hospice later if needed. Poi is not for clients who are already under active care of hospice.

Current planned initiatives include: Think Tank Community Engagement, Pushing Up Daisies, Community Networking, and Manaaki / Mafana Mai.



A discipline of holistic, multidisciplinary symptom management and care for dying patients and their families.

YEAR
IN REVIEW

How many community nurse visits did we make?

5,484

How many community nurse contacts in total
(inc face to face, telephone calls, video meetings,
email responses, case management)

20,895

How many people attended Manaaki?

498

Average number of people
cared for at any one time?

313

How many family support visits?

4,931

Number of admissions to the IPU

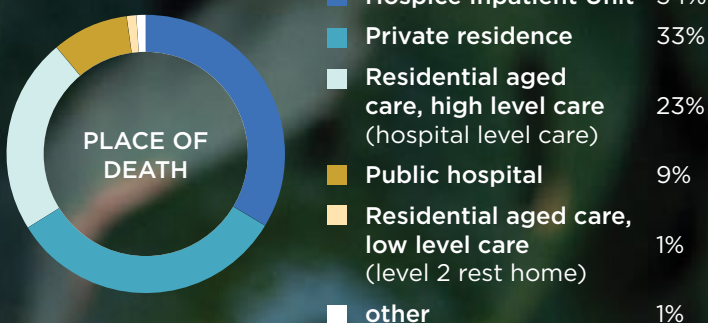
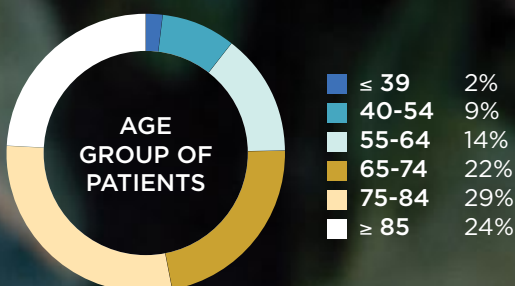
248

Average length of stay in the IPU

10 DAYS

52%  48% 

57% cancer diagnosis 43% non cancer



*MELAA: Middle-Eastern, Latin American and African

Trends and challenges – community focus

2020 has been repeatedly described as “unprecedented” and the pandemic continues to impact life on multiple levels, not least the cumulative global death rate, which at October 31, 2021 stood at over 5,004,855 (Source: World Health Organisation).

In the context of palliative care, Mercy is adopting a growth mindset to begin the process of extracting key learnings from the pandemic so that we can adapt to the rapidly evolving palliative care needs of our population. For example, the impact of alert level restrictions on physical distancing have directly impacted patients’ and visitors’ attendance at College Hill. This has required our Community Palliative Care (CPC) teams to adapt and integrate the latest safety protocols while continuing to meet the highest clinical standards and nurture relationships with patients and their whānau.

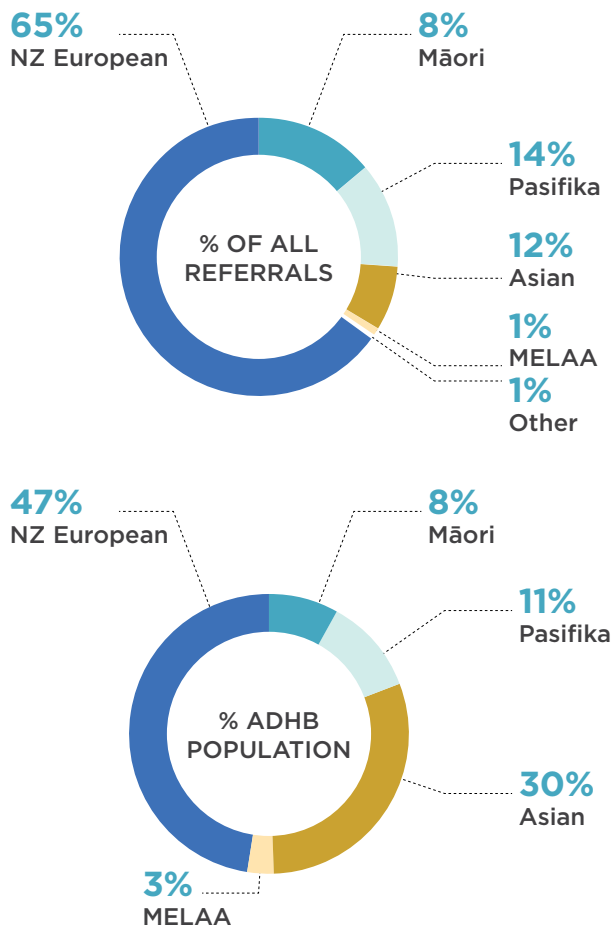
This is an ongoing task, requiring careful data analysis, collaboration, and discussion, about which we will be reporting over the coming years, sharing our learnings, observations, and planned responses.

On a broader level, hospices face the ongoing challenge of remaining relevant, responsive and accessible due to the sheer demand for palliative care, which exceeds what many hospices can provide directly for everyone in the community. As a result, already busy primary care providers, such as GPs and specialist teams in hospitals, are doing what they can to cater for patients and whānau. Here, the opportunity is for greater levels of collaboration and alignment among health providers on how best to meet our communities’ palliative care needs.

The following data highlights how different patient segments are currently represented at Mercy.

Interestingly, while this data shows how the total number of Māori, Pacific People, Middle-Eastern, Latin American and African (MELAA) patients is comparatively low, they also comprise the majority of our patients under the age of 65. In fact, 23% of all referrals were under the age of 65 years and 10% of all referrals were under the age of 55 years. In terms of ethnicities, of all Māori referred, 42% were younger than 65 years; of all Pacific People, 31% were younger than 65; of all Asian referred, 31% were younger than 65; of all NZ European referred, 17% were under 65.

These observations demonstrate the range of care we provide. Symptom management – the control of pain or nausea or shortness of breath for example – is a priority and the expertise of the clinical teams is significant. Psychosocial supports are different according to circumstances. The primary carer for a patient in their 80s may also be elderly and have mild dementia or another chronic health condition. The patient in their 30s or 40s may be the primary breadwinner for the family. These facts invite our teams to flex and respond quickly with the help of other services in the community – including residential care facilities, general and nurse practitioners, and the multidisciplinary teams in the Calder Centre (Auckland City Mission) and Auckland Hospital.



A close-up photograph of two women embracing. The woman on the left has long brown hair and is wearing a dark blue top. The woman on the right has dark hair tied in a bun and is wearing a leopard print top. They are both smiling and looking down at each other. The background is blurred, showing colorful patterns.

***Hospices face the ongoing
challenge of remaining
relevant and accessible while
still being fully immersed in
the clinical care of our local
communities.***

IMPACT ON PATIENTS

Scruff's Story

Scruff was a gentleman who said his home address was Grey Lynn Park. He was an ex-roadie with a wicked sense of humour and a desire to die under a specific tree in Grey Lynn Park. With no proper address, no GP and no family to care for him, Scruff was invisible, particularly to the health services. Our hospice nurses could sometimes find him in the park, but not always.

One of our nurses went to check on him and they were lucky enough to find him. That day Scruff was in a lot of pain and very ill. Our nurse felt he was in the last days of his life. Scruff was incredibly strong and independent but he was so unwell that day that he agreed to be admitted to our inpatient unit. During Scruff's time at Mercy Hospice he was provided with the care he needed to settle his pain, in a way that was acceptable to him.

Scruff was a straight talker and he told us, in his colourful way, how much it had meant to him to have been treated with kindness and respect. He died four days after admission to Mercy with hospice nurses at his bedside.

Scruff didn't get his wish to die under that tree in Grey Lynn Park but he came close. If Scruff had stayed in the park he would have remained invisible and he would have died in pain and alone. And that's not ok.

Instead Scruff's story has shown how important that Mercy Hospice services are available to all. He was provided the opportunity to die with dignity and respect from our nurses. Those that know Scruff remember him with great fondness - his colourful personality will go down in history.





Ryan's Story

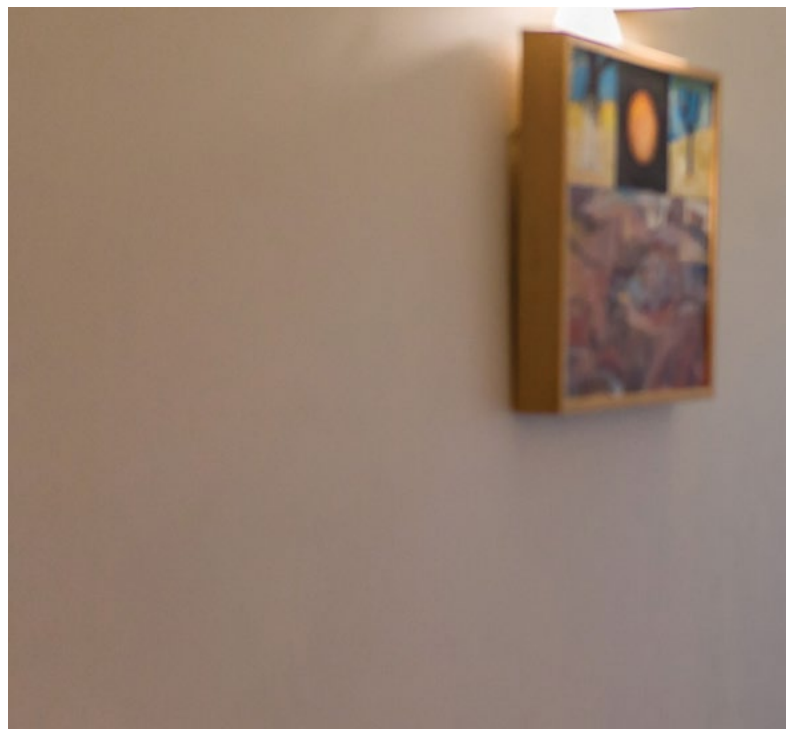
As you know, millions of people around the world have experienced the devastating effects of Covid-19. Many have lost loved ones or know of those who have. And for some, it's not the virus that impacts them most. It's the other effects of lockdowns, like isolation, loss of freedom or anxiety. These can sadly make how they are feeling physically even worse. And yet somehow within these situations, something wonderful is possible.

When we met Ryan, he was suffering from a severe brain condition, a cancer that affected his ability to talk and eat, and a long-term mental health issue. On top of this, Ryan was separated from his partner but his relationship with his 12-year-old son was good.

However, as Ryan's condition worsened, his appearance became frightening to his son, and this made it difficult for them to meet up. Ryan's family was overseas, and unfortunately because of Covid-19 travel restrictions, this meant they were unable to visit either. Video chats were the only way for his family to connect, and although these were helpful, it made it hard for staff to deliver the news that Ryan was very unwell and unlikely to be alive at Christmas. This was extremely upsetting to hear for his family, and as you can imagine, even harder in lockdown. All they could communicate was that they wanted him to be comfortable and not in pain.

Covid-19 was stopping this family from coming together at a time when they needed each other most. Faced with this, Mercy Hospice staff had the absolute honour and privilege to be there for Ryan and his son, when his family could not. Sometimes, even out of the worst situations, there are moments that enable us to be present and compassionate with the people we care for. What a gift this is to each of us.

IMPACT OF GIVING



Appointing our Hugh Green Foundation Fellow

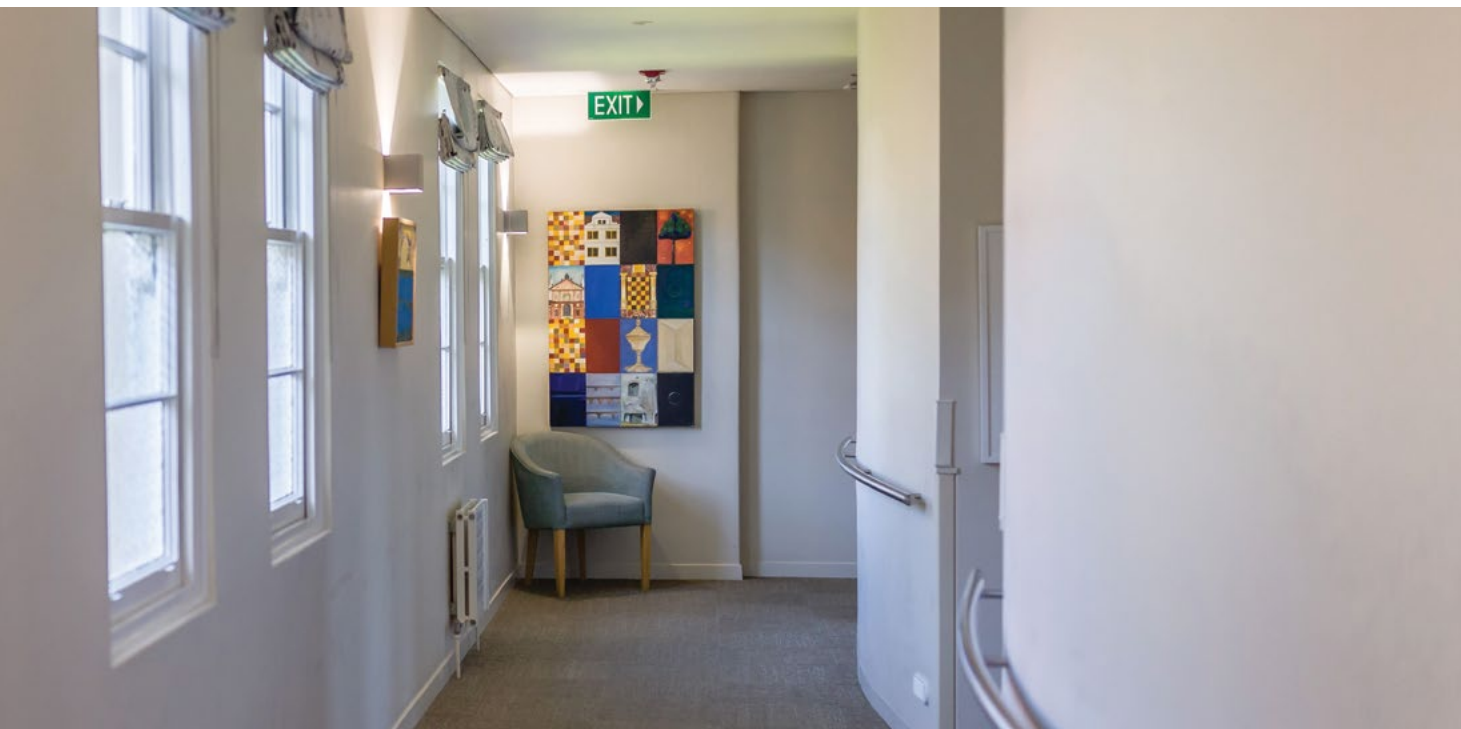
Seven people die every day in Auckland. Out of those seven, three are living with a life-limiting condition and will have never been seen by Mercy Hospice. This means, they have not seen a specialist palliative care doctor, and would not have had the expert care that Mercy Hospice can provide.

Who are these people not receiving the care they need? It is the patients who need it most and they:

- Live in residential care,
- Are rough sleepers,
- Are of different ethnicities or cultural groups,
- Live in deprivation,
- Live with mental health problems, or
- Live with long term conditions such as heart failure.

These people need specialist care but do not have access to it at Hospice. Mercy Hospice can do better, and we will do better to reach the people of Auckland who need it the most. But we can only do it with your help. Currently the four specialist palliative care doctors at Mercy Hospice provide 24/7 medical care to the patients in our 13-bed Inpatient Unit.

They also support our community nurses with advice as needed for the approx. 300 patients who are living in their homes with significant palliative care needs. Working this way means that the small number of patients who need inpatient services receive this care from our highly qualified doctors. Although effective for the patients under our care at Hospice, we are not reaching the most vulnerable in our society.



To reach the people who are unreachable at present, we need to change our ways of working. We must mobilise our team of specialists to where the need is greatest and that is out in the community caring for everyone who needs it.

What impact so far has the programme had through funding from the Hugh Green Foundation?

Through significant funding from the Hugh Green Foundation we have started to bridge this gap through the establishment of a Fellow-level doctor in the Inpatient Unit. This has released our specialist doctors and our Hugh Green Foundation Fellow into the community and since our Fellow commenced we have begun work to establish collaborative partnerships with our communities. These partnerships include communities of non-governmental organisations and health professionals who also provide palliative care in Auckland.

Over the next three years, the planned key objectives of the programme are to:

- Develop and provide a responsive sustainable, collaborative and visible expert medical service in the community,
- Provide clinical leadership in palliative medicine in the community,
- Work with general practitioners and doctors in residential care facilities (RCFs) to reach the people who are in need and are not referred to Hospice,
- Work with community groups and non-governmental

- organisations to make information available,
- Work with residential care facilities to identify and support the needs of their residents and workforce,
- Work with diverse and minority groups 'at their place' to hear what their needs are and how they feel we can help,
- Work with researchers to improve palliative care in the community.

Introducing our Hugh Green Fellow Calum Cunningham

Our Fellow, Calum commenced his fellowship on 2 February this year. The plan for Calum has been to spend the first six months in the Mercy Hospice Inpatient Unit to develop his clinical understanding and skill base of palliative medicine and includes completion of the Clinical Diploma in Palliative Medicine offered by the Royal Australasian College of Physicians. The diploma includes a major case report and a log book of 50 patients managed by Calum with outcomes and learning. The diploma process develops understanding of palliative care culture and interdisciplinary palliative care. Calum is on track to submit his work to the RACP at the beginning of September.

On behalf of the leadership team, Board of Directors, those we serve, and those we are still yet to care for, we extend our heartfelt thanks to the Hugh Green Foundation. We simply could not make the difference to Aucklanders' lives without your ongoing support, compassion and care.

Second Time Lucky

After much finger-crossing by the Friends of Mercy (FOM) team, Sunday February 14th dawned fine and slightly overcast. It was the perfect day for the staging of FOM's Alfresco Party in the Garden, an event originally planned for March 22nd, 2020 and postponed with the advent of Covid-19 lockdown to Valentine's day 2021.

The stunning gardens so generously provided by Jeff and Chrissy Douglas, were the perfect backdrop for an afternoon of mingling, chatting, eating from the delicious grazing table and platters of canapés and enjoying bubbles, fine wines and thirst-quenching brews. All these factors helped FOM achieve their stated objective - raising funds for the heart of Mercy.

Vigorous bidding for the main auction items as well as the highly contested silent auction, raffles and donations all contributed to the gross return of \$160,000 for Mercy Hospice, the net result of which will go directly to patient care, as per the FOM Deed of Trust.

A big vote of thanks must go to FOM's generous sponsors - Douglas Pharmaceuticals, Guardian Group and Mondiale, Giving Time, the Jackson Family Trust and Ray White Epsom - as well as all those too numerous to mention here, who willingly donated goods even in these tougher times.

Of course the day only reached its tremendous results thanks to all the wonderfully supportive guests, whose deep pockets helped achieve this incredible result, and to the Hon. Judith Collins who made a brief visit in spite of behind-the-scenes news that led to lockdown halfway through the afternoon. Thanks also to MC Paula Bennett who kept the day moving along and Jeff Tubman, the hard-working auctioneer.

The 13-strong FOM team who made the event happen in the first place were overjoyed with the day. Not surprisingly, they all breathed a sigh of relief that lockdown hadn't happened earlier in the day, postponing this event for a second time!

To find out more about Friends of Mercy visit www.friendsofmercy.co.nz.



The Friends of Mercy team

Left to right

Penny Clydesdale, Karen Beard-Greer, Jackie Bott, Sharon Nightingale, Kate Shaw, Stephanie Tattersfield, Margo Stewart, Di Goldsworthy, Michele Whitecliffe, Cheryl Whiting, Chrissy Douglas.

Absent from the photo

Krissy Jackson, Maria Ryder





“

Such a beautiful place with excellent hosting, made you want to relax and give to the charity and many wonderful donations from many people made the day a success.

To you and your wonderful committee, congratulations on having such a successful afternoon. My friends and I really enjoyed everything about it...

IMPACT OF COVID-19

For all the disruption, distress and frustration Covid-19 caused in 2020, the caring, professional teams at Mercy Hospice responded with determination to fulfill our mission and serve our community with the same vigour and compassion that Catherine McAuley and her Sisters of Mercy modelled so many decades ago. The pandemic is an invitation for us to adapt, connect, and embrace the challenge to innovate our way to greater levels of care and community engagement. Together, we have the opportunity to turn a crisis into collective awareness and growth. And it can all start with a conversation over a comfortable cup of tea.





In total, Tennis for Mercy raised over \$20,000, an absolutely wonderful result!

Fundraising

The key theme for fundraising and marketing during this financial period was remaining flexible and adaptable to Auckland's ever-changing circumstances. As such, our flagship fundraising event "10 - A Celebration of Tastes", which traditionally brings in over \$400,000 had to be postponed until November, when it raised \$335,000. Despite this, other fundraising events that were able to go ahead, included Leap for Life, Tennis for Mercy, and Hunker Down with Hospice (online quiz).

Following the end of this financial year and taking into consideration the experience of the first Covid-19 lockdown in 2020, it was decided to adapt Mercy's fundraising strategy by shifting our focus away from physical fundraising events to platforms, alliances and concepts that will generate more sustainable revenue streams. This is an exciting, innovative area which is being continually developed by the Fundraising and Marketing team. We look forward to reporting more on this in subsequent reports.



Retail

In addition to the pivot with fundraising, we have also prepared our first-ever Retail Strategic Plan for the coming years.

Mercy Hospice has nine second-hand shops located in: Blockhouse Bay, Ellerslie (Homeware upstairs, Furniture downstairs), Mt Eden, Mt Roskill, Point Chevalier, Ponsonby, Remuera and Royal Oak. As well as our shops, we have a TradeMe store where we sell unique products. Part of the strategic plan includes a new Mercy Hospice Online Shop, which will feature brands from A(rmani) to Z(ara), with new items and curated collections.

Our shops rely solely on donations and approximately 300 volunteers to help staff the shops, which brings in just over \$1 million dollars net every year.

The aim of our strategic plan is to focus our stores on providing excellent service and continue to grow our presence to allow us to bring in critical funds to support the running of Mercy Hospice.

Through fundraising and retail, Mercy Hospice needs to raise close to \$4 million every year so that we can provide the quality care we do.



“

Thank you, and like I said, with so much being cancelled last year due to Covid-19, including so many fundraising events, we just thought any opportunity people have to do something has to be helpful for organisations like Mercy Hospice.



OUR LEADERSHIP



Directors

Dr. Arthur Morris - Board Chair

Susan Keppel

Patricia Rowe rsm

Dr. Barry Snow

Nicholas Francis

Joanna Simon *(commenced - 18 February 2021)*

Aaron Hockly *(commenced - 18 February 2021)*

Francis Tuck *(retired - 30 April 2020)*

Denise Downey rsm *(retired - 25 May 2020)*

Executive Team

Chief Executive Officer - Paul Couper *(Finished December 2020)* /
Peter Buckland *(acting from December 2020)*

Medical Director - Dr Pam Jennings

Strategic Clinical Director - Dr Carol McAllum

Human Resources Manager - Cheryl Kenwright

Clinical Services Manager - Collette Parr-Owens

Operations Manager - Teina Stewart

Financial Controller - Caroline White

Marketing, Funding and Retail Manager - Anna Baird *(commenced Jan 2021)*

Coordinator Mission Integration - Andrew Bell

OUR PEOPLE

Staff numbers

Total Perm	126
Casual PT	12
SOM	1
Fixed Term	10
Total staff	149

Gender

Male	19
Female	130

Role breakdown

Clinical	76
Non-clinical	73

Medical Team

Perm PT	2
Perm FT	3
Fixed Term	2
Contractor	0

Poi Team

Perm FT	1
Casual PT	0
Perm PT	0
Fixed Term	3

Family Support Team

Casual PT	0
Perm PT	6
Perm FT	1
Fixed Term	1

Operations Team

Casual PT	2
Perm PT	8
Perm FT	7
Fixed Term	0
Contractor	0

Quality and Risk

Perm FT	1
---------	---

Learning and Development Team

Fixed Term	0
Perm FT	2
Perm PT	1

Marketing & Fundraising Team

Perm PT	1
Perm FT	3
Casual PT	0
Fixed Term	2

Retail Team

Casual PT	5
Perm PT	30
Perm FT	3
Fixed Term	0

Finance Team

Perm FT	0
Perm PT	1
Contractor	0

HR Team

Perm PT	3
Fixed Term	1

Executive Team

Perm PT	1
Perm FT	5
Fixed Term	0



521

VOLUNTEERS

gave their time for Mercy Hospice services in 2020/2021



40

FUNDRAISING



358

RETAIL



195

PATIENT CARE SERVICE

PATIENT CARE CATEGORIES

Driving	30
Companionship	86
Manaaki	8
Tea & Drinks Trolley	69
Gardening	1
Admin	12
Baking	10
Flowers	3
Hair	4
Life Reviews	12
Massage & Aromatherapy	3
Sewing	5

In reality, our volunteers often work across multiple categories of care and service, such as retail and companionship, or retail and driving. This makes it a challenge to make the numbers add up. But what a good problem to have!





Meet Gerard, one of our most devoted volunteers

Gerard Lynch has been volunteering for Mercy Hospice, mainly in transport, for almost eight years, which makes a real difference to our patients' day-to-day lives. Gerard is always willing to get behind the wheel and drive our patients to wherever they need to go, whether it's our weekly Manaaki Programme (day programme) to specialist appointments, or a hair appointment. He also provides companionship from time to time, bringing light and good company to patients, while also giving respite to tired caregivers.

Gerard revealed that in his work for Mercy Hospice, it can be quite heart-wrenching to move between enjoying new friendships and then letting those go. However, he finds a lot of meaning in helping people in their last stages of life. A few years ago, for instance, a gentleman who loved fishing had a wish to go for one last angling adventure. Gerard helped him fulfill his wish and swing his fishing pole for the last time, even while sitting in his wheelchair.

Gerard's empathy allows him to acknowledge others' humanity and helps our patients to live with dignity. Thank you, Gerard, for having such a positive impact and bringing to life Mercy Hospice's values of Compassion, Respect and Dignity. You are the embodiment of the difference we can all make in others' lives.

Update. As a result of Gerard's story being posted on our Facebook page recently, we received almost 40 supportive comments from our followers. One of these, came from a gentleman, who shared how touched he had been by Gerard's work, as he too had been the recipient of Hospice care at an earlier stage in his life when he was "surrounded by people like Gerard".

Meet Amy, motivated to serve by compassion

Hi, I'm Amy Smit, I'm in my final year of medical school and have been volunteering at Mercy Hospice since 2019 doing the tea and drinks trolley. I started volunteering over my summer holidays and loved it so much I haven't stopped since! It's been a privilege to have served the hospice community over this time and I feel so lucky to be part of a welcoming and supportive community.

I decided to volunteer at the hospice as I know the pain and heartache that comes with losing a friend or family member and wanted to do my part to ease the grief in those final moments. I chose Mercy Hospice specifically because of their selfless work in delivering palliative care as well as their dedication and passion for what they do.

I could never foretell that volunteering at the hospice would return to me so much more happiness and meaning than I could ever put in. Through volunteering and getting to know people at hospice I've learnt more about myself and the compassion of others than anywhere else in my life. It's really been a special experience that has helped me grow as a doctor and a person.





OUR HEARTFELT
THANKS

To those who left a gift to Mercy Hospice in their will; to our tireless volunteer Fundraising Committee, and our ever-passionate team at Friends of Mercy, sincere, heartfelt thanks for your incredible acts of generosity and support. Thank you also to the growing list of regular givers, whose much-needed monthly donations provide invaluable reassurance during these uncertain times.

There are simply not enough pages for us to individually thank everyone who has donated their time or money to keep Mercy Hospice's services free throughout the year, but please know that your support is gratefully received and perpetually treasured.

CHARITABLE TRUSTS

Ara Lodge No 348 I.C. Charitable Trust
Barbara T Lipanovich & Robert Ned Covich Charitable Trust
China Chamber of Commerce in New Zealand
Duo Trust
Estate of Ernest Hyam Davis and Ted & Mollie Carr Endowment Trust
Heathcote Trust
Hugh Green Foundation
Joyce Fisher Charitable Trust
Karo Trust
Lottery Grants Board
Mt Wellington Foundation Ltd
Perpetual Guardian
Peter & David Picot Charitable Trust
Rachel Dennerly Liver Transplant Trust
The Sir William and Lady Lois Manchester Charitable Trust
The Jogia Charitable Trust
The Masfen Foundation

COMMUNITY GROUPS

Baradene College of the Sacred Heart
Combined Probus Club of Epsom
Epsom Bowls Inc
Fabuleux Vous
Rotary Club of Epsom
St Francis Anglican Church
St Therese Indoor Bowling Club

SPONSORS

Barfoot & Thompson
BNZ
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BUSINESSES

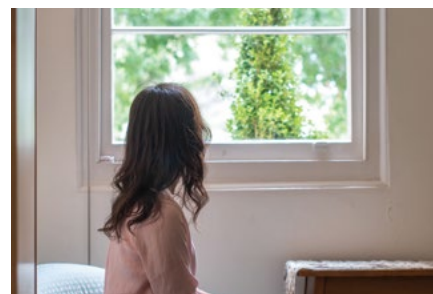
Auckland City BMW
Auckland Philharmonia Orchestra
BNI Achievers
BNI Means Business
BNI Parnell
Carlton Party Hire
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Matrix Security Group Ltd
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NATIONAL SPONSORS

BNI New Zealand
Dilmah
Farmers
Harcourts
House of Travel
Quest

CONTINUING THE IMPACT

A better quality of life is possible for Central Auckland's palliative care patients, and there are lots of ways you or your organisation can make this happen when you turn your compassion into action.



Give a regular gift

A monthly donation provides reassurance to whānau that their loved ones will receive the highest level of care during these uncertain times. You can make your monthly gift via direct debit, from your bank account, or through payroll giving. Visit mercyhospice.org.nz or call **0800 888 474** to donate today.

Give a one-off gift

You can make a one-off donation from your debit or credit card at mercyhospice.org.nz. Call **0800 888 474** or email getinvolved@mh.org.nz to discuss other ways to donate.

Leave a gift in your Will

After taking care of your family, please consider leaving a portion of your estate to Mercy Hospice. No matter the size, your gift will ensure that those in our community needing palliative care receive it with the utmost professional skill and respect. To find out more, please email hello@mh.org.nz

Volunteer

There are a variety of ways to donate your time to Mercy Hospice, including: providing transport, offering companionship, making phone calls, massage, writing life stories or working in one of our retail shops.

Fundraise for Mercy

A fun way to support Mercy is to run your own fundraising event or get sponsored to take part in a challenge. Call **0800 888 474** or email getinvolved@mh.org.nz to find out more.

Support through your business or workplace

There are many ways to support Mercy through your business or workplace; sponsorship, funding critical services and medical equipment, volunteering, payroll giving and much more. Call **0800 888 474** or email getinvolved@mh.org.nz to find out more.

Join Mercy's online communities

Facebook

[@mercyhospiceakld](#)
[@Mercyhospiceshopnz](#)

Instagram

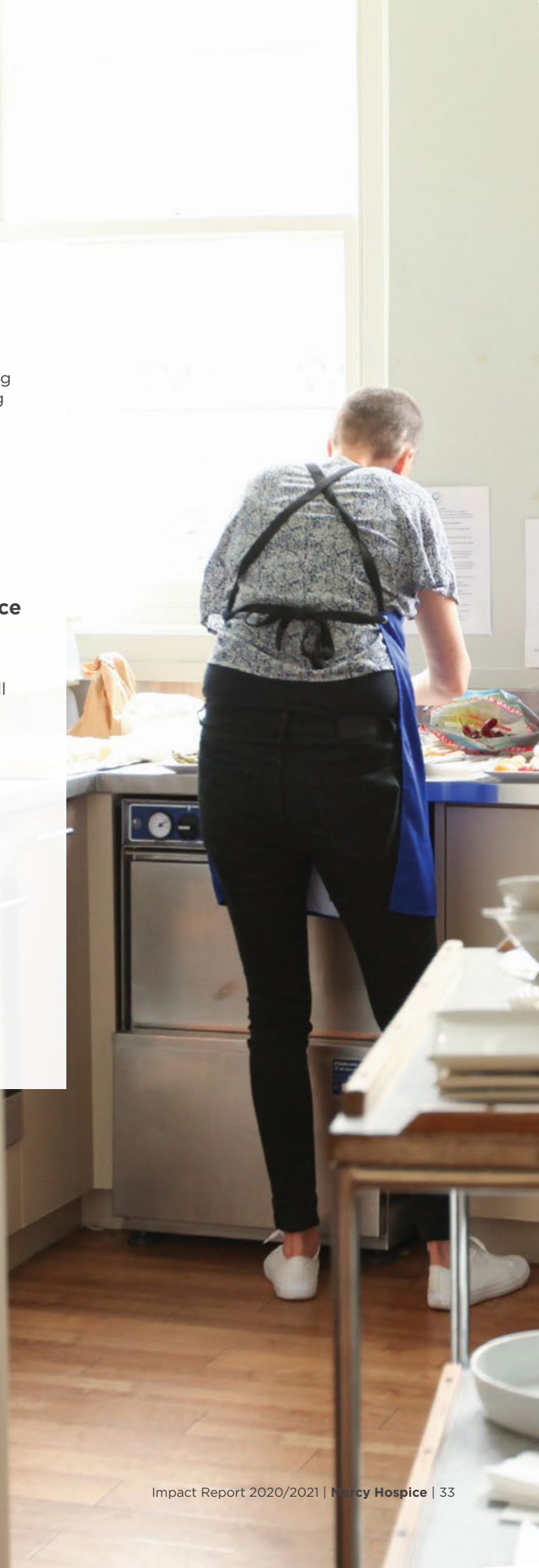
[@mercyhospiceakld](#)
[@Mercyhospiceshopnz](#)

LinkedIn [@company/mercyhospice](#)

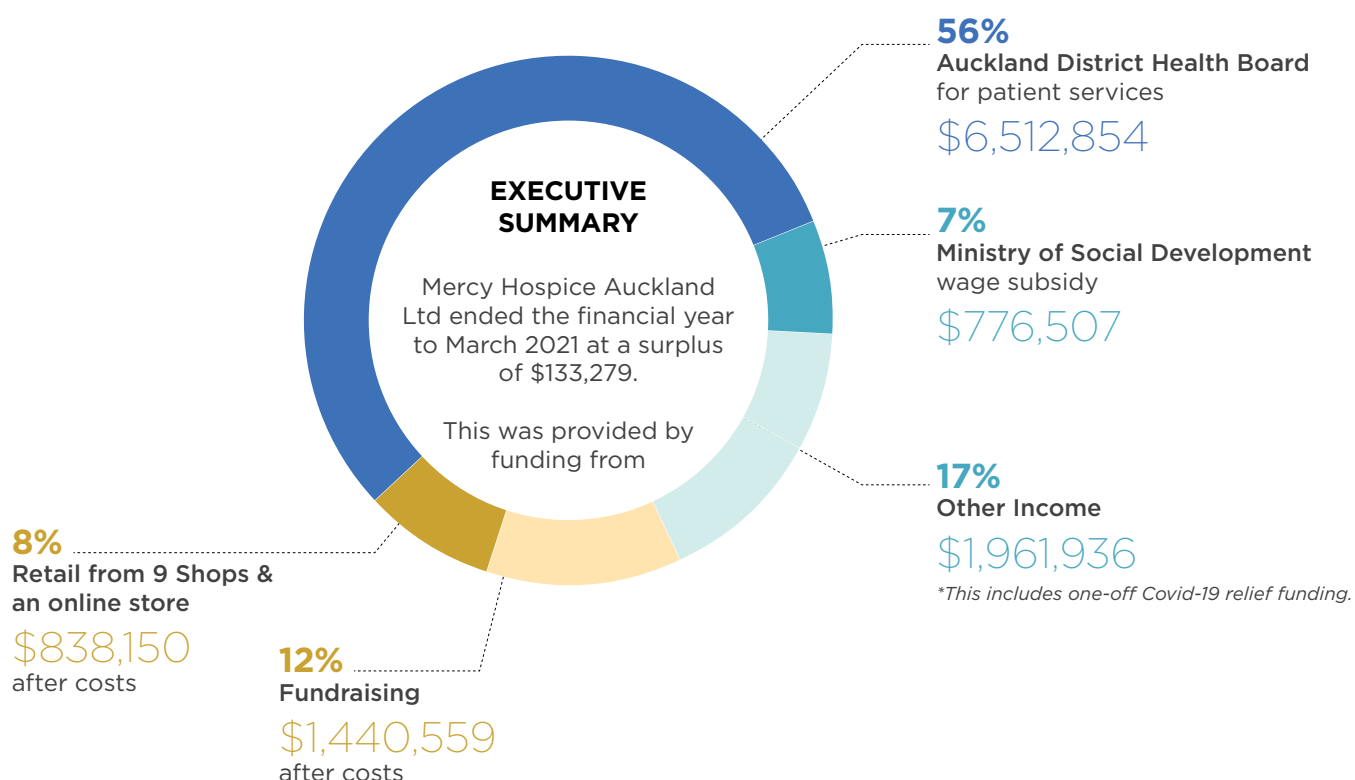
Website mercyhospice.org.nz

\$145,330

was donated in memory of loved ones in the last year.



FINANCIAL SUMMARY AND REPORT



OPERATING COSTS

75%

Operating costs, of which 75% are for clinical and other staff costs, amounted to

\$11,402,727.

After those costs, the deficit was (\$2,145,340) which was covered by the income from fundraising and our retail shops.

The 11 weeks where the shops were unable to open their doors affected Mercy Hospice significantly. Terrific support on the re-opening from our very generous supporters and shoppers helped reduce this lack of income. Similarly, generous support from our donors offset the lack of income from fundraising events that were unable to be held.

Without that generous support, Mercy would have been in a significantly worse position and unable to provide the high quality of care that is so very important in palliative care.

KPMG issued an unqualified audit report on the financial results, with the exception of the Fundraising Revenue. This is a historical issue due to cash controls not being able to be fully implemented due to the nature of the cash contributions.

MERCY HOSPICE AUCKLAND LIMITED

Statement of Financial Performance

FOR THE YEAR ENDED 31 MARCH 2021

	31 MARCH 2021		31 MARCH 2020	
OPERATING INCOME	\$	\$	\$	\$
DHB contract income - patient services	6,512,854		6,052,941	
Other contract income	5,565		1,155	
Other operating income	1,961,432		1,040,607	
MSD Wage Subsidy Received	776,507		69,533	
Interest received	929		5,576	
		9,257,287		7,169,812

OPERATING COSTS	\$	\$	\$	\$
Salaries and wages	-8,545,944		-8,128,713	
Agency Payments	-74,655		-85,697	
Contract Payments	-72,826		-130,322	
Other Staff Costs	-522,347		-337,234	
Patient Care Costs	-406,037		-359,163	
Facility Operating Costs	-499,013		-508,711	
Administration Costs	-945,279		-753,286	
Depreciation	-336,617		-377,893	
		-11,402,716		-10,681,019
OPERATING DEFICIT		-2,145,430		-3,511,207

FUNDRAISING INCOME	\$	\$	\$	\$
Net Income from donations & Fundraising	1,440,559		2,332,090	
Net income from shop sales	838,150		1,024,735	
Fundraising		2,278,709		3,356,825
Net Surplus/(Deficit) for the Year		133,279		-154,382

STATEMENT OF MOVEMENTS IN EQUITY

FOR THE YEAR ENDED 31 MARCH 2020

	\$	\$	\$	\$
Net Operating Surplus/(Deficit) for the year		133,279		-154,382
Total recognised revenue and expenses		133,279		-154,382
Opening Equity		7,623,002		7,777,384
Closing Equity		7,756,281		7,623,002

Statement of Financial Position

AS AT 31 MARCH 2021

	31 MARCH 2021		31 MARCH 2020	
	\$	\$	\$	\$
Issued capital	1		1	
Retained earnings	7,623,001		7,777,384	
Net Operating surplus / (deficit) for year	133,279		(154,382)	
Equity		7,756,281		7,623,003
Total Shareholders Equity		7,756,281		7,623,003
Represented by:				
Current Assets	\$	\$	\$	\$
Cash	1,593,923		601,636	
Accounts receivable	901,548		963,372	
Prepayments	60,279		35,322	
		2,555,750		1,600,330
Non-Current Assets				
Intangible work in progress	674,201		636,801	
Capital work in progress	95,790		17,240	
Buildings	5,851,407		5,986,858	
Furniture, Plant and Equipment	519,128		452,761	
Shop fixtures & fittings	182,659		207,418	
Motor Vehicles	149,052		149,049	
		7,472,237		7,450,127
Total Assets		10,027,987		9,050,457
Current Liabilities				
Accounts payable and Sundry Creditors	1,890,937		1,292,312	
Deferred Grants	300,000		-	
GST liability	80,769		135,142	
Total Liabilities		2,271,706		1,427,454
NET ASSETS		7,756,281		7,623,003

MERCY HOSPICE AUCKLAND LIMITED

Financial Performance

FOR THE YEAR ENDED 31 MARCH 2021

INCOME \$11.54M - APRIL 2020 TO MARCH 2021

(NET OF FUNDRAISING COSTS)



COSTS \$11.40M - APRIL 2020 TO MARCH 2021



For a full copy of the 2020/2021 Financial Statement and Audit Report for Mercy Hospice Auckland visit www.mercyhospice.org.nz

Mercy Hospice is supported by:

MERCY HOSPICE FOUNDATION

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

Net Assets valued at \$8.4 million as at 31 March 2021.

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 \$18.3 million as at 31 March 2021.

Our service is **free**,
but we can't do it
without you.

Shop.
Volunteer.
Donate.
Fundraise.

Help us care and
protect all our loved
ones with dignity and
compassion.

MERCY HOSPICE

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