

Live Every Moment

Impact Report 2022/2023

The background of the entire page is a textured, light beige surface. Scattered across this surface are several colorful, stylized objects that appear to be made of ceramic or glass. In the upper left, there is a blue bird-like object. In the upper center, a green bird is shown in flight with its wings spread. To its right, another green bird is facing left. In the lower left, a blue object with a textured, scale-like pattern is visible. In the lower right, a large, vibrant red flower with a detailed center is prominent. At the bottom center, there are two more green bird-like objects, one partially visible and one more complete. The overall aesthetic is artistic and handcrafted.

“

***Together, we can provide
palliative care to anybody,
anywhere within our
community.***



CONTENTS

ABOUT MERCY HOSPICE	2
YEAR OVERVIEW	4
HOW WE HELP	6
YEAR IN REVIEW	10
IMPACT ON THOSE WE CARE FOR	12
IMPACT OF GIVING	16
OUR LEADERSHIP	19
OUR PEOPLE	20
OUR HEARTFELT THANKS	22
CONTINUING THE IMPACT	24
FINANCIAL SNAPSHOT	26

ABOUT MERCY HOSPICE

Our Mission

Te Korowai Atawhai Mercy Hospice is committed to continuing our heritage of partnership and service by providing the best palliative care for all.

Our Values

Kaitiakitanga - Guardianship

Te Tiriti o Waitangi and Mercy's unique partnership with Māori, who invited the Sisters of Mercy to Aotearoa New Zealand, are central to realising our mission.

Aroha - Compassion

Caring and honouring the rich diversity of each person's whakapapa define how aroha is brought to life at Mercy Hospice.

Tapu o te tangata - Dignity

Treasuring all human life underpins the dignity with which people and their whānau are treated in hospice and in the community.

Mana Motuhake - Respect

Respect is experienced in the welcoming and inclusive nature of the caring for each person and their whānau.

He reo tautoko ki te rawa kore - Advocacy

Speaking out and challenging inequity in our community are evident in our choices and actions.



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.

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 and nausea.

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 their 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. This covers Auckland city and the central suburbs from Glendowie in the east to Avondale in the west, Herne Bay in the north to Mt Wellington in the south. Specialist in-patient care is also provided to people from Waiheke Island and the islands of the Hauraki Gulf.

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

YEAR OVERVIEW

Thank you for helping everyday Aucklanders to experience quality of life in the face of life-limiting illness.

Whilst the lockdowns and restrictions are behind us, the financial impact of Covid-19 is still largely being felt in our communities.

The past twelve months saw Mercy Hospice return to some sense of normality with attendance at fundraising events at capacity and our retail shops being open year-round. However, caution around spending remains; coupled with a cost-of-living crisis, it will likely take some time before our income from retail and fundraising returns to that of pre-Covid-19 levels.

Thanks to our wonderful supporters, Aucklanders can continue to access quality palliative care when they need it.

With New Zealand's ageing population, the pressure on the healthcare system, particularly palliative care, is increasing. To meet this growing demand, Mercy Hospice is collaborating with various community and health-based organisations through Honohono Tātou Katoa. We first mentioned this initiative to create compassionate communities through increased access to palliative care in our previous Impact Report, and we are pleased to let you know that the project began in February. We look forward to making significant progress towards improving the quality of palliative care services and access to palliative care within our community over the next three years.

In the 2022-2023 financial year, Mercy Hospice cared for an average of 427 patients at any one time, a 19% increase on the previous year. There was also an increase in the number of people who attended our Manaaki programme and an increase in the number of Community nurse contacts.

Due to limited funding, the number of beds in our Inpatient Unit went from 13 in 2021-2022 down to 8. As a consequence, the number of admissions to the Inpatient Unit decreased but the average length of time a patient stayed increased from 8 days to 12 days.

The past year saw an increase in the percentage of patients under Mercy Hospice care choosing a private residence as their place of death. This highlights the

need to build community primary palliative care capacity and capability through partnerships within the community.

Without the restrictions of the previous year, 2022-2023 has seen Mercy Hospice in a steadier financial position. However, whilst our income has increased, so have the costs of providing our services. To ensure these services remain free to those with a life-limiting illness, we remain reliant on the income raised through our generous supporters.

We thank you for your unwavering support of Mercy Hospice. ***We could not provide the level of care that we do without you.***



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 Auckland City and the central suburbs. 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, seven days a week.

Our range of services include specialist care in the community, 8 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 social workers, 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. The hospice does not share personal health information with people, such as relatives or friends, without a patient's explicit permission.



Community Care

Following 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 community team service provides:

- 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.

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 'live every moment' means to our patients and their whānau. We continue 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 it 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 also works closely with the Poi initiative, which is run by specialist hospices of Auckland with the aim of supporting palliative care capacity in primary care (general practice and residential care facilities).

Poi Multi-Disciplinary Teams 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 plan (PPA) and be referred to hospice later if needed. Poi is not for people who are already under active care of hospice.



Honohono Tātou Katoa

Honohono Tātou Katoa is a Mercy Hospice community initiative developed to meet the future increased demand for palliative care through improving the knowledge and availability of palliative care in the community. By drawing together health and community-based organisations, it aims to address the inequity of access to palliative care that currently exists.

Thanks to the generous support of the Hugh Green Foundation, Mercy Hospice has had the privilege of employing a Hugh Green Fellow in Public Health Palliative Care. This role increased our clinical capacity in the Inpatient Unit and provided additional skilled resource for our community outreach.

From February 2021 – February 2023, the inaugural Hugh Green Fellow, Dr Calum Cunningham, contributed significantly to Mercy Hospice and undertook a great deal of preparatory work that preceded the start of the project, including a focus on strengthening existing community partnerships. Dr Chloe Bangs, the second Hugh Green Fellow, took up the role at the beginning of February 2023. Like Dr

Cunningham, she has an enthusiasm for progressing the public health palliative care work already underway. The Hugh Green Fellowship has become an integral part of Honohono Tātou Katoa and we are grateful that it will now continue throughout the duration of the project.

With the employment of Project Manager and Community Liaison, Maria Mariotti, at the end of 2022, Honohono Tātou Katoa officially began in February 2023, with a formal launch in the community in May.

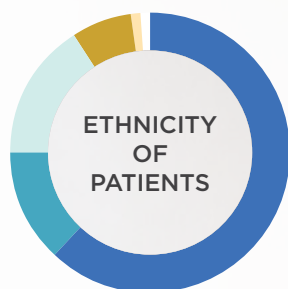
“Honohono Tātou Katoa connects us all, regardless of where we come from. Some believe it is all about dying but it’s actually all about living at a very precious time of our lives, when our physical body is failing, and the support of friends and family is of paramount importance. We know that many people are fearful of palliative care, some people are unfamiliar with it, but we believe that together we can create compassionate communities that can significantly impact end-of-life care by normalising death, enhancing death literacy, and fostering sustainable, network-based caring capacity.” – Maria Mariotti



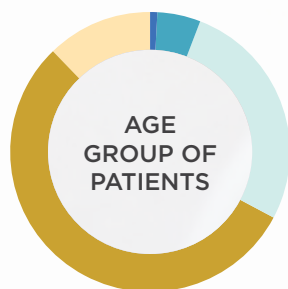
YEAR IN REVIEW

51%  49% 

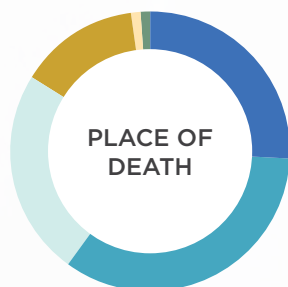
64% cancer diagnosis 30% non cancer 6% undisclosed



European	62%
Pasifika	13%
Asian	16%
Māori	7%
MELAA*	1%
Other	1%



≤ 29	1%
30-49	5%
50-69	27%
70-89	55%
≥ 90	12%



Hospice Inpatient Unit	26%
Private residence (include unit in retirement village)	34%
Residential aged care, high level care (hospital level care)	24%
Public hospital	14%
Residential aged care, low level care (level 2 rest home)	1%
Private hospital/ other	1%

*MELAA: Middle-Eastern, Latin American and African





How many community nurse visits did we make?

4,877

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

21,081

How many people attended Manaaki?

538

Average number of people cared for at any one time?

427

How many family support visits?

5,552

Number of admissions to the IPU

228

Average length of stay in the IPU

12 DAYS

IMPACT ON THOSE WE CARE FOR



COMPASSION, CONNECTION *and the Aspen Tree*

At the beginning of June last year, Malcolm Bianchi was admitted to Mercy Hospice with stage 4 lung cancer. Surrounded by his loving family, Malcolm died within 36 hours. Looking back at this special time and the three months of community support they received, Malcolm's wife Denise Bianchi shares how her family's experience of care was something she will always be grateful for.

Originally from Dagenham and Manor Park, East London, Malcolm and Denise moved to Auckland in 1987 with daughters Gina, Emma, and Leanne. Their two eldest daughters moved back to the UK in 1996 and 1998, and this led to a tradition of annual return visits. During these trips, Malcolm relished

connecting with friends at a pub local where one of his daughters lived, the Aspen Tree.

"His relationship grew with that community over the years. Whatever we did there was usually a pub involved, and the Aspen Tree was a very important part of his life whilst visiting his two eldest daughters, family and friends in the UK."

"He'd go in and give them some New Zealand mussels. He was very generous like that, and they'd sit and put the world to rights in the afternoons, as English people do. His relationship grew with that community over the years. Whatever we did there

was usually a pub involved, and the Aspen Tree was a very important part of his life whilst visiting his two eldest daughters, family and friends in the UK.”

So deep was Malcom’s connection with the Aspen Tree community, that on hearing about his death, Andy, his father Bert, Martin and a host of other friends from the Aspen Tree promptly sold over £200 worth (NZ\$500) of raffle tickets. The ticket sales provided Denise and the Aspen Tree community with a way to express their collective gratitude to Mercy Hospice.

This enabled Denise to bring together two hemispheres of care that wrapped themselves so lovingly around Malcom.

Throughout Malcom’s home support from the Community Palliative Care team to being cared for in the Inpatient Unit at 61 College Hill on June 7th, 2022, Denise was blown away by the way staff engaged with them.

“Reagan (Clinical Nurse Specialist) was phenomenal. Absolutely phenomenal. The family enveloped her as part of ours. We could not have asked for better care whilst Malcom was at home. She was bright and bubbly and Malcom loved her Dr Marten’s Boots, but it was the compassion she had, not just for Malcom but the whole family that made what she did so unbelievable. We would also like to thank Karen who was equally as amazing in her care and support of Malcom and our family.”

“We were desperate to keep him with us at home. Caring for Malcom took its toll on us all physically and emotionally. We knew the time had come and when a decision needed to be made she knelt down by the side of the bed on the Tuesday and said, ‘Malcolm, what do you want? Malcolm lay there and said ‘I just want to be somewhere I don’t feel so poorly’. And that was it, we said, right let’s make the arrangements (to move to hospice). After that he just looked so relaxed. He looked like the weight of the world had been taken off his shoulders.”

“I couldn’t have got through any of it without the support of the hospice.”

“We really couldn’t have asked for better care at Mercy. My family have connections with the Tongan community, the Filipino community, the Samoan community, any community where there’s a church, all these prayers were being said. Malcom wasn’t a religious man, but he said ‘Look, I’ll take whatever’s going’. He knew his time was limited. We just didn’t realise how little time he had. He loved that people were thinking of him at this time, and that they were thinking of me and the girls. I couldn’t have got through any of it without the support of the hospice.”

During our chat with Denise, she shared her thoughts about death, which for many people can be a difficult subject to talk about, especially if your family of origin and culture has pulled you away from having such conversations. Fortunately for



Malcolm’s family however, talking about such things came very naturally.

“We’ve always talked about life and death as a family. It’s never been a taboo subject. I know some people find it hard. But we’ve always been very open.

I lost four people that were extremely close to me within a seven-week period a couple of years before I lost Malcom, one of which was my mum. I was also the last person to see my friend, Maureen alive. Death happens to everyone, it doesn’t frighten me but that doesn’t make it any less sad.

Even now, the girls know exactly what I want even though they may not necessarily agree. They know how I feel. At one point Malcom said he wanted his ashes to be buried with his mum in Newcastle in the UK, so we’ve agreed that’s what we will do. Anyway, I’ve decided that I’m going up in a firework! So that every time someone sees a firework, they’ll think of me!”

In addition to her gratitude for the immense compassion they felt at Mercy, Denise also wanted to acknowledge the role that relationship and connection played between Malcom and the staff the family got to know so well. And in particular,

the value the family experienced around hearing regional accents.

"I do want to mention Jan, one of the nurses at Mercy. She's a lovely Geordie lady (from Newcastle in the UK). Malcolm's parents were from Newcastle, Jan took Malcolm and settled him in, she gave him a lovely massage with essential oils to help him relax. She sounded just like his mum.

And then there was Michael, the night nurse. He was a tall Welsh guy. And Malcolm's best mates in New Zealand and in the UK are both Welsh! Michael sounded just like them too."

They were two accents that were perfect for Malcolm. It was like he was with the people he needed to be with. Their accents gave him comfort.

"Jan said this was the stars aligning, which helped him to settle. They were two accents that were perfect for Malcolm. It was like he was with the people he needed to be with. Their accents gave him comfort, he heard these accents, and he trusted them. Michael was phenomenal. He said I'm just going to pop out and get him something. And when he came back, I said Malcolm's gone. It was just so quick. But you know, it was the compassion, real genuine compassion that Michael showed".

When Malcolm finally passed away on 9 June it was the end of a long journey. Denise recalls with much fondness what she experienced when it was time to leave the hospice.

It was love for somebody from many people we didn't really know but it was given so beautifully and genuinely. There was no urgency, everything was calm.

"One of the biggest things was when all the staff and nurses sang a Waiata when the funeral home came to collect him. I've never seen anything like that. Somehow or another it had been recorded, so I have it on my phone and I showed my sister in the UK and she just fell apart. She said, 'how amazing is that!' It's like they were giving him permission. It wasn't like he just left in a hearse. It was like the hospice was saying to him it's ok for you to go and move on. It's hard to describe. It was almost like a rite of passage, and it just seemed right. It was love for somebody from many people we didn't really know but it was given so beautifully and genuinely. There was no urgency, everything was calm. Everyone who cared for Malcolm got to know him and we got to know them".

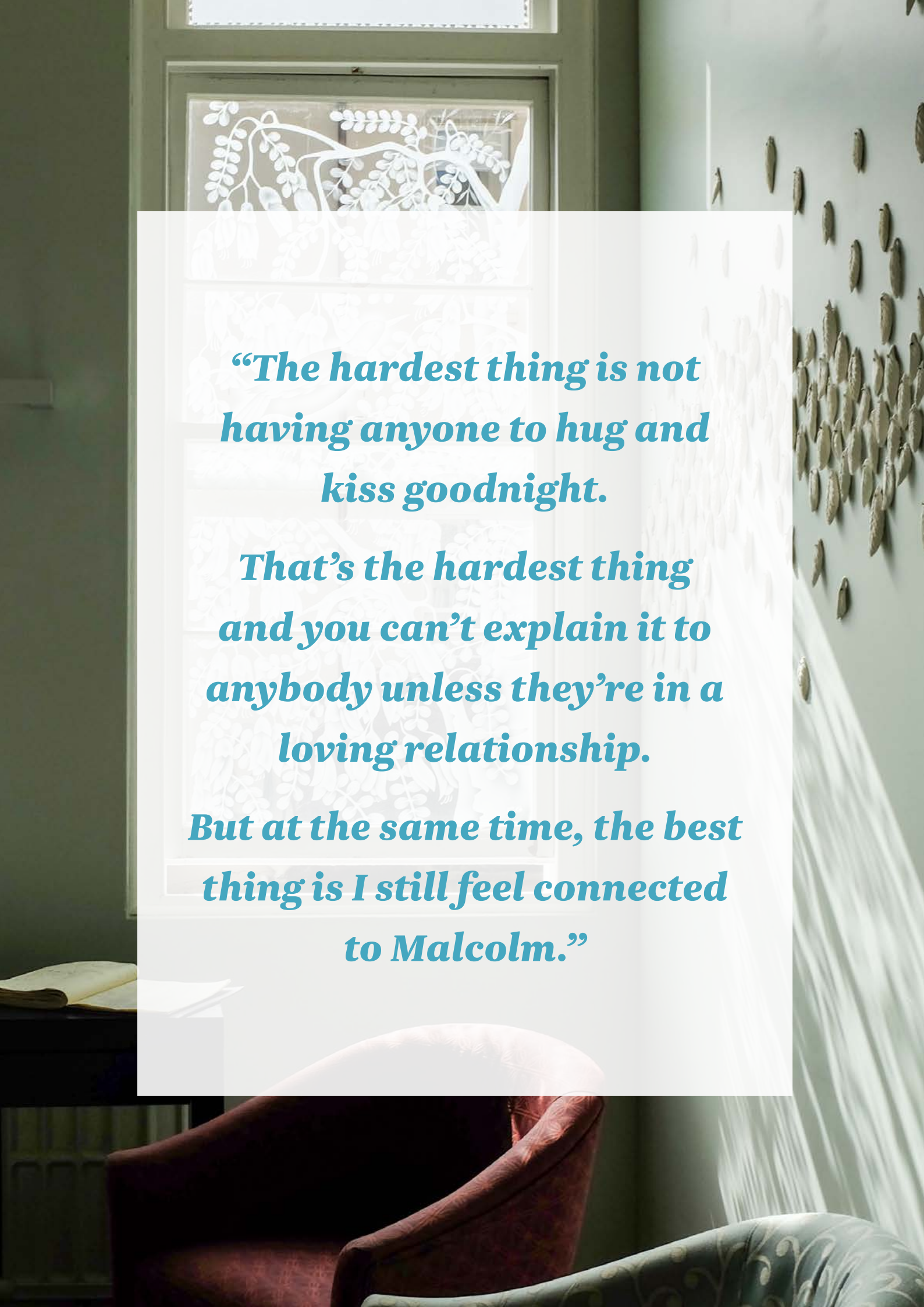
Life after the death of a loved one can often feel strange and daunting. This was no different for Denise, who shared:



"The hardest thing is not having anyone to hug and kiss goodnight. That's the hardest thing and you can't explain it to anybody unless they're in a loving relationship. But at the same time, the best thing is I still feel connected to Malcolm. He's here and always will be. I told him about his old chair the other day, the one that has springs sticking out and poking you. I said I'm getting rid of your old chair. I'm sorry I said, and I swear the house shook! And when the cyclone was coming, I said look I'm really scared, so I brought him close to me. And afterwards I just thanked him for helping me get through it."

Thank you Denise for sharing your story. This year will be 36 years living in New Zealand and is also Denise and Malcolm's 50th wedding anniversary. Congratulations. Sending much love to you and your family as you remember and celebrate the connections you have made both here and in the UK.





***“The hardest thing is not
having anyone to hug and
kiss goodnight.***

***That’s the hardest thing
and you can’t explain it to
anybody unless they’re in a
loving relationship.***

***But at the same time, the best
thing is I still feel connected
to Malcolm.”***



IMPACT OF GIVING

FUNDRAISING

With the restrictions eased and fundraising events able to be held, the past year was a hugely successful one for the fundraising team.

After two cancellations, we were finally able to hold '10' which exceeded all expectations by raising over \$600,000, the second highest amount raised by this event in its 15-year history!

In March, generous individuals and teams took part in Round the Bays, choosing to support Mercy Hospice and raising an incredible \$46,000 in the lead up to the event.

We also held a smashing-good Tennis tournament, raising \$22,000 for Mercy Hospice and thanks to the generosity of a patient, we were able to significantly increase the number of lights in our gardens for our annual Lights to Remember campaign resulting in \$75,477 raised.

These are just a handful of highlights, but we would like to acknowledge the many individuals, businesses, community groups, Trusts and sponsors who have made an impact on Mercy Hospice over the past year. We continue to be blown away by the incredible generosity of our supporters and we are forever grateful for the continued dedication to Mercy Hospice year after year.



LIGHTS TO REMEMBER 2022

At sunset on 1 December, Lights to Remember once again burst into life in the grounds of Mercy Hospice, giving hundreds of people the opportunity to dedicate a light and leave messages to their loved ones.

And what a difference from the previous year, when all that was possible was a video recorded launch from staff due to Covid restrictions. This year was all about people gathering together in the grounds of Mercy Hospice to remember and celebrate the connections that matter most. It really was a magical, profoundly moving experience for all involved.

With so many heartfelt dedications made to loved ones throughout December, it is moving to see Lights to Remember having such a growing impact on our community. Thanks to your generous donations, and a boost by a matching fund created by a small group of donors, more than \$75,000 was raised to continue the care for those with a life-limiting illness. This was the first year

visitors were able to view the lights in person, made more special with a larger part of the gardens being lit up for patients and visitors to enjoy. This was thanks to a special and lasting gift from a patient of Mercy Hospice, which gave us the ability to bring electricity to the garden.

Lee Stevens MNZOM, was receiving care in our Inpatient Unit when he reached out to us to make a generous grant through his family trust, the Rua & Clarrie Stevens Charitable Trust, managed by Auckland Foundation.

Lee was a kind and generous man who left a lasting impression on those who had the pleasure to talk to him. Lee thoroughly enjoyed our gardens and was taken by images of our first Lights to Remember in 2021. Hearing the joy it bought him, it was fitting that a portion of the grant go towards the installation of an appropriate power source in the garden to allow us to light up more of the garden during the month of December. Unfortunately, Lee didn't get to see the lights for

himself, he sadly passed away at the end of October.

His wife Penny attended our Switch On event on 1st December 2022 and was moved by the atmosphere. "You can feel the warmth, it feels like you're getting a big hug from everyone who's passed here."

We are grateful to Lee and his generosity through this grant, which also helped in many other areas. To think of helping Mercy Hospice at a time when we were helping him through his final weeks was a true testament to the type of person he was.



GAME, LUNCH AND LAUGHS AT TENNIS FOR MERCY

On 4 November, Tennis for Mercy went ahead under beautiful blue skies and a hot summer sun and raised an absolutely smashing \$22,000!



90 participants enjoyed a day of good-natured doubles at Herne Bay Ponsonby Rackets Club and Pompallier Lawn Tennis Club, followed by a delicious gourmet lunch in Mercy Hospice's courtyard.

Miss Clawdy provided mouth-watering food, Soho Wines filled glasses, Baker's Delight and No Ugly ensured ample snacks and refreshments, and Auckland Carlton Party Hire arranged the beautiful lunch set up. To all our ever-willing volunteers for making everything run so smoothly, thank you! We really couldn't have done this without your support. Thank you also to, Davis Funerals, for their ongoing sponsorship of this much-loved event, now in its 12th year.

10 - A FORCE FOR CONTINUING THE CARE AT MERCY HOSPICE

After two cancellations and lockdowns, supporters and organisers were overjoyed when '10' finally went ahead on May 22 at the spectacular Cordis, Auckland.



More than 400 compassionate, generous Aucklanders, seven incredible sponsors, the crème de la crème of Auckland's hospitality, Friends of Mercy, and our devoted supporters, came together to connect and make a magnificent difference to their local community. The final amount raised was over \$600,000, which smashed all expectations and comes in as the second highest amount ever reached in the 15-year history of this event!

This is such a heart-warming, hope-inducing achievement, especially meaningful for you, lifelong supporters of Mercy, our patients and their families, and all who work tirelessly at Mercy, at College Hill, in our shops, and behind the scenes to continue serving with love, compassion and the highest standards of care.

At the heart of this event was the impact that care at Mercy has on families. Heartfelt gratitude goes to the Guttenbeil whānau, including Dain and Antonia who openly and courageously shared their experience.

THE BEST ROUND THE BAYS EVER!! INCREDIBLE FEATS OF KINDNESS



Thank you to the incredible teams and individuals who chose to convert their kindness into action by participating in Round the Bays in March, raising over \$46,000 for people facing life-limiting illnesses and their families. This beats previous years by a huge margin and meant that Mercy Hospice fundraisers raised the most out of the 81 charities raising funds. Phenomenal!

Our heartfelt thanks to Claire's Team, BNI All in for Hospice, Family Support Wacky Races, ACG College Parnell, our individual fundraisers, and to sponsors New World Victoria Park and MOTAT.

Our top fundraiser, Claire's Team, participated in honour of Dr Claire McLintock and the work Mercy Hospice does. Claire spent the last week of her life at Mercy Hospice last December, where she and her family and friends received an outstanding level of care and comfort from the staff.

A LASTING GIFT TO MERCY HOSPICE

Mercy Hospice would like to thank all our supporters who have left a Gift in their Will to our service. Often, we will never know the reason for their kindness, only the incredible impact such a gift provides. So, we are particularly pleased when we get to thank people in the here and now and learn from them why they care so greatly.



Allan Taylor, is one of those kind supporters. Allan shared with us that he has left a Gift in his Will because of the kindness and compassion shown to his late wife, Carol, before she died in 2009 while a patient at Mercy Hospice. "The hospice was wonderful to Carol and our family, and my hope is that my gift will make it possible for more people to experience the same level of care and support that we did."

Because of Allan, and many others who have chosen this way to donate, Mercy Hospice has confidence that we can weather any financial storms (or pandemics), and continue to be available to Aucklanders needing our service long into the future.

If you would like to find out how you can support Mercy Hospice through a Gift in your Will, please contact hello@mh.org.nz.

OUR LEADERSHIP



DIRECTORS

Dr. Arthur Morris (Board Chair)

Dr. Barry Snow

Sr Patricia Rowe

Aaron Hockly

Joanna Simon

Nicholas Francis

EXECUTIVE TEAM

Chief Executive Officer - Dene Coleman (Finished January 2023)

Chief Financial Officer - Caroline White

Medical Director - Dr Pam Jennings

Director Quality and Partnerships- Dr Carol McAllum

Head of Nursing and Clinical Services - Collette Parr-Owens

Head of Fundraising, Retail and Communications - Anna Baird

Head of People and Culture - Cheryl Kenwright (*Finished September 2022*) /

Gwen Arago-Kemp (*from September 2022*)

Head of Mission Integration - Andrew Bell

OUR PEOPLE

With the ever-changing level of restrictions through the COVID-19 Protection Framework, to the end of most restrictions in September 2022, our staff and volunteers remained resilient. We value their unwavering commitment and compassion towards our patients and families.

STAFF

TOTAL STAFF	GENDER
187	27  160 
	ROLE BREAKDOWN
	92  95 
	Clinical Non-clinical





VOLUNTEERS

TOTAL ACTIVE VOLUNTEERS

519

RETAIL VOLUNTEERS

366 

PATIENT CARE VOLUNTEERS

216 

Note: Some of our volunteers give their time to both retail and patient care.

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.

PARTNERS

Auckland Carlton Party Hire
Auckland Racing Club
Barfoot & Thompson
BNZ
Davis Funerals
Douglas Pharmaceuticals
EuroVintage Wines & Spirits
Friends of Mercy
James Pascoes Ltd Group
Mansons TCLM Ltd

NATIONAL PARTNERS

BNI New Zealand
Dilmah
Farmers
Harcourts Foundation
Quest

COMMUNITY GROUPS

Baradene College of the Sacred Heart
BNI Achievers
BNI City Business
BNI Epsom
BNI Means Business
BNI Newmarket
BNI Newmarket Platinum
BNI Remuera
BNI Titanium
Combined Probus Club of Epsom
Epsom Bowling Club
Herne Bay Ponsonby Rackets Club
Mt Roskill Library
Pompallier Lawn Tennis Club
Society of Mary Order of Marist
St Therese Indoor Bowling Club

BUSINESSES

Aspec Construction
Auckland Blind Specialists Limited
Bakers Delight
Blackmarket
CBD Energy Limited
Entertainment Books
FGMRG Charitable Trust
Flower Power (NZ) Limited
Fowler & Partners Limited
H J Chapman Plumbing Limited
Hawkins Watts Limited
Humphreys Landscaping
IPSOS Limited
Jardin Bell Florist
JJ Roberts Limited
Jon Randles Business Coach & Advisor
Kempton Holdings Limited
Kiwiflush
Laser Trophy Centre
Loope Limited
MOG Limited
No Ugly
Optimus Construction Limited
Our Projects Limited
Paramount Marketing
Paul Clements & Associates Limited
Peer Boards CBD Limited
Premium Signs Limited
Ranfurly Village
Scotties Boutique
Soho Wines
The Back Office Company
Todd Corporation Limited
White Refrigeration (1988) Limited

CHARITABLE TRUSTS

Ara Lodge No 348 I.C. Charitable Trust
Akarana Community Trust
Barbara Lipanovich and Robert Covich Charitable Trust
Barney & Patsy McCahill Charitable Trust
Blue Waters Community Trust
Dragon Community Trust
Duo Trust
E M Arnold Foundation
Ernest Hyam Davis and Ted and Mollie Carr Legacies
Four Winds Foundation
Fraser Family Trust
Hospice NZ Grants Programme (Funded by Harcourts Foundation)
Hugh Green Foundation
Joyce Fisher Charitable Trust
Lion Foundation
Lottery Grants Board
Margaret Neutze Legacy Fund
Mike Bakker Charitable Trust
Milestone Foundation
North & South Trust
NZCT
One Foundation
Peter & David Picot Charitable Trust
Pub Charity Ltd
Ralph & Eve Seelye Charitable Trust
Rua & Clarrie Stevens Charitable Trust
Society of Mary
The Jogia Charitable Trust
The Masfen Foundation
The Sir William and Lady Lois Manchester Charitable Trust
The Trusts Community Foundation

CONTINUING THE IMPACT

A better quality of life is possible for 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 donate@mh.org.nz to discuss other ways to donate.



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. Call **09 376 7574** or email volunteer@mh.org.nz to find out more.



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](https://www.facebook.com/mercyhospiceakld)

[@Mercyhospiceshopnz](https://www.facebook.com/Mercyhospiceshopnz)

Instagram

[@mercyhospiceakld](https://www.instagram.com/mercyhospiceakld)

[@Mercyhospiceshopnz](https://www.instagram.com/Mercyhospiceshopnz)

LinkedIn [@company/mercyhospice](https://www.linkedin.com/company/mercyhospice)



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

A photograph of a middle-aged man with grey hair, smiling as he works at a retail counter. He is wearing a grey button-down shirt and a dark apron. In the background, there are racks of colorful clothing and a teddy bear on a shelf. The scene is set in a well-lit retail environment.

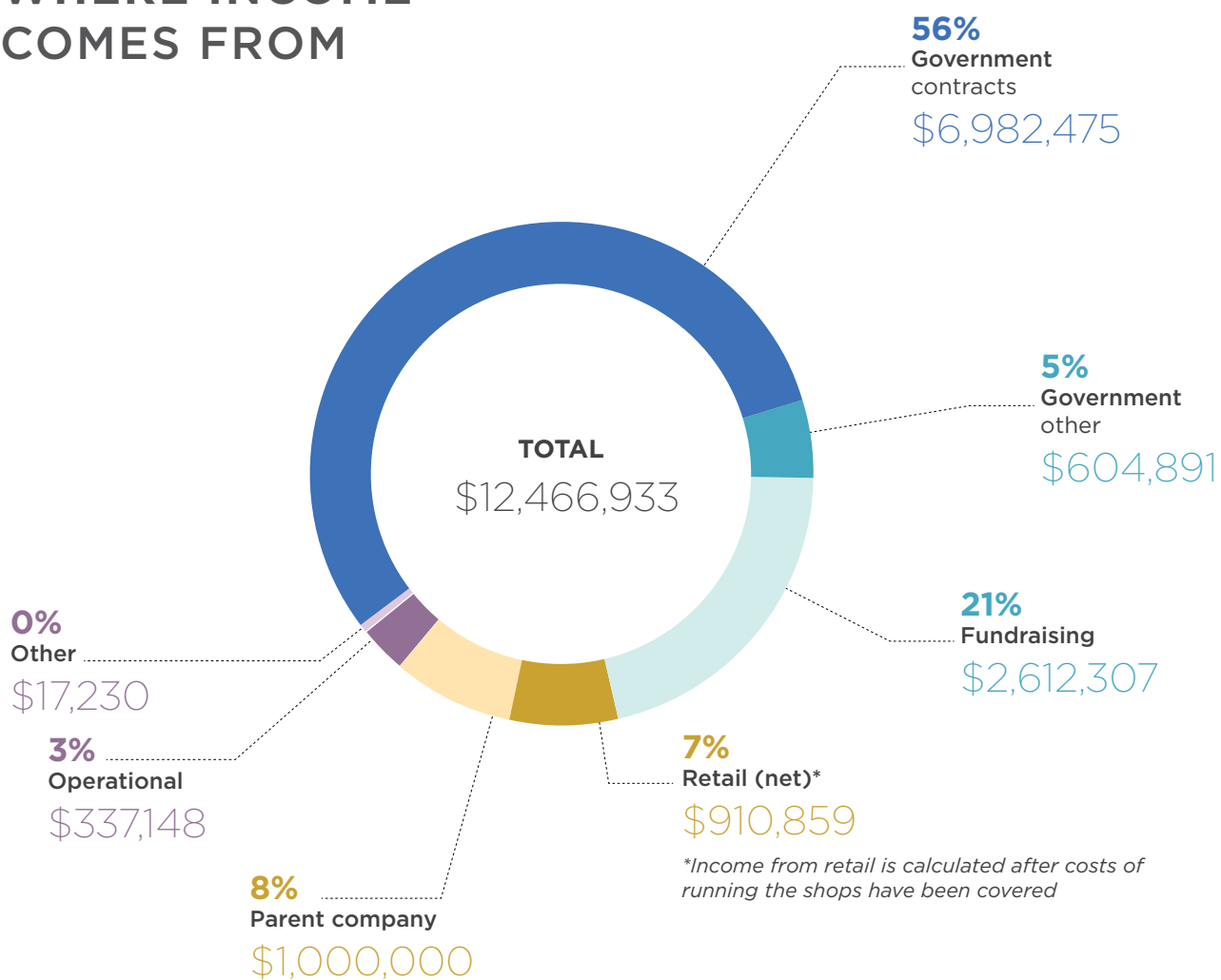
***Did you know our amazing retail
volunteers gave 57,096 hours of
their time, which equates to \$1.3
million of in-kind support!***

*Calculated at the basic living wage of \$23.65 per hour

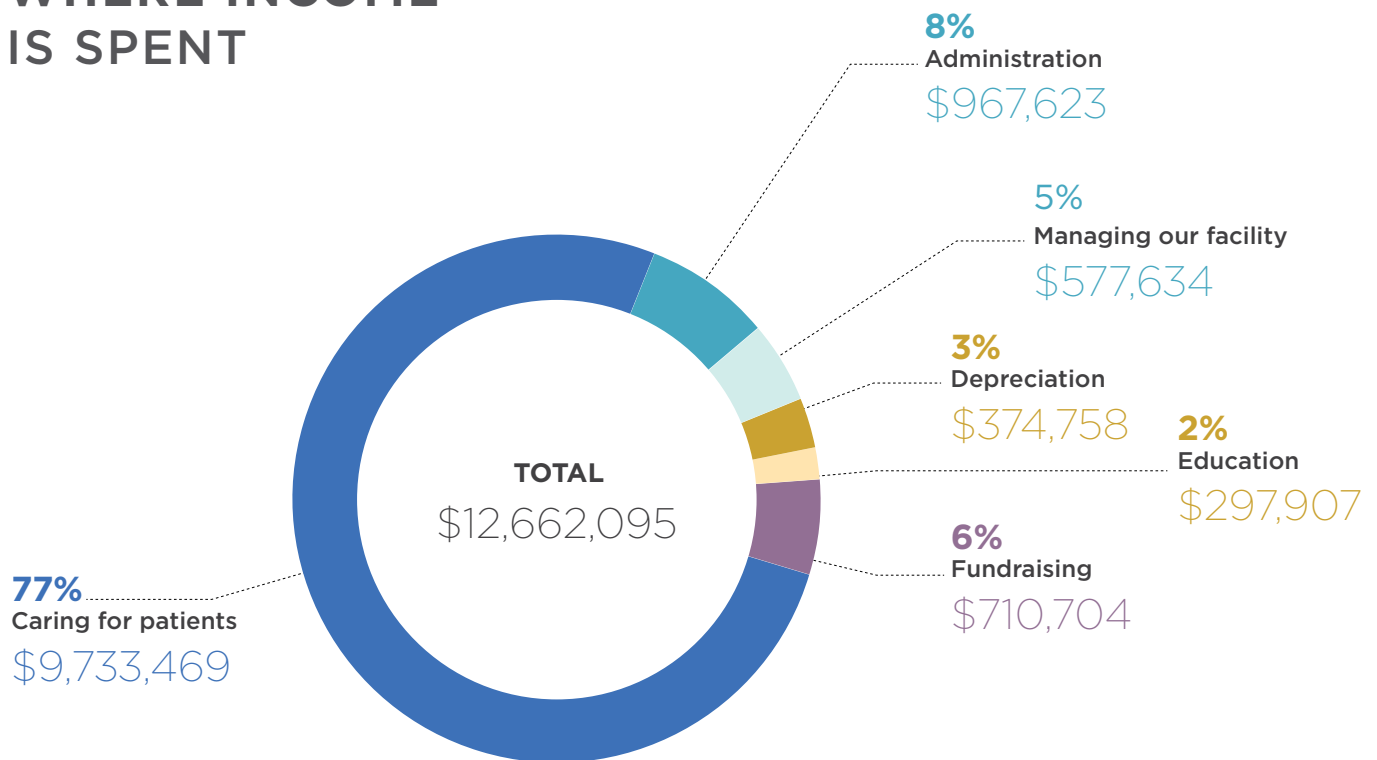
Thank you so much!

FINANCIAL SNAPSHOT

WHERE INCOME COMES FROM



WHERE INCOME IS SPENT



Mercy Hospice is supported by:

MERCY HOSPICE AUCKLAND FOUNDATION

An independent charitable trust established for the benefit of Mercy Hospice Auckland (CC21960)
Net assets valued at \$7.9m (\$8.4m 2022)

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 \$16.9m (\$17.2m 2022)

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

Shop.
Volunteer.
Donate.
Fundraise.

Help us care and
protect everyone
with dignity and
compassion.

MERCY HOSPICE

61 College Hill, Ponsonby,
Auckland, New Zealand

PO Box 47693, Ponsonby,
Auckland 1144

Phone
0800 888 474

Website
www.mercyhospice.org.nz

Email
admin@mh.org.nz

