

MERCY MATTERS

JULY 2022

In this month's issue...

The cost of funding hospice

Essential updates from Hospice NZ

Caring for your community

Learn more about the extraordinary people in the CPC team

A Kiwi kind of love

Remembering
'10 – A Celebration of Tastes'

Wongs, the flower lady and heaps of hot chocolate!

How kindness and the simplest
human contact makes all
the difference

Ponsonby Shop makes a move after 16 years!



**Mercy
Hospice**

Te Korowai Atawhai

The cost of funding hospice races ahead of inflation

As the country as a whole attempts to carry on with life and business, Hospice New Zealand, the national organisation representing all hospice services in New Zealand, is doing what it can to highlight the funding crisis that simply won't go away. For those of you who were not able to read this when it was released, here's a helpful summary of the situation from Wayne Naylor, the acting CEO of Te Kahu Pairu, Hospice NZ.

"The hospice sector is calling for the government to provide an increase in baseline funding for hospices as costs sky-rocket because of inflation. Hospice care is a valued and cherished service, that we expect to be there free-of-charge for our loved ones when they need it," Wayne Naylor, Te Kahu Pairuri, Hospice NZ acting CEO says. Yet, of course, this essential and valued service is not really free.

In 2021, hospices cared for nearly 20,000 patients and their whānau at a cost of approximately \$175.6 million. The Government covered \$88 million of that cost. That means hospices needed to raise around \$87.2 million from the community to bridge the gap," Mr Naylor says.

Essentially, we have to rely on fundraising from communities to ensure people have a good death.

Raising \$87 million in our communities through op shops and charity events is a mammoth task and hospices do a brilliant job at it. But in today's climate, with rapidly rising cost of living pressures off the back of COVID, the people and businesses that support hospices are struggling.

Hospice retail stores have lost out on substantial revenue because of COVID lockdowns and restrictions, and it's fair to say the financial pressure our hospices are facing is really precarious."

The sector fears this funding gap is not sustainable and Mr Naylor says this critical service remains under-recognised by the

government and the Ministry of Health.

With the exception of a small increase in Budget 2020, Government funding for Hospice has not kept pace with service delivery costs since an increase in funding in 2015. Costs over this period have increased significantly. For the 27 hospices with DHB contracts, costs have grown by over \$41m, while government funding has increased by just \$18.8m.

Following retail losses alone of over \$8m during the August to November 2021 COVID lockdowns, a request for COVID relief funding at the end of 2021 was declined by the Ministry of Health.

"While the hospice sector was grateful for the \$5 million additional funding per year for four years from 2020, this is merely a drop in the bucket towards the \$87.2 million we need to raise in our communities to provide free palliative care."



Caring for your community

Learn more about the extraordinary people serving your community

Much like Catherine McAuley and the original Sisters of Mercy, the Community Palliative Care (CPC) nurses at Mercy Hospice go out into the community every day to deliver much-needed clinical care and support to patients and their families.

With 20-30 referrals received each week, these nurses never know what their days will look like or how quickly their schedules will change. As a result, having to reschedule their workloads is commonplace to ensure the most urgent patients and families get seen in a timely manner. No matter what pressures they're under, the team always makes time to complete urgent assessments.

"Somehow, they just seem to make it happen, every time without fail"

Their solution? Teamwork and unstoppable

passion for what they do. If one nurse visits a patient in the morning, for example, and needs to get back in time to administer an injection, another team member will always step in and pick up visits, carry out phone assessments, whatever is required to complete the provision of care for that day.

This all means that patients are seen and assessed, and interventions planned and actioned. For the CPC team, this is how their days unfold and from their perspectives it all seems very ordinary. For the patients, families and those without specialist training, their work is nothing short of extraordinary. The work they do; the time they take to be present and make this stage of life as precious and important as the birth of a child, is what so many patients and family are profoundly grateful for. It's the memory of this care that stays with loved ones for decades.





A Kiwi kind of love

Thank you for helping make '10 - A Celebration of Tastes' such a success and a force for continuing the care at Mercy Hospice.

After two cancellations, two lockdowns and enough stress to sink at least a few Titans, imagine the joy and relief felt by supporters and organisers when '10' finally went ahead on May 22 at the spectacular Cordis, Auckland.

What a wonderful day thanks to over 400 compassionate, generous Aucklanders, seven incredible sponsors, the crème de la crème of Auckland's hospitality, Friends of Mercy, and our devoted supporters, who came together to connect and make a difference to their local community. And what a truly magnificent difference they made! The final tally 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.

How meaningful too, after two years of upheaval and adjustment, to be able to support the hospitality sector. '10' treated guests to a gastronomic tour de force from not 10 but 11 amazing restaurants. Our tastebuds may never recover, until next time!

At the heart of this event was hearing about the impact that care at Mercy has on families. Heartfelt gratitude goes to the whole Guttenbeil whānau, who shared their experience with us all. [Dain and Antonia](#), your courage and openness, your invitation to sing

- EVENT SPOTLIGHT -



with you, the whole experience drew everyone into your family. What a privilege! This really was a Kiwi kind of love, and one that we look forward to growing with all our supporters within our community as we move forward together.

See you next year.



Wongs, the Flower Lady, and heaps of hot chocolate

During the first lockdown, the inpatient unit (IPU) at Mercy Hospice was home to a 40-year-old Cook Island Māori, Tahitian man called Wilfred, but to everyone he met, he was 'Wongs'.

With his family based in Tahiti and Rarotonga, Wongs spent his early years in New Zealand, either in care or on the streets. During his teens, he suffered a head injury, and as his health deteriorated, he struggled to feel comfortable in care.

At Mercy, the nurses noticed that he never received visitors, which made him feel very lonely. And when he spoke about his parents, people noticed a deep sadness in his voice. Yet with the nurses, staff and volunteers who worked at Mercy, Wongs found connection.

One of these wonderful people was Ana, a volunteer with Mercy Hospice for over 12 years. Ana distributes the flowers around the IPU at College Hill, and once a week she would make a special effort to gift Wongs with a flower from his part of the world, like a gorgeous amber and crimson hibiscus. Staff who witnessed this commented that Wongs just melted every time he held the flower, and it turns out there was good reason.



"...when he first arrived, he wheeled himself around in his wheelchair to see what I was doing. And he was very taken with the flowers. So, I started chatting with him and said, oh where are you from? He told me he was from the Cook Islands, and that his mother did a lot with flowers. I sort of gathered that she'd done flowers at church, so I gave him a little bowl of flowers to take to his room...I would just find things, bring flowers in, use the colours he liked. But I also looked for things that I thought he'd like. I had some birds of paradise in my garden. I brought palm leaves and just things that I thought would connect him with his home. He was so happy to receive these things, and he would say thank you over and over again."

Wongs had cancer, and even as his condition worsened, he insisted on going downstairs to chat with the receptionists. He particularly enjoyed conversations in his native tongue with our French-speaking receptionist, Eliane.

"I knew he wasn't getting any visitors and was feeling very lonely, so I enjoyed our conversations in French. He really did not like being stuck inside. He wanted his freedom. I just tried to help him feel



content enough to stay with me at reception. We enjoyed having lots of hot chocolates for as long as he was able to move around independently."

For Ana, the fact that she was not part of the medical team was significant to Wongs.

"It seemed really important that he had this real personal contact with someone, and who wasn't really clinical. I was doing it because I loved it. And I wasn't a carer. I guess it just made him feel more normal. I was a kind of a friend in a way, seeing him as a person."

Eventually, Wongs was unable to make it downstairs for his regular chats at reception. So, Eliane made a point of going up to talk with him from the foot of his bed, which helped him to feel peaceful. She would speak in French, and although he was unable to talk towards the end, he made sounds to acknowledge her words. At the end of her visits, instead of saying goodbye, she would simply say goodnight in French, 'Bonsoir'.

One long weekend, when Wongs was likely to be alert for only a few hours, a registered nurse in the IPU was asked to find a way to connect him with his family overseas using technology. It was hoped

that a video link would help them understand how sick he was and enable Wongs to receive any last words.

At first this was a challenge but eventually the nurse was successful. Wong's family were able to see him and hear a few words. In the end, his mother and sister did fly from Rarotonga, but sadly, Wongs was unconscious when they arrived. He died a few days later with his mother and sister by his bedside.

When patients find themselves alone or deprived of human contact, the simplest things make such a difference. Familiar sights and sounds, a kind and gentle presence, a hot chocolate and a flower that reminds us of home. For Ana too, there's something even more,

"I just believe that there is a way for people to pass from this world into the next world in the right way. I didn't believe that happened in an ordinary hospital. It's a spiritual belief that we move from this world into another, just like when you're born. There's a good way to enter the world in the right way, and there's a way to leave. And I believe that's what one finds in Hospice. It's that very strong spiritual connection that lives here. And it's founded in the whole Hospice movement and by the Sisters, who actually started the Hospice. I think it lives here, it's embedded in the whole surroundings, like the Madonna's cloak wrapped around us with love."

If you would like to know more about how you could be part of providing care and support at Mercy Hospice, please call 09 376 7574, email volunteer@mh.org.nz, or visit mercyhospice.org.nz/supportmercy/volunteer

Celebrating National Volunteering Week

19 – 25 June 2022

Thank you, thank you, thank you to our amazing team of volunteers whose tireless work makes such a difference to the patients and families served by the teams at Mercy Hospice. From our retail volunteers through to our in-patient volunteers, drivers, companions, gardeners, caterers, beauty volunteers, plus many more, you are all part of our awesome volunteering team who help in so many varied ways. You are all incredible, and we simply could not do what needs to be done for our patients and their whānau without your input and commitment. You are so valued and appreciated.



Thank you to the following Trusts and Foundations who have supported Mercy Hospice through generous grants:

- Ara lodge No 348 I.C. Charitable Trust
- Barbara T Lipanovich & Robert Ned Covich Charitable Trust – Perpetual Guardian
- Blue Waters Community Trust
- Four Winds Foundation
- Hugh Green Foundation
- North and South Trust
- N R & J H Thomson Charitable Trust – Perpetual Guardian
- Pub Charity Limited
- Ralph and Eve Seelye Charitable Trust
- The Jogia Charitable Trust

Hospice Update

The Hospice Project raises \$150,000!

The Hospice Project is a fairy story come true that started over two years ago. Maria Ryder, one of the Friends of Mercy (FOM), was enjoying a drink with her friend John Penny of Penny Homes, explaining how their role is to help Mercy raise the millions needed to continue to provide its services free to anyone with a life-limiting illness.

John's response? *"So, what if I gave you a house at cost?"*

"What!" Maria exclaimed. *"Wow, that would be incredible!"*

And so the Hospice Project began, the start of an amazing collaborative effort, which has ultimately raised \$150,000 for Mercy Hospice.

The power of friends

John and Kellie Penny's offer of a house at cost for their charity of choice would deliver much needed funds - the profit from the house sale. But both John and Kellie's team and FOM decided to aim even higher, by working to reduce the costs of the house even further. They would reach out to their many contacts to either donate goods and services to the house or provide them at cost, thereby increasing the final return to Mercy.



(L-R) Chrissy Douglas, Penny Clydesdale, Chris Harris, Fundraising Manager, Anna Baird, Head of Fundraising, Communications & Retail, Arthur Morris, Chairman Mercy Healthcare Auckland, Olga Darkadaki, Partnerships and Events, Dene Coleman, CEO, Mercy Hospice.



(L-R) Arthur Morris, Chairman Mercy Healthcare Auckland with Friends of Mercy's Penny Clydesdale, Margo Stewart, Cheryl Whiting and Maria Ryder.



Donors - Dave Christensen and Mitchell Sanson from GIB, Mark Little, Roberston's Bathware; Mayank Aggarwal Penny Homes; Paul Fielding-Warm Up and Tranquility NZ; Steve Bowden, Penny Homes; Tracy Harford, E>stone and FOM Trustee Penny Clydesdale.
Donors not present - Base Up, Carters, DVS, EEC, Harrison's Carpet, Paintfectionists, PB Joinery, Premium Roofing, Plumbing World, Proscapes, Tile Tonic Lounge, Proscapes, Wiretech, Z&C Flooring

Incredible generosity

The response was humbling. Frames, trusses, GIB board, the foundation slab, the roof, all the kitchen joinery, tiles, carpet, a stone bench top and splashback, bathroom fixtures and fittings and much, much more.

The house is part of a Takanini development in high demand. After many months of disruption through Covid lockdowns, huge shortages of materials and workers and massive increases in construction costs, the house is now complete.

The final funds raised: \$150,000 presented to Mercy Hospice for patient care at an event on May 31st. All because of the power of friends working together to achieve an incredible outcome for our community.

Your Fundraising Activity Update

In the spirit of Matariki, let's take a moment to celebrate and remember how our supporters came together, and what's in the pipeline for continuing the care at Mercy. Here's how Mercy Hospice has been raising awareness and much-needed funds for your community.



Hospice Awareness Week

The theme for Hospice Awareness Week this year was sharing life stories: how hospice staff and volunteers are there to support people during the final chapter of their lives. Thanks to Hospice New Zealand, a series of videos was produced along with still imagery for all hospices to use on their social media platforms and websites. This year we attempted to raise awareness even more through closer collaboration for the first time ever with a number of other Auckland hospices. Between us, a radio ad and billboard advertising were produced inviting people to donate to their local hospice.

VIRTUAL Bucket Shake

Another first this year has been our innovative response to being unable to run our usual physical bucket shakes for Mercy Hospice. Faced with ongoing restrictions in the community, and an obvious concern to keep our volunteers safe, a decision was taken to move our bucket collections online. People registered and set up their own VIRTUAL bucket page, where they could tell the world about their motivation for supporting Mercy Hospice. Then, all they had to do was share a link to their page on their favourite social media channels. Over 20 pioneering bucket shakers signed up and raised over \$6,500! Thank you so much for making an invaluable difference to patients and their families and going where few bucket shakers have gone before. VIRTUAL bucket shakes are here to stay, and we'll be doing all we can to make the process fun and simple for everyone.



Listen to Kate Yeoman's experience, one of our top virtual bucket shakers. Kate is also one of Mercy's amazing registered nurses.

Q: What is your motivation to support Mercy Hospice?

A: I feel driven to support Mercy Hospice as I am on the frontline and see the difference that Mercy makes to people.

Patients receive the care and expertise that they deserve and I feel privileged to be a part of the team delivering this care. The team that I work alongside, from the other nurses, doctors, health care assistants, volunteers and many others, all inspire me to be a better nurse and person.

Q: What was it like for you to hear that we had to cancel our

physical bucket collections?

A: Several years ago my sister and I took part in the bucket shake on Queen Street, which was a very humbling experience. Since then, I have always given a donation whenever I see people shaking buckets for charity as I appreciate how hard it is to stand on a street asking for donations. I also appreciate how important these are for charities as every little bit helps.

Q: How was your experience of shaking a 'virtual bucket'?

A: It was good fun filming some videos for the virtual bucket shake promotion and the experience of shaking a 'virtual bucket' was a lot easier than I expected. I'm not very IT savvy but it was very easy to create my virtual bucket page. I shared the link to donate on Facebook not really expecting much response and was blown away by the number of people who donated and how generous they were. A couple of my family even donated more than once.

Q: Q: What tips would you give to others to help them fill their buckets next time?

A: I'd encourage everyone to create a virtual bucket next year and share it with their networks. It's so easy to do and I'm sure you'll be surprised at how many people will want to donate to support Mercy and the amazing job they do.



Leap for Life

Earlier this year, three incredibly courageous women: Helen, Erica, and Olga stepped into a plane and climbed 13,000ft into the skies above Auckland. They were each strapped to a trained skydiver and together they each took the Leap for Life! And all it took was raising \$800 by sharing the link to their individual fundraising pages. When asked what it meant to jump for Mercy, Helen said "...if patients and families can face their medical and emotional situation head-on, the very least I can do is be attached to someone jumping out of a plane. I felt privileged and humbled to do so." Does the thrill of jumping from a plane at 13,000ft and living every moment for Mercy inspire you? Head over to <https://leap-for-life.raisely.com/> and start fundraising your way to the skies!



Mufti for Mercy

An enormous thank you to the children, families, and staff at St Therese School in Three Kings for running our first Mufti for Mercy and raising \$111.00! What a fantastic result. Each classroom learned about what happens at Mercy Hospice and all the wonderful work that's done here and in the community.

For more information and ideas about setting up your own community fundraising event, contact our friendly fundraising team on 0800 888 474 or email getinvolved@mh.org.nz.





(L-R) Judy Maynard, Michelle Flatz, Brenda Valentine, Briar Wakelin, Dave Hale, Andrew Davidson.

Mercy Hospice Ponsonby shop moves after 16 years

After 16 years the well-known local Mercy Hospice shop located at 300 Ponsonby Road has moved to its new abode, and luckily, it's just a short stroll down the road to 346 Ponsonby Road.

Last year, the shop was informed that they would need to vacate due to the redevelopment of the block of shops into apartments. It took some time to find the perfect location, and with real estate so hard to come by in Ponsonby they were lucky with the help of their long-term supporters Barfoot & Thompson to have found something literally doors away.

Group Retail Manager, Michelle Flatz and Shop Manager, Brenda Valentine, supported by a team of dedicated volunteers, worked tirelessly over the last month to pack and move into their new home, previously Brotzeit Bakery, whose owners moved back to Germany and have been very supportive of Mercy Hospice moving in.





Mercy Hospice Head of Fundraising, Communications & Retail, Anna Baird said that the Ponsonby store provides a significant amount of income from sales to directly support the provision of patient care.

"Without our Ponsonby shop we would be unable to provide the level of support we do every day to our patients facing life-limiting illnesses. Thanks to the generosity of our community, Mercy Hospice provides a range of specialist community palliative care and hospice services 24 hours a day, 7 days a week, and offered free to those living in the Auckland District Health Board area."

Mercy Hospice also offers support to whānau, friends and carers to help them cope with problems arising from the illness. Other services include 13 inpatient beds at the College Hill site, a day-stay programme, counselling, family, spiritual and cultural support, and education and training.

"If you are interested in supporting Mercy Hospice, there are plenty of ways you can. You could volunteer in one of our stores, donate quality items or if you are a business owner organise a staff clothing collection. Every little bit helps," said Anna.

Doors opened on Friday 10th June and the Mercy Hospice team can't wait to show the local community, their generous donors, and incredible volunteers the new premises.

If you are a fan of pre-loved clothing, a bargain hunter or simply keen to support Mercy Hospice, then pop on in and check out the new shop.

Here's to many more years of raising funds for loved ones with life-limiting illnesses.



Introducing Luca

Luca Bree has lived beside Grey Lynn Park for almost forty years and has seen many changes in that time. As an enthusiastic op shopper and single parent on a tight budget he was very pleased when the Ponsonby Hospice Shop opened, quickly becoming a regular customer. Recycling clothing, books and homeware fitted his 'green' philosophy and Hospice provided wonderful care for a whānau member who passed away with melanoma.

When Luca reduced his hours at Auckland Hospital, he became a weekly retail volunteer at Ponsonby. He particularly enjoys his friendships with regular customers and the other volunteers. Manager Brenda carefully curates the quality items which have been generously donated, and the satisfaction of helping someone find just what they need makes every shift rewarding. Luca loves the serendipity of the Hospice experience; "I never know what I am going to find when I go into the shop and far too often purchases end up coming home with me".

Luca retired a little earlier than planned at the first COVID lockdown. The anxiety and loneliness were greatly helped by the arrival of a fluffy Shetland Sheepdog puppy. Maggie is very friendly and loves meeting new people. She was the youngest dog to complete St John Therapy Pet training and together they began visiting patients at Auckland Hospital.

When Tamaki Makaurau went into Level Four lockdown Luca thought about other ways to contribute. Mercy Hospice was an obvious choice, and Luca is excited about visiting patients in the Inpatient Unit and the Community. "Through my work as a midwife caring for seriously unwell women and their whānau, I believe that small moments of connection and joy can make a huge difference. To be able to volunteer at Mercy Hospice is a privilege".



Thank you!

Thank you to all our Mercy Hospice supporters including our volunteers. We could not do it without you.



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Hospice New Zealand's
supporters and sponsors



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 contact Renee Pickering on 021 226 2798 or rpickering@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. 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

2022 DATES FOR YOUR DIARY

Get involved with Mercy Hospice!

www.mercyhospice.org.nz/events

October 8	Leap for Life
October 30	Barfoot & Thompson Auckland Marathon
November 4	Tennis for Mercy
November	Farmers Trees of Remembrance (ends Christmas Eve)
December	Lights to Remember

You are receiving this newsletter because of your previous support of Mercy Hospice. If you don't want to receive it in the future or you would prefer to receive a digital version, please contact the fundraising team on getinvolved@mh.org.nz to update your preferences.

4 easy ways to donate



1 Mail this coupon to
Mercy Hospice
61 College Hill, Ponsonby
PO Box 47693, Ponsonby



2 Call **0800 888 474**



3 Donate online at
www.mercyhospice.org.nz



4 Internet banking
BNZ 02 0100 0815020 00
Please include your reference number
and confirm your gift by email to:
donations@mh.org.nz

While cheques are no longer accepted at banks, you still have four donation payment methods to choose from. You can mail the completed form on this page, call us, donate online or complete an electronic banking transaction. If you would like any information about these methods, please call our friendly team on 09 361 5966.

Yes! I would like to make a donation so that every patient feels safe and protected by our highly specialised palliative care.

Step 1 My Gift

My choice \$

Step 2 Donation Frequency

- ☐ One-off
☐ Monthly by credit card

Step 3 My Payment

☐ Debit my credit card (circle):
Visa or Mastercard or AMEX

Card number

Name on card

Signature

Expiry date / CVC
(required)

Step 4 My Details

Title First name

Surname

Date of birth

Address

Email

Phone

Reference

Donations of \$5 and over are tax deductible and will be receipted.
Charities Commission # CC31621