

Live Every Moment



**Mercy
Hospice**
Te Korowai Atawhai

*Impact
Report
2025*

Our Mission

Tā Tātou Karanga Tuturu

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

E whakatauki tenei mo Te Korowai Atawhai / Mercy Hospice

Ko te korowai atawhai, he whenu kākano maha, ka rarangahia hei kākahu aroha, hei whakakotahi, hei whakapakari i a tātou.

The cloak of compassion is woven from many strands, forming a garment of love that unites and strengthens us.



Our Values



Dignity **Tapu o te Tangata**

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



Compassion **Aroha**

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



Respect **Mana Motuhake**

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



Advocacy **He Reo Tautoko ki te Rawa Kore**

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



Guardianship **Kaitiakitanga**

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.

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Photo credit: Thanks to Adrian Malloch Photography and the patients and families pictured for allowing Mercy Hospice to include your images in this report.



Chair & CEO Report



A huge thank you to all our donors, supporters and volunteers on behalf of our Board. We are humbled by your loyalty to Mercy Hospice. Without it, we could not provide the medical, physical and emotional care to meet the needs of our community.

Dr. Arthur Morris, Board Chair

Reflecting on this past year, I am reminded that I joined an organisation with a deep history and incredibly skilled, compassionate and committed people doing such important work with our communities.

Emma Maddren, CEO



Mercy Hospice is an amazing place. In the 2024/25 financial year, we:

Provided care for
450
patients at any one time, on average

Visited
1,249
patients in the community

Admitted
272
patients to our Inpatient Unit

Employed
165
paid staff

Benefited from
664
registered volunteers

Our retail stores made an impressive
\$2.9m
in sales

Provided support through
579
Manaaki Day service contacts

POI supported aged residential care facilities to care for
516
palliative patients

Honohono Tātou Katoa organised and supported
73
compassionate communities events

All our services are offered free of charge, but they come at a cost.

In 2024-2025 Mercy Hospice had its most challenging financial year on record.

With 36% of our annual costs reliant on donations, we have been deeply affected by the cost-of-living crisis, rising unemployment, and increased competition for charitable giving. As a result, fundraising and retail revenue have been down significantly – and the gap between demand for our services and funding is growing.

Total deaths in the Mercy Hospice catchment area are projected to rise by 168% over the next 23 years. With one in every three people who die in New Zealand supported by hospice, this rise will place unprecedented pressure on hospice services.

Despite this growing need, Mercy Hospice received just a 2.5% uplift in Government funding this year – well short of the growth in costs to deliver our services. This poses a significant challenge for us, as we work to ensure that every individual who needs our services continues to get the care they deserve.

We are incredibly grateful for the ongoing generosity and dedication from our donors, whose support enables us to improve, re-shape and target our services to meet those who need us most.

But we are also looking at what we can do to not just sustain the high quality and greatly needed end-of-life care Mercy Hospice is known for, but to become a future-ready, innovative provider of hospice services.

We have made significant internal savings to our cost structure and are ramping up efforts to protect the care we provide. We have expanded our retail presence - opening our eighth shop in prime street frontage in St Heliers - and have increased our corporate engagement.

We have a renewed focus on regular giving and bequests and are developing new fundraising campaigns to help improve sustainability in a difficult financial climate.

We exist to provide palliative care services for those who need us most. However, we know there are groups of patients that are underserved by the health system, including hospice care – and we are working hard to reach these communities, to remove barriers to access and to ensure equitable care.

To put Mercy Hospice's wider community into perspective:

- There were nearly 465,000 people living in central Auckland
- The population of central Auckland has grown 6.6% in the last 10 years
- Mercy Hospice has the highest proportion of LGBTQ+ relative to other hospices (6.2%)
- 10.7% of our population are Māori
- 44% of our population were born overseas

It is critical that we remain focused on responding to the changing needs of our population and continually innovating in the ways we deliver care. Now more than ever, we need the support of our community to ensure we achieve this.

As we look ahead to the future, the challenges are real, but they are outweighed by the privilege of walking alongside people at some of the most vulnerable moments of their lives. I am so very grateful for the extraordinary staff, volunteers, and supporters who make this possible. Together, we are not just sustaining care – we are shaping a future where compassion and dignity remain at the heart of everything we do.

We want to express our heartfelt gratitude to everyone who has been a part of the Mercy Hospice journey this year. Thank you for your trust, your partnership, and your belief in our mission. It is with your care and generosity that we can ensure Mercy Hospice remains a beacon of care, compassion, and hope for those who need it most.

Ngā mihi nui,

Dr. Arthur Morris
Board Chair

Emma Maddren
CEO

Source data: Stats NZ Projections for Health New Zealand Te Whatu Ora, update 2024.

Our History

The mission and values of Mercy Hospice draw strongly from the mission of Mercy originally expressed by Catherine McAuley.

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



1831

Sisters of Mercy founded by Catherine McAuley in Dublin, Ireland.

1850

April 9th – Led by Sister Cecilia Maher, the Sisters of Mercy arrived in Auckland at the invitation of local Māori women.

1952

Hospice care was part of the mission of Mercy Hospital as early as 1952.

1979

St Joseph's Mercy Hospice became part of Mercy Hospital.

2007

March – Officially renamed Mercy Hospice and opened at the current site in College Hill, Ponsonby. Previously the novitiate of the Sisters of Mercy, the building was donated by Sisters of Mercy for the development of hospice care.

Our Current Mahi

Mercy Hospice provides specialist palliative care to people living with a life-limiting illness, caring for them with the utmost professional skill, compassion, and quality of service.

We support people living in the central Auckland 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 Mt Wellington in the south. Specialist inpatient care is also provided to people from Waiheke Island and the islands of the Hauraki Gulf. Our holistic, expert care focuses on quality of life. We care for the whole person, not just their physical needs, but also their emotional, spiritual, cultural and social needs. All our services are offered free to patients and their families, regardless of age, ethnicity, gender identity, means or religion, thanks to the generosity of our community.



 Indicates Mercy Hospice Shop locations

Year in Review

1,559

patients received Mercy Hospice care

450

average number of patients cared for at any one time

Gender



53.9%



46.1%

Diagnosis

70%

Cancer

30%

Non Cancer

Mercy Hospice's wider community

464,973

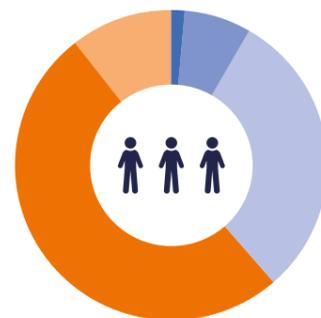
people in central Auckland – growing 6.6% in the last 10 years

30.7%

of people used hospice as part of their end-of-life trajectory

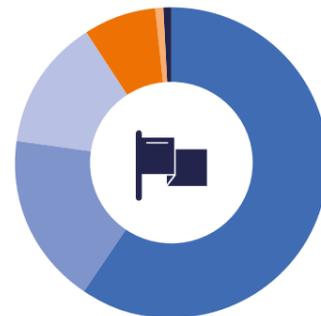
Data source: Stats NZ Census 2023 | Provided by Heather McLeod

Age group of patients



● ≤ 29	1.56%
● 30-49	6.92%
● 50-69	30.16%
● 70-89	50.91%
● ≥ 90	10.45%

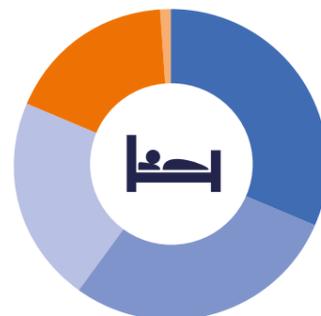
Ethnicity of patients



● European	59.73%
● Asian	17.65%
● Pasifika	13.71%
● Māori	7.41%
● Other	0.79%
● MELAA*	0.71%

*MELAA: Middle Eastern, Latin American and African

Place of death



● Private residence	31.61%
● Hospice Inpatient Unit	28.42%
● Residential aged care	21.58%
● Public hospital	17.48%
● Other	0.91%

Data source: Mercy Hospice data from April 1, 2024 – March 31, 2025.

CLINICAL SERVICES

Inpatient Unit



We have an eight-bed Inpatient Unit (IPU) in Ponsonby for short stays where our specialist team provides care around the clock to manage symptoms of a patient's illness, assists patients with complex needs and provides end-of-life care. There are 30 registered nurses working in the IPU, one clinical charge nurse and one associate clinical charge nurse.

89%

average occupancy of our Inpatient Unit

272

patients admitted to the Inpatient Unit

8.3

days - average length of stay in the IPU

Community Palliative Care

He Ratonga Manaaki i te Kainga

Most Mercy Hospice patients receive specialist palliative care in their own environment – whether that be at home or in residential care facilities. Our Community Palliative Care team includes 16 community nurses. They provide home visits, 24-hour phone access for advice, liaising with General Practitioners, District Nurses and other professionals involved in the patient's care, access to equipment to support independence, and advice and support for carers.



6,506

community nurse visits

(includes multiple visits to patients when needed)

10,000

kilometres travelled per month by our community nurses

19,020

community nurse contacts in total

(including face to face, telephone & written)

Family Support

Whānau Atawhai

Our Family Support team supports patients and their whānau to explore what 'living every moment' means to them. We provide holistic care, ensuring patients and their whānau can connect with their cultural and spiritual practices, as well as the activities that make life meaningful. Support for whānau also continues after a loved one has died.

Our Family Support team is made up of 13 members across a diverse mix of professional disciplines.



6,295

Family Support contacts in total (including face to face, telephone & written)

Counselling

Ratonga Whakamāherehere Haumanu

Our qualified counsellors provide support and guidance to patients and their whānau navigating the palliative care journey. When someone who is cared for by Mercy Hospice dies, our counsellors offer bereavement support to whānau and caregivers in the weeks or months following the loss. Our team also offers a 6-session bereavement support group. All our counsellors are members of the NZ Association of Counsellors (NZAC).

2,322

Counselling contacts in total

Social Work

Tauwhiro Hāpori

Our Social Workers assess the needs of patients and their whānau holistically to help navigate challenges and practical issues. This can include social support, helping connect with and navigate social services, advocacy for equitable treatment, future planning including facilitation of residential care and therapeutic conversations to help overcome challenges.

1,680

Social Work contacts in total

Occupational Therapy

Whakaora Ngangahau

Our Occupational Therapists help patients to maintain their quality of life in the activities that are most important and meaningful to them. They can assist with assessments of the home environment, equipment to maintain independence and safety in daily activities, education for patients and their whānau on positioning, moving and handling, pressure injury prevention and care, fatigue management, maintaining a routine and adapting to change to enhance their independence and wellbeing.

1,338

Occupational Therapy contacts in total

Manaaki Day Service



579

Manaaki Day Service contacts in total

Our Manaaki Programme provides a place to meet with others who share similar experiences. It allows patients to remain social and engage in activities with support from our staff to reduce feelings of isolation and maintain quality of life.

Manaaki Day Service is delivered in a group setting, so that patients and their whānau can connect with others who share similar experiences, creating space for a friendly, social, non-clinical environment.

The service offers three different groups every week:

Manaaki Active – gentle exercise class to enhance physical health and general wellbeing. Blends different styles that can be safely done within a patient's limitations.

Manaaki Support – provides information and social support through a living-well series discussion group.

Manaaki Wellness – provides healthy practices to attain better emotional, spiritual and mental health outcomes.

Cultural Liaison

Kaitakawaenga

End-of-life care at Mercy Hospice aims to meet the needs of the diverse range of ethnic and cultural groups in Auckland. We acknowledge and respect that our patients and their families have a rich variety of attitudes, personal values and beliefs around death and dying. We aim to provide culturally appropriate palliative care for all, with a specific focus on our Māori, Pasifika and Chinese patients.

Our Kaiarahi provides Māori cultural leadership, guidance and spiritual support, upholding the Tikanga/Kawa – practices and beliefs of Te Ao Māori (the Māori world). Our Kaiarahi provides a Te Ao Māori perspective to palliative care, through tiaki and Manaaki – advocacy and support.

Mercy Hospice's Pasifika Liaison ensures the care a patient receives honours their Pasifika culture. We work directly with patients and families in line with the values of 'teu le va'. We also advocate for Pasifika patients and families within the service, as well as educating our colleagues on Pasifika cultural practices.

Our Chinese Liaison aims to ensure a high standard of culturally appropriate care is provided. We respond to the needs of Chinese patients and their families, and the Chinese cultural nuances related to end-of-life care. We also engage with the wider Chinese community, as well as supporting, mentoring and educating the Mercy Hospice clinical teams on the needs of Chinese patients.

Spiritual Care

Manaaki Wairuatanga

Our Spiritual Care Coordinator meets one-on-one with patients to discuss their spiritual needs, as well as the existential questioning that can be a part of the palliative journey. Spiritual Care is very personal and individual, for patients it can mean exploring meaning, connection and purpose. Our team respects and honours each patient's values, culture, beliefs and experiences.

837

Cultural support contacts in total

118

Spiritual Care contacts in total

Learning & Development

Te Puna Mātauranga

Our Learning and Development team enables Mercy Hospice staff and external professionals to stay up to date with a broad range of palliative care knowledge and training through a variety of face-to-face workshops and interactive E-learning. At Mercy Hospice, our Learning and Development team is committed to building knowledge, skills, and capability in palliative care for both clinical and non-clinical professionals. We take a collaborative approach, supporting a shared care model across all settings.

Our Clinical Nurse Educators provide both on-site and off-site training on a range of specialist palliative care topics, including:

- Mauri Mate (palliative care for Māori)
- Palliative care education for aged residential care facilities
- Palliative care simulation training for university students
- Clinical competency/skills for palliative healthcare workers
- Syringe driver training (affiliated with Hospice NZ)
- The Fundamentals of Palliative Care Programme (affiliated with Hospice NZ)
- Motor neurone disease



74

workshops

884

attendees

Palliative Outcomes Initiative Programme

Kaupapa

The Mercy Hospice POI team is part of the Specialist Hospices of Auckland Alliance (SHOAA) designed to increase access to generalist palliative care. The programme is designed for those who do not require specialist palliative care services.

Its aim is to support primary care, e.g. General Practitioner/Nurse Practitioner practices and aged residential care, to identify and plan for those for whom a palliative approach to care would be most appropriate. It does this by providing support, advice and education to staff in the sector to build capacity and capability. This builds confidence in the staff to have those challenging conversations and to enable planning to be undertaken to reduce unnecessary distress for patients, residents and families as the end-of-life approaches. Furthermore, it enables patients/residents to have what is important to them, in respect to their care, documented in their plan of care.

99%

of Palliative Pathway Activations (PPAs) received and reviewed by the POI team (from both General Practice or Aged Residential Care) have not needed a referral to specialist palliative care services

447

attendees per month on average at POI education and service development sessions

516

number of palliative patients in aged residential care facilities supported by POI



Honohono Tātou Katoa builds connected, death-literate communities across Tāmaki Makaurau, strengthening partnerships between health, social services and priority communities.

This work bridges the gaps between health, social services and underserved communities in the pursuit of palliative care with everyone everywhere, leaving no-one behind.

900

volunteer hours over the year

198

volunteer hours for No-One Dies Alone (NODA)

73

diverse events organised and supported by Honohono Tātou Katoa

2,000

community members engaged across Tāmaki Makaurau and beyond

Impact & Achievements:

Empowering Connectors for Carers – At Home Aged and Palliative Service (AHAPS) Programme

Community co-designed “caregiver support training” ready for late-2025 rollout. Adaptable regionally and nationally.

Building Death Literacy and Community Capacity

Partnership with Auckland Council Libraries grows from strength to strength – from 1 Death Café (2023) to 7 in 2025. Over 2,000 community members reached through open community events and workshops, enhancing comfort with conversations on death, grief, and care.

Caring for the Most Vulnerable – NODA (No One Dies Alone)

First volunteer training in March 25 with 30 trained NODA volunteers now supporting residents at CHT St Johns care home, demand growing across the region, exceptional feedback from families and care staff.

Revitalising Māori End-of-Life Practices

Three workshops revitalising waka tūpāpaku and ipu whenua traditions, supporting cultural healing, sustainability, and whānau-led approaches to end-of-life care.

Compassionate Partnerships in Priority Communities

Regular community Art and Tea sessions in partnership with Whau Local Board, Kāinga Ora, and Art Yoga, fostering wellbeing and connection.

Reorienting Health Services Toward Community

Demonstrating how community-led action strengthens palliative care; growing national and international influence, growing a collaborative network of regional and Australasian health professionals.

Volunteering

Volunteer roles are many and varied. They include transport of patients to appointments, companionship, massage, aromatherapy, life story services, flowers, drinks trolley, fundraising and events and working in our eight retail stores.

A growing number of organisations are seeking to make a meaningful connection to Mercy Hospice through our Corporate Volunteer Days. Since kicking off in August 2024, Corporate Volunteer Days have seen staff from a range of organisations create, connect and learn about the work of hospice.

Corporate volunteers get to be creative making butterflies out of beads and wire. These butterflies are part of our Bereavement Service and are sent to families who have lost a loved one that has been under our care. They also make candles using donated glass vessels which are then sold in our For Mercy retail stores.

Corporate Volunteers leave Mercy Hospice having helped give back to their community and take away a greater awareness about the critical role and impact of hospice care.



664

Total active volunteers

36%

Patient care volunteers
(includes fundraising volunteers
who do both roles)

64%

Retail and other
non-patient
facing roles

37,806 total retail volunteer hours

which equates to over
\$1 million of in-kind support.

*Calculated at the basic living wage of \$27 per hour

FUNDRAISING

Keeping the *Fun* in Fundraising!

It's the most fun morning in March! This year's **Round the Bays** saw more than a dozen fundraisers and teams make it across the 8.4km finish line and raise more than \$5,600 in the process.

Tennis for Mercy in November was a grand slam success – with exciting matches, delicious food and a buzzing atmosphere. The sold-out tournament raised over \$23,000!

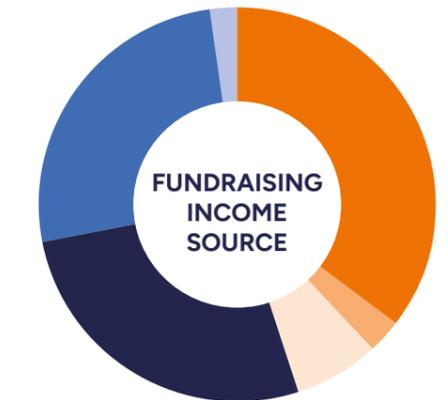
Year-after-year, our wonderful runners absolutely smash the **Auckland Marathon - Team Mercy** raised more than \$30,000!

Hundreds of visitors and supporters enjoyed our stunning lit-up gardens through the month of December, coming together to reflect, pay tribute, and remember loved ones during **Lights to Remember**. Together, you raised over \$55,000.



It cost
\$13.8m
to operate our services
in the 24/25 FY.

We received 64% of our operational funding from Te Whatu Ora, leaving a shortfall of \$4.9m to be raised through the **generosity of the community via our retail and fundraising teams.**



- 35.4% Donations
- 27% Events
- 2.8% Corporate
- 25.8% Grants
- 6.9% Community Fundraising
- 2.1% Gifts in Will

Shops Refresh and a Brand-New Store



In November 2024, after months of planning and focus groups, we unveiled our refreshed retail brand For Mercy, with a launch event at our Ellerslie store.

For Mercy stores play a significant role in delivering essential care services – the weekly takings of the Ellerslie store alone can fund a week of care for a person in the Inpatient Unit, or cover the costs of 60 home visits by palliative care nurses.

We are so grateful for the generosity of Jodi Williams, who led the rebrand marketing strategy and connected us with agencies ThoughtFull and True. Jodi, ThoughtFull and True were integral to the rebrand process and worked largely pro bono to make this happen. Jodi provided her skills to us for free throughout 2024, and is an ongoing supporter of all things Mercy Hospice.

While our store exteriors have changed to a brilliant tangerine colour, inside you can still find the same high-quality preloved, affordable goods you know and love.

We were also delighted to be able to open a new store in St Heliers in November 2024, our eighth retail shop across central Auckland, in Polygon Road.

It was a mammoth effort, with just 18 days from getting the keys to the former bank, to opening the shop – done with the fittings from our old Royal Oak shop. We are loving being part of such a fantastic, welcoming community!

Bags for Mercy

In October, we had our inaugural Bags for Mercy event – selling beautiful, high-quality bags of all shapes and sizes, donated through our shops, from social media, friends and family of Mercy Hospice, and corporate supporters.

In the lead-up, we had a bag sorting day, where volunteers carefully cleaned, polished and priced the items. On the day, there were lines of people queueing up, ready to come through the doors!

Overall, Bags for Mercy raised **\$10,000**.



Runway for Mercy

In March, 24 models (volunteers, customers, Mercy staff and their family) strutted down a catwalk in our St Heliers store – all in the name of having fun and raising funds.

Beautiful clothes donated to our retail shops were displayed by our models, creatively styled into categories such as ‘spots and stripes’, ‘Autumn’, and even a bridal collection!

After enjoying a glass of bubbles, canapes and the sold-out ticketed runway show, guests were able to shop the looks seen on the runway. In total, the event raised **\$4,400** to support the compassionate care of Aucklanders.



Barfoot & Thompson Clothing Drive

During September, 25 branches of Barfoot & Thompson dotted through central Auckland collected clothing, to donate to Mercy Hospice shops.

The quality of the clothing donated by the community was amazing, and the response overall was incredible. We were thrilled to receive lots of great quality men’s clothing – which can be hard to come by!

A big thank you to Barfoot & Thompson for your support in making this wonderful clothing drive possible.



IMPACT ON THOSE WE CARE FOR

WHĀNAU STORY

Hart Reynolds

The following is an abridged version of the speech given by Hart Reynolds about her mother Claire McLintock, at our fundraising event '10 - A Celebration of Tastes' in June 2024.

Mum was born in Dundee in 1965. She had a deep sense of adventure and curiosity from a young age and left school early to study medicine in Edinburgh. From Scotland she got a rambunctious spirit, a disdain for the patriarchy and old-world institutions, and a florid vocabulary of swear words.

In her final year of study, she went to Mexico City for a hospital placement and lived with a local family. They didn't speak English, and she couldn't speak Spanish, but six months later she was fluent.

Mum returned to Edinburgh and practiced there for a few years after graduating. But her sense of adventure got the best of her, and she decided to spend a year working as a doctor in the furthest away place she could imagine – New Zealand.

She worked at Auckland Hospital, moved into a flat and became best friends with her flatmates - Niki and Emma - who later became godmothers to myself and my sister, Vita. She met and worked with other fantastic doctors, including Mercy's own Dr Di Winstanley; and at a whiskey tasting and book binding night, met my dad, John Reynolds.



Mum specialised as a haematologist and obstetrician: her expertise was in helping women with complicated pregnancies or blood disorders.

Mum's medical brain was first rate. She was a world-leader in her field: she published numerous articles, flew around the world to give lectures and led international organisations. Her technical expertise was uniquely matched with her gifted intuitive capacity to engage with patients, to sit with them and empathise with the person.

I think that is a very rare combination in any profession. And my mum had it in spades.

Mum's belief was that doctors hold a great deal of power in people's lives and with that comes a great deal of responsibility to genuinely help others. Her philosophy of care was to treat not just the disorder, but the whole person.

This philosophy - that you must care for the whole person not just the problem - was never something I got to see mum do first hand. But I did get to see it first hand with the doctors and nurses at Mercy Hospice.

Mum had breast cancer. She was first diagnosed in 2002, when I was 7 and Vita was 3. She had a mastectomy, underwent chemotherapy, and was given the all-clear.

But 14 years later, it came back, and the day after my 21st birthday our family learnt it was terminal.

She lived another 5 years and 9 months, and she did everything she could to be in the world with us for as long as possible. However, at the end of December 2022, after weeks of gruelling treatment, she decided it was enough.

She'd spent the last couple of weeks in a four-person room in Auckland Hospital, where she had worked for over two decades. She couldn't sleep due to all the noise, the ward was understaffed, and it was a battle to get more painkillers. She elected to move to Mercy Hospice.



There she was greeted with the biggest hug from nurse Jan. We decorated her room with photos, drawing and bunting, and the three of us were able to sleep there with her in the last seven days of her life.

The second she arrived and met her old friend Dr Di you could see my mum's whole body relax. After so long of caring for herself and the three of us, she finally could be cared for herself. Dr Di and the fantastic nurses at Mercy cared for my mum as a whole person, and they cared for the three of us and explained what was happening at every step.

In what should have been a uniformly devastating experience, they gave us the opportunities for laughter and happy stories.

I have many stories of those seven days. The solemnity of being so close to death, and with moments of ecstatic lightness when mum recited Scottish limericks, or friends came to sing for her. One memory was that Mercy put on a Christmas party for its staff and volunteers and organised a paella food truck for lunch. We took mum to the courtyard, and she was able to watch and smell the food being cooked.

It was her last time outside – she spoke Spanish to the chef as we played mariachi music, and all sung and danced along as best we could. In our culture, we are so used to not thinking about death. This aspect of our culture is a shame for many reasons, but I think one of the consequences is we forget the luxury of a good death.

A death with your loved ones holding your hands until the end, with laughter and singing and stories – a comfortable death without pain.

Mercy Hospice gave my mum a good death, and for that I will forever be indebted to them.

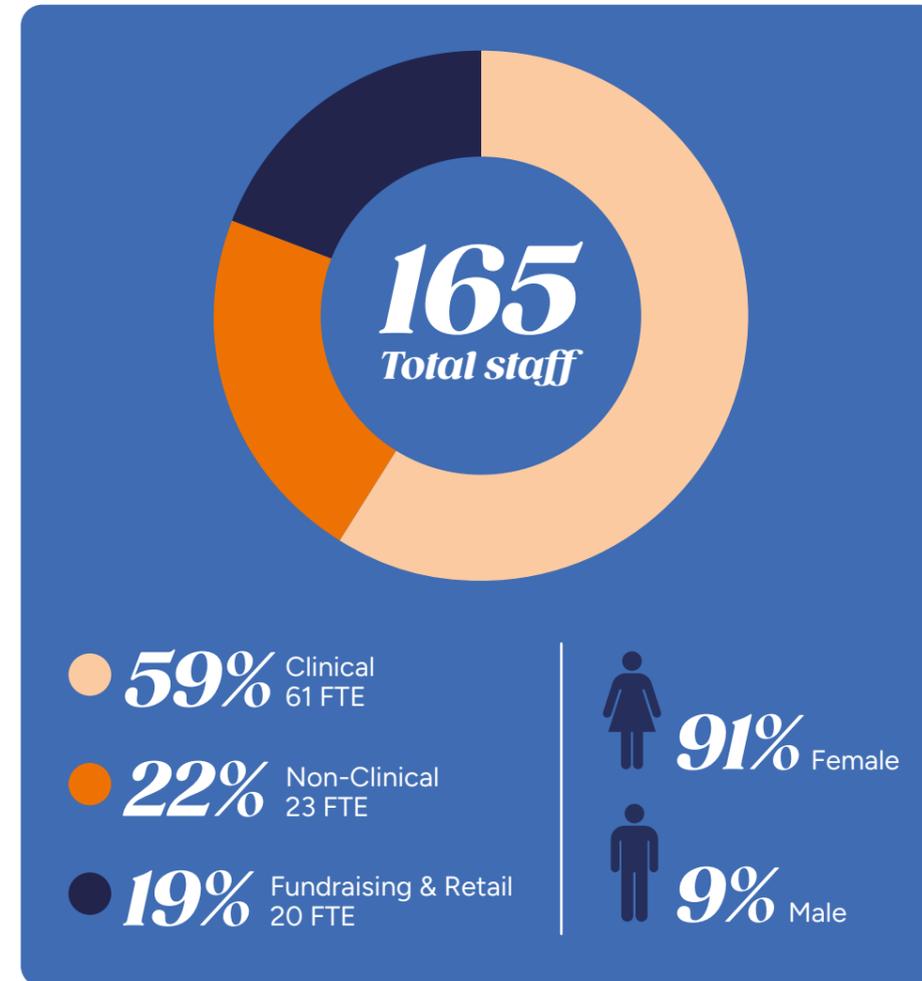
Our People

Executive Leadership Team

- Emma Maddren** - Chief Executive Officer
- Hera Pierce** - Pou Atawhai
- Anna Baird** - Head of Fundraising, Retail and Communications
- Collette Parr-Owens** - Head of Nursing and Clinical Services
- Carol McAllum** - Director Quality and Partnerships
- Pam Jennings** - Medical Director
- Caroline White** - Chief Financial Officer
- Gwen Arago-Kemp** - Head of People and Culture

Board of Directors

- Dr Arthur Morris** (Board Chair)
- Dr Barry Snow**
- Sr Patricia Rowe**
- Joanna Simon**
- Nick Francis**
- Aaron Hockly** (until December 2024)
- Mark Watson** (from January 2025)
- Julia Van de Coolwijk** (from January 2025)



Our Heartfelt Thanks

To those who have donated, sponsored, made a grant, held an event, run a marathon, left a gift to Mercy Hospice in their Will; to our tireless Volunteer Fundraising Committee, and our ever-passionate team of volunteers, our sincere, heartfelt thanks for your incredible acts of generosity and support.

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

PARTNERS

- Auckland Central Carlton Party Hire
- Barfoot & Thompson
- BNZ
- Davis Funerals
- Douglas Charitable Trust
- EuroVintage Wine & Spirits
- Grand Millennium Auckland
- Hugh Green Foundation
- James Pascoes Ltd Group
- Mansons TCLM Ltd
- Ralph & Eve Seelye Trust
- Walker & Hall

BUSINESSES

- Armakup Maritime Services Ltd
- Auckland City BMW Ltd
- Auckland Plumbers Group
- BDO Auckland
- Black Steel Mobile
- CBD Energy Limited
- H J Chapman Plumbing Limited
- Lighthouse Property
- Meribel Limited
- NZ Marquee Hire
- Penny Homes Auckland Ltd
- Ranfurly Village
- Spark Foundation
- TGT Legal
- Wells Instrument & Electrical Ltd
- Westpac New Zealand Limited

NATIONAL PARTNERS

- BNi New Zealand
- Dilmah
- Farmers
- Harcourts Foundation

COMMUNITY

- ACG Parnell
- Auckland Girls Grammar School
- Auckland University Rugby Club
- Baradene College of the Sacred Heart
- BNi Achievers
- BNi City Business
- BNi Means Business
- BNi Newmarket Platinum
- BNi Remuera
- Broadway Time Centre
- Entertainment Books
- Epsom Bowling Club
- Fabric a Brac
- Herne Bay Ponsonby Rackets Club
- JQ Real Estate, Ray White Parnell (Epsom Eve)
- Meadowbank Retirement Village (Switch and Ditch)
- Pompallier Lawn Tennis Club
- Remuera Club
- Saint Kentigern
- St Marys College
- The Auckland Quilt Guild Inc
- West End Tennis Club

TRUSTS & FOUNDATIONS

- Akarana Community Trust
- Ara Lodge No. 348 IC Charitable Trust
- Barbara Theresa Lipanovich and Robert Ned Covich Charitable Trust
- Barney & Patsy McCahill Charitable Trust
- BlueSky Community Trust
- Dragon Community Trust
- Duo Trust
- EM Arnold Foundation
- Ernest Davis & Ted & Mollie Carr Legacies (Perpetual Guardian)
- FGMRG Charitable Trust
- Four Winds Foundation
- Francis Fennell Hospice Trust
- Heathcote Trust
- James Russell Lewis Charitable Trust (Perpetual Guardian)
- Joyce Fisher Charitable Trust
- Lion Foundation
- Louisa & Patrick Emmett Murphy Foundation (Public Trust)
- Margaret Neutze Memorial Fund
- Maurice Paykel Charitable Trust
- Mike Bakker Charitable Trust
- Milestone Foundation
- N R & J H Thomson Charitable Trust (Perpetual Guardian)
- North & South Trust
- One Foundation
- Peter & David Picot Charitable Trust
- Pub Charity Ltd
- Society of Mary Order of Marist Priest & Brothers
- The Geoffrey & Nell Erne Adams Charitable Trust
- The Jogia Trust
- The Masfen Foundation
- The Moonshine Charitable Trust
- The Sir William and Lady Lois Manchester Charitable Trust
- The Trusts Community Foundation (TTCF)
- VMD Collier Charitable Trust (Perpetual Guardian)

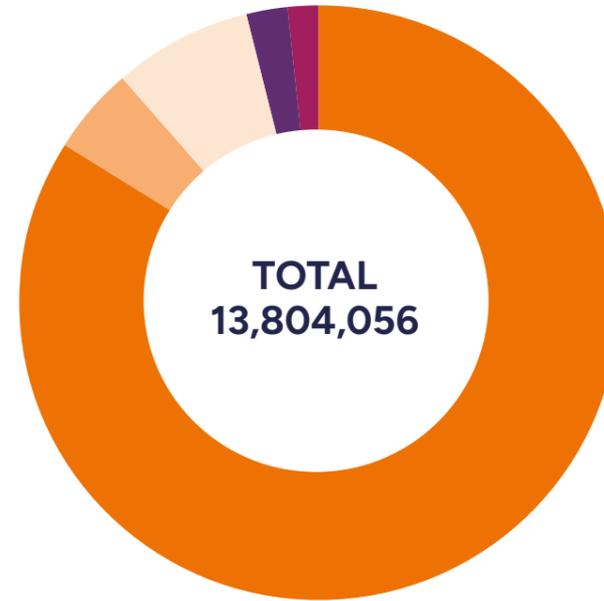
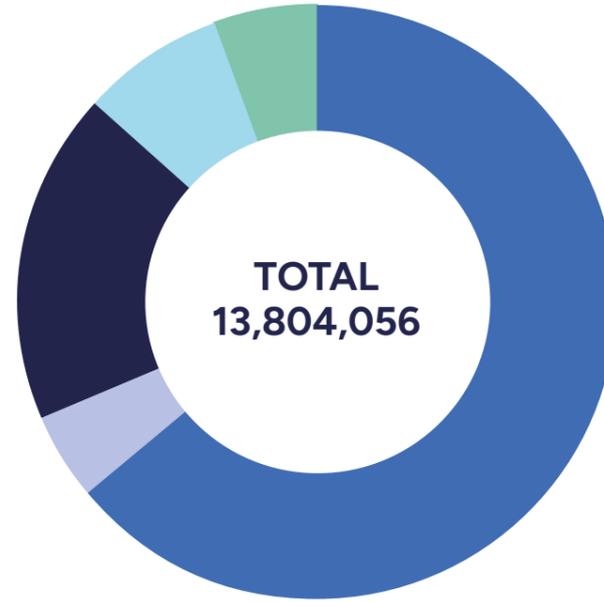


Financial Snapshot

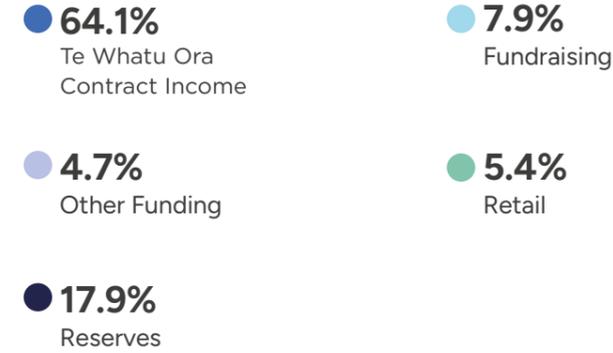
Net assets as at 31 March 2025:

Mercy Hospice Auckland Foundation
- net assets \$9.4m (\$9.1m 2024)

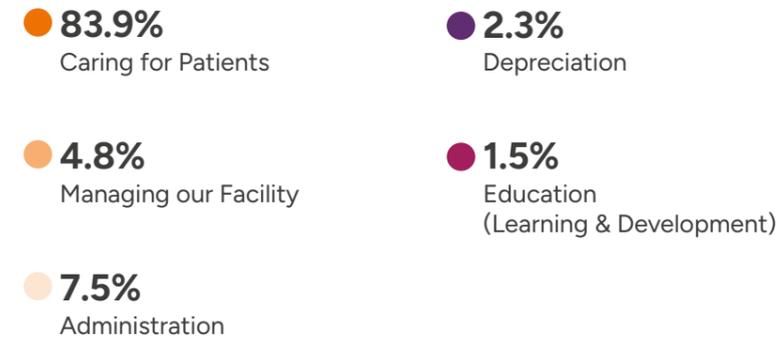
Mercy Hospice Services Limited
- net assets \$17.5m (\$18.4m 2024)



WHERE FUNDING COMES FROM



WHERE FUNDING IS SPENT



MERCY HOSPICE AUCKLAND LIMITED STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 31 MARCH 2025

		31 MARCH 2025		31 MARCH 2024	
	Note	\$	\$	\$	\$
OPERATING INCOME					
Te Whatu Ora Contract income - patient services		8,847,400		7,939,728	
Reserves		2,335,211		1,847,960	
MSD Wage Subsidy Received		0		5,010	
Interest received		15,614		34,129	
	3	11,198,225		9,826,827	
OPERATING COSTS					
Salaries and wages		(10,600,306)		(9,612,899)	
Agency Payments		(105,578)		(25,213)	
Contract Payments		(22,598)		(76,211)	
Other Staff Costs		(607,461)		(557,873)	
Patient Care Costs		(454,933)		(456,336)	
Facility Operating Costs		(658,173)		(583,205)	
Administration Costs		(1,030,731)		(938,672)	
Depreciation	4	(324,126)		(329,219)	
		(13,803,906)		(12,579,628)	
OPERATING DEFICIT		(2,605,681)		(2,752,801)	
FUNDRAISING					
Income from donations and fundraising	3	1,811,335		2,583,375	
Expenses - fundraising		(726,606)		(904,378)	
		1,084,729		1,678,997	
RETAIL					
Income from shop sales	3	2,940,727		2,831,566	
Expenses - shops		(2,195,064)		(2,000,814)	
		745,663		830,752	
Net Surplus/(Deficit) for the year		(775,289)		(243,052)	

MERCY HOSPICE AUCKLAND LIMITED STATEMENT OF MOVEMENTS IN EQUITY FOR THE YEAR ENDED 31 MARCH 2025

	31 MARCH 2025		31 MARCH 2024	
	\$	\$	\$	\$
Opening Equity		6,963,901		7,206,953
Net Operating Surplus/(Deficit) for the year		(775,289)		(243,052)
Total recognised revenue and expenses		(775,289)		(243,052)
Closing Equity		6,188,612		6,963,901

MERCY HOSPICE AUCKLAND LIMITED
STATEMENT OF FINANCIAL POSITION
AS AT 31 MARCH 2025

		31 MARCH 2025		31 MARCH 2024	
	Note	\$	\$	\$	\$
Issued capital		1		1	
Retained earnings		6,963,900		7,206,952	
Net Operating surplus/ (deficit) for year		(775,289)		(243,052)	
Equity		6,188,612		6,963,901	
Total Shareholders Equity		6,188,612		6,963,901	
REPRESENTED BY:					
Current Assets					
Cash		836,195		1,380,520	
Accounts receivable		929,257		860,071	
Prepayments		71,320		55,444	
		1,836,772		2,295,735	
Non-Current Assets					
Buildings	4	5,386,384		5,479,612	
Furniture, Plant and Equipment	4	589,192		528,769	
Software	4	558,825		619,376	
Shop fixtures & fittings	4	132,300		140,856	
Motor Vehicles	4	33,997		54,625	
Work in progress	5	-		53,433	
		6,700,698		6,876,671	
Total Assets		8,537,470		9,172,406	
Current Liabilities					
Accounts payable and Sundry Creditors	7	2,173,743		2,049,922	
GST liability		175,115		158,583	
Total Liabilities		2,348,858		2,208,515	
Net Assets		6,188,612		6,963,901	

MERCY HOSPICE AUCKLAND LIMITED
CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2025

	2025	2024
	\$	\$
Cash received from customers	11,105,929	9,950,566
Cash received from fundraising and shop sales	4,752,062	5,414,942
Cash paid to suppliers & employees	(16,232,878)	(15,569,828)
Interest received	15,614	34,129
Net GST received / (paid)	16,535	(6,426)
Net cash flows from/ (used in) operating activities	(342,738)	(176,617)
Payments for property, plant and equipment	(201,586)	(78,795)
Payments for intangible assets	0	(24,596)
Net cash flows from/ (used in) investing activities	(201,586)	(103,391)
Net cash flows from financing activities	0	0
	0	0
Net increase/ (decrease) in cash held	(544,324)	(280,008)
Cash at the beginning of the financial year	1,380,520	1,660,528
Cash at the end of the financial year	836,195	1,380,520

MERCY HOSPICE AUCKLAND LIMITED
NOTES TO THE SPECIAL PURPOSE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

1 The company acquired the net operating assets and business of Mercy Hospice Auckland Limited from Mercy Hospital Auckland Limited on 1 April 2002.

2 Statement of Accounting Policies

Basis of Preparation

The company, Mercy Hospice Auckland Limited, is registered under the Companies Act 1993. The company is also registered as a charity under the Charities Act 2005.

The special purpose financial statements have been prepared on the basis of historical cost for the purpose of reporting to the parent entity.

Fixed & Intangible Assets

Assets are recognised at cost less accumulated depreciation and impairment losses. Depreciation was written off and charged to the Statement of Financial Performance using a straight line method, over the estimated economic lives of the assets. Due consideration was given for a residual value where appropriate.

The lives of the assets were generally:

Furniture, plant & equipment	4 - 10 years
Software	8 -15 years
Motor vehicles	7 years
Shop Fixtures & Fittings	10 years
Buildings	70 years

Accounts Receivable

Accounts receivable were valued at estimated realisable value.

Te Whatu Ora Contract Income - Patient Services (rebranded entity from 01107/22)

Revenue from the provision of contracted services funded by Te Whatu Ora (TWO) previously the District Health Board (DHB) are recognised at their gross value in the accounting period in which the services are rendered.

Bequests, donations and grants carrying specific instructions for their use were taken to the Statement of Financial Position and treated as current liabilities if not fully spent during the year.

Shop Income

Revenue from the sale of goods is recognised in the Statement of Financial Performance when the significant risks and rewards of ownership have been transferred to the buyer.

Changes in Accounting Policies

The special purpose financial statements have been prepared based on the accounting policies of the company. There have been no changes in accounting policies during the year. All policies have been applied on a consistent basis with the previous year.

	2025	2024
	\$	\$
3 Total Income		
Operating income	11,198,225	9,826,827
Fundraising income	1,811,335	2,583,375
Shop sales income	2,940,727	2,831,566
	15,950,287	15,241,768

Operating Income as above:		
Includes related party grant for operating services	1,700,000	1,000,000
Includes One off Funding as follows: COVID Wage Subsidy	0	5,010
Facility operating costs includes rent of:	93,996	93,996
Administration costs includes fees paid to auditors of:	32,681	31,504
Fundraising Income & Expenses		
Bequest Income Received and paid to related party for investment	0	128,897

MERCY HOSPICE AUCKLAND LIMITED
NOTES TO THE SPECIAL PURPOSE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

4. Fixed & Intangible Assets

31 March 2025	Buildings	Furniture, plant & equipment	Motor Vehicles	Shop fixtures & fittings	Software	Total
Cost or valuation						
Balance at 1 April 2024	7,543,633	2,594,222	710,711	401,138	755,216	12,004,920
Additions	31,180	165,211	0	2,228	2,967	201,586
Disposals	0	0	0	0	0	0
Balance at 31 March 2025	7,574,813	2,759,433	710,711	403,366	758,183	12,206,506
Accumulated depreciation						
Balance at 1 April 2024	2,064,021	2,065,453	656,086	260,282	135,840	5,181,682
Depreciation for the year	124,408	104,788	20,628	10,784	63,518	324,126
Disposals	0	0	0	0	0	0
Balance at 31 March 2025	2,188,429	2,170,241	676,714	271,066	199,358	5,505,808
Carrying value at 31 March 2025	5,386,384	589,192	33,997	132,300	558,825	6,700,698

31 March 2024	Buildings	Furniture, plant & equipment	Motor Vehicles	Shop fixtures & fittings	Software	Total
Cost or valuation						
Balance at 1 April 2023	7,543,633	2,515,427	710,711	401,138	755,216	11,926,125
Additions	0	78,795	0	0	0	78,795
Disposals	0	0	0	0	0	0
Balance at 31 March 2024	7,543,633	2,594,222	710,711	401,138	755,216	12,004,920
Accumulated depreciation						
Balance at 1 April 2023	1,940,033	1,949,061	630,234	242,575	90,560	4,852,463
Depreciation for the year	123,988	116,392	25,852	17,707	45,280	329,219
Disposals	0	0	0	0	0	0
Balance at 31 March 2024	2,064,021	2,065,453	656,086	260,282	135,840	5,181,682
Carrying value at 31 March 2024	5,479,612	528,769	54,625	140,856	619,376	6,823,238

5 Work In Progress

There was no work in progress recognised at balance date (2025: nil; 2024: \$53,433, with the prior year balance relating to building works and development of a new module within the Salesforce system.

6 Related Parties

Mercy Hospice Auckland Limited is wholly owned by Mercy Healthcare Auckland Limited, the ultimate parent company.

Mercy Healthcare Auckland Limited provides governance and management services to Mercy Hospice Auckland Limited for which a fee was previously charged of \$169,228 in 2024. This was discontinued in 2025.

McAuley Trust receives rental income from Mercy Hospice Auckland Ltd of \$93,996 (2024: \$93,996). The rental income is paid to Whānau Mercy Ministries from May 2025. Whānau Mercy Ministries received \$33,120 (2024 \$Nil) from Mercy Hospice for supplier costs oncharged.

McAuley Trust on behalf of Mercy Parklands paid Mercy Hospice \$1810 during the year for ICT services (2024 \$12,745).

Mercy Hospice Services Limited is wholly owned by Mercy Healthcare Auckland Limited and holds investment capital on behalf of Mercy Hospice Auckland Limited. It made a donation to support operating services of \$1,700,000 (2024: \$1,000,000). An additional amount of \$267,250 was paid to Mercy Hospice to provide support for the Honohono Tatou Katoa project (2024 \$Nil).

During the year Mercy Hospice Auckland Limited agreed to transfer unrequired bequest income of \$Nil (2024: \$128,844) to Mercy Hospice Services Limited. There is a balance of Nil payable (2024: Nil) and Nil (2024: Nil) receivable. Mercy Hospice incurred costs during the year of \$645 for Board related expenses (2024: \$Nil).

St Catherines Rest Home was paid \$107,229 during the year for patient meals and gas costs. (2024 \$105,659)

St Catherines Rest Home paid Mercy Hospice \$6,584 during the year for the on-charge of ICT costs. (2024 Nil)

Mercy Parkland Limited was a Debtor at 31 March 2025 for supplier costs oncharged for \$1,873. (2024: \$4,902). Mercy Parkland Limited is related within the Group due to common Trustees.

St Catherines Rest Home was a Debtor at 31 March 2025 for supplier costs oncharged of \$325. (2024: \$1,330).

St Catherines Rest Home was a Creditor at 31 March 2025 for patient meals and gas oncharged for \$10,246. (2024: \$9,275).

St Catherines Rest Home is related within the Group due to common Trustees.

MERCY HOSPICE AUCKLAND LIMITED
NOTES TO THE SPECIAL PURPOSE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

6 Related Parties (continued)

Mercy Healthcare Auckland Limited was a Debtor at 31 March 2025 for on oncharge for a supplier cost for \$Nil (2024: \$376)

Mercy Hospice is the sole beneficiary of Mercy Hospice Auckland Foundation and received a grant of \$160,000 in the year (2024 Nil)

The Executive Leadership Team, including the Chief Executive are employed as employees on normal employment terms.

	2025	2024
	\$	\$
Executive Leadership Team Salaries (ELT)	1,605,629	1,363,907
Staff Number - ELT	8	8

Management restructured operations during the year to streamline activities and reduce costs, including a reduction of two members from the executive leadership team, with the restructure completed by July 2025.

Members of the key management personnel make contributions to the Company from time to time to support fundraising initiatives. During the year, Directors and a Trust under some control of a Director made donations to Hospice for \$3,065 (2024: \$21,341).

The company has a related party relationship with the Northern Club as a member of the key management personnel is a Director of both entities. The Company has transactions relating to Fundraising activities during the year. The value of the related party relationship transaction is \$3,800 (2024 \$Nil)

7 Account Payable and Sundry Creditors

	2025	2024
	\$	\$
Accounts payable	218,626	214,775
Sundry creditors and accruals	505,215	479,032
Payroll related accruals	1,449,902	1,356,115
	2,173,743	2,049,922

8 Taxation

Mercy Hospice Auckland Limited is a not-for-profit organisation and is not subject to income tax, under section CW42 of the Income Tax Act 2007, and as such no taxation is payable on any surplus.

9 Capital Commitments

Capital expenditure commitments at balance date: \$Nil (2024: \$Nil).

10 Lease Commitments

The lease commitments for the rental of the nine shops are due as follows:

For Blockhouse Bay, Ellerslie Clothing, Ellerslie Furniture, Mt Eden, Ponsonby, Pt Chevalier, Mt Roskill, Remuera & St Heliers. The Royal Oak store was closed July 2023 & the St Heliers store was opened in November 2024.

	2025	2024
	\$	\$
Less than one year	568,744	568,744
Between one and five years	1,112,006	1,112,006
Greater than 5 years	431,250	431,250
	2,112,000	2,112,000

The company has a monthly leasehold commitment for the property situated in College Hill, Auckland with McAuley Trust, see Note 6. This was transferred to Whānau Mercy Ministries from May 2025.

11 Subsequent Events

There have been no subsequent events after Balance Date.

12 Going Concern

The accompanying financial statements have been prepared assuming that the Company will continue as a going concern. The Company has incurred significant operating losses and negative cash flows from operations for the year ending 31 March 2025. Management has assessed these losses in the context of the Company's ability to meet its obligations as they fall due and considers the impact to be manageable in light of the actions taken and available group support. In response, management restructured operations during the year, including a reduction in the senior management team from 7 to 5 members, to streamline activities and reduce costs. In addition, the Company has access to managed investment funds held within the wider group, which are specifically maintained for the benefit of the Company. The financial statements-do not include any adjustments that might result from the outcome of this uncertainty.

Help us Continue the Care

As a charity, we rely on the generosity and kindness of others to be able to provide the specialist palliative care that our community needs from us.

Support Mercy Hospice to help ensure that people facing life-limiting illnesses and their families receive free care, compassion and comfort when they need it most.

WAYS TO SUPPORT MERCY HOSPICE:



Scan to Donate
to Mercy



Volunteer
for Mercy



Shop
for Mercy



Fundraise
for Mercy



**Mercy
Hospice**

Te Korowai Atawhai

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