



BALLARAT  
HOSPICE  
CARE INC.

Home Based Palliative Care

TRUST

KINDNESS

RESPECT

LOYALTY



WILLINGNESS

SKILL

HONESTY

Annual Report **2012/13**

## VISION

To offer our community a specialist palliative care service focused on end of life issues and care.

## MISSION

Ballarat Hospice Care, using a skilled, multidisciplinary team approach facilitates, with compassion, the provision of home-based holistic palliative care, to anyone facing end of life issues.

## PRIMARY OBJECTIVES

To provide specialist palliative care equitably and responsively within available resources.  
To promote palliative care values within the community.

## PHILOSOPHY & CORE VALUES

We believe that:

- the care of patients must acknowledge the whole person in their social context;
- suffering, grief, loss and death are a part of life;
- we will strive to relieve suffering by providing information relevant to the patient and carer which reflects their choice;
- all patients and carers are entitled to open, honest communication which respects choice and autonomy;
- caring for ourselves and each other enables us to care for others;
- bereavement support is an essential element in supporting people after significant loss.

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# Achievements

## Articulating our Values

Defining our Values began with a reflection of how we make decisions, how we engage internally and externally - with our staff and volunteers and our partners, how we hold and progress the importance, worth and usefulness in our day to day practice of Ballarat Hospice Care Inc (Ballarat Hospice). The first question asked of staff and volunteers - *what matters to you most and how did we all come to this place together?*

We came to the initial conclusion that threaded through our interactions with all in and around the organisation is loyalty, trust, kindness, skill, honesty, respect and willingness. These values are expressed in the way we work with each other, care for patients and their families and collaborate with our partners and give recognition to our supporters. The stories later in this report reflect the values through their personal experience.

## Committee of Management

The Committee of Management has again undertaken a regular skills self-assessment with the results showing that we required complementary skill base in finance, education, marketing and medical replacement of Dr Shantini Deutscher. It was also noted that there was a gender imbalance represented in these skills and the make-up of the membership. We were fortunate to recruit Dr Claire Hepper, Meredith Johnson and Jo Watson.

There has been a concerted effort in connecting governance and operations whilst maintaining the appropriate separation. The connection is being strengthened through representation on the sub-committees which gives a greater understanding of operations.



Martin Noonan

## Creating innovation

A funding Grant from 2011/2012 enabled the facilitation of four Focus Groups / Ideas Sessions in October 2012 made up overall of 100 people. Representation at these groups came from Staff and Volunteers of Ballarat Hospice, Carers and Community, Allied Health Care Professionals with the fourth group coming from Committee of Management and Business Leaders. This approach facilitated by Martin Noonan, MPN enabled innovative ideas and suggestions resulting in creative applications to Philanthropic Trusts.

The results of these groups identified themes covering: Education Through the Generations, Information Systems – accessible to all (including patients), Marketing Palliative Care Principles and Research. Initiatives were formulated into a report to inform Ballarat Hospice in developing strategies to progress the areas raised. These initiatives have been supported by the Department of Health; Wellbeing, Integrated Care and Ageing Division who granted additional funds in the 2012/2013 year.

This funding has supported Ballarat Hospice to review our role in the community, retain creative applications for future submissions and create genuine community engagement. It has allowed us the time and energy to reflect, develop plans for the future and strengthen our relationship with IBM Ballarat. Without the funding, which is greatly appreciated, we could not have achieved the work so far.



Wendy Hubbard and Gabrielle Bence

# Achievements

## Ballarat Hospice welcomes Senior of the Year

Ballarat Hospice was privileged to receive a visit from Emeritus Professor Ian Maddocks in May 2013 who endorsed our initiatives from the Ideas Sessions. Professor Maddocks is not only the Senior Australian of the Year 2013 he is also an eminent Palliative Care Specialist and a passionate advocate for world peace. Since 1980 he has advocated improved care for the dying, and was first Chair of Palliative Care at Flinders University, first President of the Australian Association for Hospice and Palliative Care and first President of the Australian and New Zealand Society for Palliative Medicine. Recipient of the inaugural Bethlehem Griffiths Medal for research in palliative care, Ian is recognised internationally for his work in palliative care, tropical and preventative medicine. Now Emeritus Professor at Flinders University, he continues daily care for the terminally ill.

Following Ian's visit with us he wrote *"I shall be interested to learn of the progress of the plans and hopes you had in mind when we were with you, and I wish you well with the excellent support you maintain for palliative care in your city and region"*.



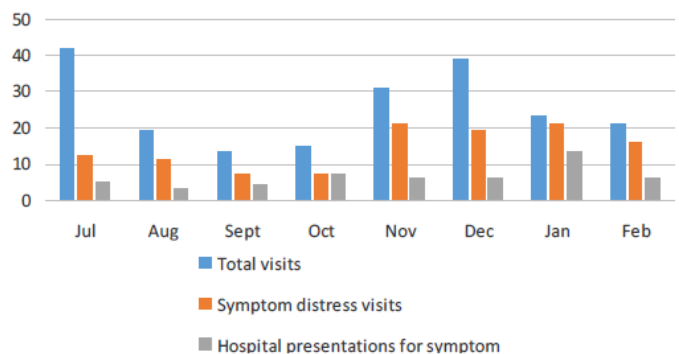
Ian Maddocks

## Research in Palliative Care

**Integrating Renal and Palliative Care project**, in cooperation with Ballarat Health Services' Dialysis Unit, supported by the Department of Health, through the Grampians Region Palliative Care Consortium. The project was presented at the Australian Clinical Network Conference 2012 by Principal Investigator, Vicky Smith RN Grad Dip ANP. This project was given approval by the Ballarat Health Services and St John of God Human Research Ethics Committee (HREC). This work has been acknowledged by the Renal Clinical Network and is looking to Ballarat Hospice to contribute to the development of supportive care as a clinical pathway in Chronic Renal Failure.

**After Hours Project** also funded by the Department of Health, through Grampians Region Palliative Care Consortium came to completion April 2013. Project co ordinated by Melanie Mattinson RN, After Hours Service Development Officer and supported by Kate Wise, Project Consultant. A Project Plan was created to ensure that developments throughout the project were intended to impact positively in the delivery of after-hours services of Ballarat Hospice through the improvement of business hours processes and the strengthening of relationships with key stakeholders in the Ballarat Hospice service area. Strategically Ballarat Hospice views this project as the beginning of targeting local services to strengthen the systems across our service area and identifying opportunities for developing common processes across Health Services. Addressing these areas in the first instance would ensure that the after-hours service could build effectiveness, consistency and sustainability into the future. Continued funding is guaranteed 2013/ 2014 to progress effective after hours support.

After hours visits and hospital presentations re symptom distress Jul 2012 - Feb 2013



Vicky preparing for presentation at ACN Conference



# Achievements

## Tanya Daniels The Good Guys Local Giving Program

As shown on The Good Guys web page: "The cheerful, friendly nature of The Good Guys brand personality resonates not only in our store designs, layouts, product offering and advertising but in everything we do in our day-to-day dealings with customers" – Ballarat Hospice can only agree as they include us in their day to day operations. The money raised is a significant gesture of valuing what we do in our community at the same time raising awareness of palliative care and Ballarat Hospice. Over the past 12 months \$6892 was donated which has contributed to the purchase of equipment and direct service delivery.

We are very grateful not only for the funds donated from the Local Giving Program but also from Tanya Daniels *The Good Guys Ballarat* who have separately donated funds raised through their local raffles and morning teas. This generosity is all done in an understated way but means so much to Ballarat Hospice.

We were also pleased to receive the news that *The Good Guys Ballarat* would like to continue their support of Ballarat Hospice in 2013/2014.



Geoff Russell & Tanya Daniels at *The Good Guys Ballarat*



## Carers' Education Program

During 2012/2013 Ballarat Hospice has provided education to staff around the principles of the Carer Recognition Act 2010 through its Statement for Carers, and the Carer Recognition Act 2012 through its legislative compliance program and orientation program. Ballarat Hospice has reviewed its policies to ensure that Carers are recognised and supported in accordance with this legislation.

Carer Education Program sponsored by Friends of Hospice volunteers have been a regular part of ongoing care to Ballarat Hospice patients, families and carers and are evaluated for their effectiveness on a regular basis with positive results. Carer support has also been further enhanced with the introduction of Home Record folders and After Hours Guidelines for Patients and Carers.



Friends of Hospice with Karen Taylor, Volunteer Coordinator.

# Chairman's & Executive Officer's Report

Geoff Russell & Carita Potts

We present this report to you with confidence that Ballarat Hospice is achieving and offering a quality service. Supported by a vibrant Committee of Management this year has enabled a successful and significant year in governance and operations.

Compliments abound but as we encourage feedback we also deal with situations where we have not met expectations – we look on this in a positive manner and always act with the opportunity to improve.

## The Victorian Palliative Care Satisfaction Survey

showed Ballarat Hospice's highest satisfaction points related to the use of equipment, respect, cultural needs being met and access to after-hours support. Overall satisfaction with the care delivered by Ballarat Hospice's palliative care team was calculated at 4.74 out of 5. Areas to improve were also highlighted as part of the reporting system and these opportunities included education on massage and bathing, addressing appetite problems, physical therapies, information about how the illness may develop and planning ahead for funeral arrangements. Interestingly the latter two points are areas where we are at risk of upsetting people as per the internal feedback system that identified these points that cause distress. This is a challenge but will be overcome with the public domain and government policy addressing Advance Care Planning before one becomes unwell.

Of note is the retirement of Dr Shantini Deutscher MBBS (Hons) 1979, Monash University FRACGP 1987, GAICD 2008. Shantini always gave a responsible and considered view of the way forward for Ballarat Hospice to ensure its integrity and viability. We appreciate her 13 years of service to Ballarat Hospice and value her contribution.

## Financial Position

During the year Ballarat Hospice generated a Net Income of \$28,701 and added to our on going cash position by \$57,280. This was after incurring some additional expenditure relating to the departure of some long serving staff and some costs related to planning for our long term objectives; the benefits which we will see over the next few years. Ballarat Hospice has received additional funding to assist with undertaking these strategic and planning exercises from the City of Ballarat and the Department of Health Victoria. We commend the diligence of Stephen Lewis, our Treasurer and also express our appreciation for the dedication and assistance of Ed Browne, Busy Bookkeeping Ballarat.

## Future Directions

The future is exciting and one that will have continued challenges in relation to our building space and responding to the change in reporting and funding through Activity Based Funding. Ensuring our financial viability, like always, is a priority and one initiative is that we are planning is to open an Op Shop. To reduce the financial risk of this we have made application to the City of Ballarat to establish if we are able to open the shop at the front of the church. Considering that this will be ancillary to our core business we are hoping the outcome will be favourable.

It has long been recognised that our space at our current location is cramped and we are looking to relocate. Due diligence has been undertaken and opportunities through partnerships are developing as a result of the Ideas Sessions and consultation and exploring all options. Uppermost in our decision making is not to put Ballarat Hospice at risk and to ensure that the choice will be made in the context of future need.

We have also secured the support of Hon Rob Knowles AO, Mental Health Commissioner and long supporter of Ballarat Hospice having been a member of the Committee of Management in past years. Rob also commissioned the Task Force to review Palliative Care Services in Victoria while Health Minister in the "Kennett Government".

The model of care and how we work internally and externally is under review and planning is based around our ability to respond in the most appropriate and efficient way to service demand. We are building on our research through renal and after hours projects and looking to strengthen our role in Aged Care and Disability services in cooperation with the Grampians Region Palliative Care Consortium.

Again as in years past we cannot let our sincere acknowledgement of the support we have from a dedicated team at Ballarat Hospice made up of our staff and volunteers and the support from the community through donations and advocacy. Also to the Department of Health – Division of Wellbeing, Integrated Care and Ageing and the Grampians Regional Office, Ballarat. Without you all we would not exist.

We look forward to the future and continuing to work with our community and partners into 2014 and beyond.





# Committee of Management

## Committee of Management (nee Board of Management)

### Board Members:

Geoff Russell, Chairman  
Stephen Lewis, Treasurer  
Bryan Crebbin  
Dr Claire Hepper  
Jo Watson  
Fiona Watson  
Rev David Leach  
Kevin Harper  
Michael Coleman  
Meredith Johnson  
Neale Gribble

### Experience

Health, Disability, Company Director, Executive Management  
Accountant, Governance  
Company Boards, Department Human Services, Policy  
GP, Diploma Palliative Care  
Education, BHS, Health  
Marketing, Health Public Relations and Media, Writing  
Spiritual, Ethics, Boards  
Palliative Care experience in UK & Ballarat Hospice,  
Spiritual Secretary to Anglican Bishop - Policy  
DHS, Project Work, Policy, Strategy  
Medicare Local, EO, Medical Business, Financial  
Lawyer, User of Ballarat Hospice



Geoff Russell



Stephen Lewis



Bryan Crebbin



Michael Coleman



Rev David Leach



Fiona Watson



Jo Watson



Dr Claire Hepper



Meredith Johnson



Neale Gribble

# Committee of Management

## Committee of Management Sub-Committees

To connect the Committee of Management to operations without them becoming too involved a number of sub-committees have been established:

- Executive Financial sub-committee  
– Geoff Russell, Stephen Lewis & Carita Potts
- Risk Management sub-committee  
– Neale Gribble, Claire Hepper, Bryan Crebbin, Karen Taylor & Carita Potts
- Marketing and Communications  
– Fiona Watson, Claire Hepper, Karen Taylor & Carita Potts

Ballarat Hospice would like to welcome three new members this year, Dr Claire Hepper, Meredith Johnson and Jo Watson.

We would also like to thank Dr Shantini Deutscher who has retired from the Committee of Management, for her commitment and participation whilst having been an active member for many years.

### **Risk Management Sub-Committee**

The Risk Management Sub-Committee has undertaken a complete review of Ballarat Hospice's Risk Register. Ballarat Hospice has moved towards keeping an electronic database Risk Register.

46 new risks have been added to Risk Register with a total now of 88 risks identified. The next phase is to strengthen the controls Ballarat Hospice has in place around the risks that have been identified. All risks have been rated according to their risk category and risk level.



Mr Don Moss with Committee of Management members, 2012 AGM.



# Staff

## Executive Officer

Carita Potts B.A. Nursing (Post Registration) PBOC, Master Mg't

## Administration

Olga Anderson

Lee Ellis

Gwenda McManus

## Co-Ordinator of Volunteers

Karen Taylor **Cert Frontline Management**

## Nursing - Specialist Palliative Care Nurses

Sharron Butler RN (Div 1)

Leanne Burns RN (Div 1)

Phillip Damon RN (Div 1)

Karen Davies RN (Div 1) **Grad Dip Palliative Care**

Debbie Hubble RN (Div 1)

Janine Lynch RN (Div 1)

Mandy Martin RN (Div 1) **Grad Cert Oncology/Palliative Care**

Angela Mersvinskis RN (Div 1)

Sharon Moss RN (Div 1)

Melanie Mattinson RN (Div 1) **Specialist Cert Palliative Care**

Vicky Smith RN (Div 1) **Grad Dip ANP Palliative Care**

## Medical Director

Dr David Brumley MB BS, FRACGP FACHPM MSc

## Quality and Risk Co-Ordinator

Karen Taylor Cert Frontline Management

## Social, Welfare & Bereavement Counsellors

Liz Dawson Dip Comm. Services Work, **Vocational Grad Cert Bereavement Counselling Candidate**

Paula Robinson Dip Comm. Services Work

## Spiritual Care Worker

Julie Fletcher **Master Theology, PhD Candidate**

Ballarat Hospice works closely with the Grampians Regional Palliative Care Team made up of Jade Odgers (Manager), Dr David Brumley, Dr Greg Mewett, Regina Kendall NP and Lawrence Harbegger CNC. The team is valued by Ballarat Hospice and offers our community collaborative support through symptom management, assessment and education for both patients and their carers, and the staff at Ballarat Hospice.



Sharron, Vicky, Debbie & Karen Davies.



Farwell to Debbie



Mandy & Gwenda



Liz & Janine



Lee & Phillip



Paula



Carita & Olga

# Volunteers

## Administration

Caitlin Eden  
Amanda Larcombe  
Kaye Maguire  
Maria Stickland

## Friends of Hospice

Les Vercoe  
Dorothy Anderson  
Anne Beckers  
Yvonne Biggs  
Paul Bilson  
Marg Callaghan  
Rae Desmond  
Glenys Edwards  
Peter Johnstone  
Lynne Maher  
Val McMaster  
Helen Newall  
Rose O'Meara  
Molly Scott  
Pamela Smith  
Jan Stubbs  
Arnold Treloar

## Patient Support Volunteers

Dorothy Anderson  
Greg Bromley  
Kath Connors  
Suzanne Cooper  
Carole Cracknall  
Georgina Dansey  
Mary Douglas  
Vicki Elshaug  
Harry Gibcus  
Phyl Graham  
Bianca Gray  
Leesa Lannan  
Lynne Maher  
Barrie McCausland  
Pauline McCausland  
Wendy Rattray  
Dianne Riley  
Carol Scott  
Fiona Sly  
Pamela Smith  
Adrian Van Hamond

## Special Interest Group

Audrey Brew  
Beth Burridge  
Lola Collins  
Joan Crompton  
Maive Cutts  
Linda Diamond  
Dot Dilges  
Jan Dyett  
June East  
Betty Eva  
Valma Flint  
Margaret Fowkes  
Lois Gilbert  
Elizabeth Gribble  
Rene Holloway  
Val Lamb  
Jean Long  
Dot Lorensene  
Mavis Maher  
Emmie Martin  
Shirley Mayne  
Norma Moulton  
Anna Oellering  
Joyce Ord  
Marie Reeves  
Alison Sherritt  
Beryl Tuppen  
Joyce Watson



Special Interest Group Volunteers



Patient Support Volunteers



Dorothy, Barry, Kath and Vicky



# Volunteers

## FRIENDS OF HOSPICE EVENTS

### Trots Night

The Trots evening was held in June this year and \$5,812 was raised by Friends of Hospice volunteers. We would like to extend our appreciation to our race sponsors and many other donations received by local businesses that supported this event:

- Ballarat Central Auto Electrics Pty Ltd
- Ballarat Towing Service
- Inland Motor Body Works
- J & D Auto Paints
- Noel Mahar Accounting
- RSM Bird Cameron
- Smart Parts

### Annual Memory Tree

Every year Friends of Hospice volunteers spend the two weeks leading up to Christmas at Stockland Wendouree and Central Square shopping centres selling stars and hearts allowing the Community to place a star on a tree in memory of their loved ones. Friends of Hospice originally commenced this event in 1996 in the form of ribbons and bows. Some people say they have been coming back every year since, to place a bow or star on the "Hospice Tree" and give thanks to Friends of Hospice for allowing them the opportunity.

This opportunity would not be possible without the generous support of not only Friends of Hospice, but participation across the community, local church groups and various community clubs and we thank them for their continued involvement into not only raising funds for Ballarat Hospice (the 2012 event raised almost \$2,850) but provided a meaningful event for the Community.

We would also like to thank Fletcher & Sons printers, for donating the stars, and the Management of Central Square and Stockland Wendouree Shopping Centres for donating the use of the casual mall sites and trees where provided.



1996 Memory trees

### National Theatre Play – "And then there were None"

This event by Friends of Hospice volunteers raised \$560 and an evening of entertainment was enjoyed by all who attended.

### Integrating Palliative Care into Community –

A collaborative approach to training volunteers was developed with Uniting Care throughout 2012. Uniting Care volunteers requested further information about palliative care and the dying process and this was presented to them in a manner that provoked interest and thought raising discussions. The training collaboration has produced mutually satisfying results for volunteers from both organisations.

### National Volunteers Week

A flag raising ceremony was attended in Ballarat to mark the opening of National Volunteers Week in Ballarat at the City of Ballarat by Pamela Smith and Molly Scott from Friends of Hospice, along with Karen Taylor from Ballarat Hospice.



Molly, Mayor John Burt & Pam

Volunteers participated in "Saying the Four Things that Matter Most for Living and Dying" conference in Melbourne with Dr Ira Byrock and hosted by Palliative Care Victoria.



# Quality Report

## Quality Reference Committee (QRC)

Throughout the previous year the QRC has focused on organising the tasks that needed to be undertaken at Ballarat Hospice and prioritising them to ensure that achievable targets were being set.

The focus has been on developing and reviewing policies, forms and procedural guidelines ensuring that any legislative compliance changes were incorporated. Monitoring the work undertaken in regard to Legislative Compliance, Projects, Quality Action Plans and Continuous Improvement.

Policies (56 in total):	Reviewed 14, New 1, Amended 8
Forms (85 in total):	Reviewed 58, New 17, Obsolete 8
Legislative Compliance:	7 areas of low non-compliance still exist, this is down from last year's total of 14 low non-compliance.  13 areas of non-compliance were corrected.

## ACCREDITATION – MEETING THE STANDARDS

Ballarat Hospice undertook self assessment against Palliative Care Australia's National Standards Assessment Program (NSAP) this year. This process involves reviewing our standards of care around 77 elements set by Palliative Care Australia. The results showed further work needs to be implemented in some areas, however overall the results were very satisfactory. The majority of the work to be undertaken will involve the implementation of formal care plans.

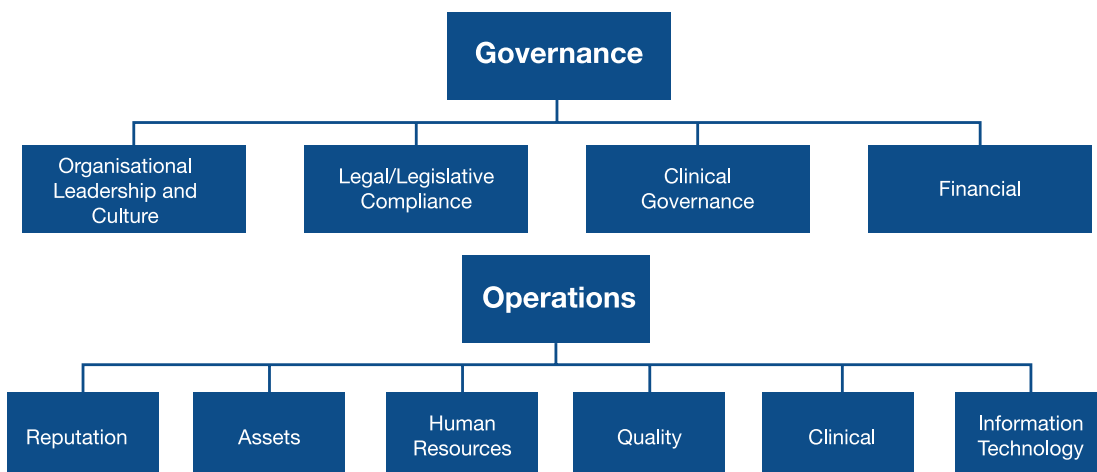
### NSAP was previously undertaken in 2010 and the comparison results are shown below.

- 37 standard elements were the same in 2013 as the 2010 results.
- 31 standard elements in 2013 exceeded the 2010 results.
- 9 standard elements in 2013 fell below the 2010 results.

Quality Innovation and Performance is the accreditation service provider appointed by Ballarat Hospice. 2012/2013 saw Ballarat Hospice midway into its three year cycle of review. At the midcycle review, Ballarat Hospice was ahead of schedule in regards to completing its Quality Action Plan.

## CONTINUOUS IMPROVEMENT

One major area of improvement within Ballarat Hospice has been the establishment of frameworks around our Operations and Governance practices. The Quality and Risk Co-Ordinator worked extensively with the Executive Officer and Committee of Management in establishing the following frameworks, aligning them with Risk Management, Policy Development and Strategic Planning:



# Donors and Guardians

## Estate Bequests in Memory of

Greenstone Property  
Gladys May Brown Estate  
June Wilson Will Trust  
Estate Evelyn Mellington

## Donations In Memory of

Ugo Tocchet, Peter Sporton, Jean Paxman, James Pryor, Joan Strachan, John Lawrence, Frank Annear, Ira Hartmanis, Margaret Walker, Betty Youens, Robert William, Mark, Milne, Irene Holloway, Gavin Maguire, Brian Smith, Sue Ratcliff, Leslie Trigg, Maria Graafmans, John Garsed, O'Connell, Anna Wills, Murray Byrne, Ljubomir Saric, David Black, Kathy McDonald, Claire Legg, Wendy Collacott, Ron Woolcock, Susan Molloy, Brian Smith, Neil Callow Gregory Blay, Valerie Wain, Walter Anstis, Noel Harris, Robina Stevens, Peter Appledore, Grace Tester, Jean Lakey, Bruce Thomas, Nigel Lemon, Tom Mellington, Tony Barrett, Fred Ludbrook, Susanne Whearem, Ron Taylor, Gayle Richards, Barry Adams, Fred Ackroyd, Patricia Forde,

## Guardians

Beverley Annear, Baird & McGregor Pty. Ltd., Ballarat Surgical Clinic, Emma Basham, St John of God Health Services, Brian Bousfield, Jan Brodie, Judith Bromham, Kevin Brown, Marjorie Brown, Dr David Brumley, Justin Burke, William Callaghan, Therese & Pat Cashin, Margaret Cashman, Ken Clements, Marie Cooper, Naomi Corlett, Judith Coull, Keryn & Bryan Crebbin, Ballarat IVF Pty. Ltd., John Davis, Nancy Day, David & Shantini Deutscher, Ruth Devlin & Les George, Heather Dolling, Dorothy Donaldson, Margaret Doyle, Tracey Foley, Malcolm Gamston, Frank Godfrey, Frances Grady, John Harrison, June Haughton, Hazel Hayes, June Henderson, Mrs B. Joan Hughes, Rodney Jacobs Lawyers, Nanette Knett, Rob Knowles, Audrey Lamb, John Lampard, Amanda Larcombe, Margaret Lewis, Margret Lockwood, Jean Long, Colleen Ludbrook, Richard Lyons, Kaye Maguire, Marion McLeod, Christine Mellington, HW Menadue, Shane Molloy, Loma Morgan, John Morrish, Sharon & Don Moss, Betty Murphy, Gwen Murphy Noel Murray, Loma Nicholls, Elizabeth Patterson, Judith Perrin, Pam Petrie, Dorothy Pond, Marie Pryor, Janice Rehfish, Geoff Russell, Peter Schilling, Jean Shaw, Aivonne Skewes, Patricia Smith, Wendy Stewart, Edwin Stewart, Carol Taylor, Paula Tobin, Annie Van Tilburg, Shirley Vanderbom, Les Vercoe, Fiona Watson, Joyce Watson, Bill Weidner, Myrna Whiting, Margaret Woof, Pam Wright, Barbara Burke, Helen Cox, Margaret Cox, John Coxall, Mary Davies, Dawn Fiddian, Peter Fiume, Monica & John Van Muyen, Ella Gillett, Mary Haintz, Ross Humphrey, Robyn Cumow, Gail Paxman, David Ratcliff, Keith Ridsdale, Graeme Taylor, Claire Hepper, Neale Gribble, Jo Watson.

## General Donations

Inner Wheel club of Wendouree, Catherine Zito, Mr Donald Moss, Jan Goyne, Battlers Tavern – Robert Biggs, Millers Fashion Bridge Mall, Creswick Lions Club, Jenny Eason, Vicki Wilson, Tania Daniels – The Good Guys, Dr B Hepper, Special Interest Group, Ryans IGA, MND, Friends of Hospice, M Ridsdale, Betty Gay, Commonwealth Bank of Australia, Marie Medrew, Loma Peet, Kaye Maguire, Country Womens Association, JJ & ME Donegan, VM Flint, Cancer Council of Victoria, St John of God Hospital, Anglican Parish of Holy Trinity Sebastopol, M Norton, PD & PM Quick, MH Duggan, St Peters Anglican Church Opportunity Shop, Cheryl Willingham, Else Plompen, Ajka O'Connell, Roger Bellchambers, Maree Burnett-Dorn, Sandra Deverall, Lyn Sharrock, Margaret Niutta, Joan Crocker, Lisa Lullum, Kath Blackmore, Vicki Bainbridge, Jo Kruse, Jane Duggan, Sue Liston, Karen & Peter Taylor, Julie Sheridan, KG Sellers, Jenny Eason, Golden Point Café, D & M Blay, R & J Reriti, L Blay, D & J Lambert, Dianne Collacott, Betty Rout, Mt Clear & Mt Helen Progress Association, Y & B McIntosh, Joyca P/L, MH Duggan, The Holloway Family, Mrs Ruth Grace, Mavis & Heather Clifton, Tricia Knight, Christine Fisher, AT & HM Blyth, Jeff Kay, Amanda Kay, Lisa Antonio, The Rotary Club of Ballarat Springfest Committee, Marmalashes Buninyong Marmalade Association, Rotary Club of Ballarat South, Open House Ladies of Buninyong, Rotary Club of Ballarat, Price Attack, Mrs W White, Lynn Maher, CWA Ballarat District Group, CWA Wendouree Branch, Dorothy Bracher, Ballarat & District Early Holden Car Club, Cornelius Carey, Rotary Club of Wendouree, John M Davis Holdings, Mr Joe Donegan, The Snake Valley Golf Club, Mr R Wards, Norma Freckleton, Mrs Alice Westbrook, Dorothy Robson, Carol McCartney, Loma Bowen, Creswick Lions Club, J Kirk, John Forde, Mr & Mrs R Bates, LE Lyons, Marg Chick, Valda Hanson, ABC Ballarat,

## Members – Ballarat Hospice Care

Amanda Larcombe, Edwin Stewart, Shane Molloy, June Haughton, David & Shantini Deutscher, Ken Clements, Carol Taylor, Graeme Taylor, Margaret Lewis, Ella Gillett, Keith Ridsdale, Gail Paxman, Peter Fiume, John Harrison, Barbara Burke, Dr David Brumley, Rob Knowles, Naomi Corlet, Dorothy Donaldson, Les Vercoe, Margret Lockwood, Claire Hepper, Mary Haintz, Audrey Lamb, Judith Bromham, Judith Coull, Hazel Hayes, Rodney Jacobs, Bill Weidner, Geoff Russell, Kevin Harper, David Leach, Stephen Lewis, Fiona Watson, Meredith Johnson, Jo Watson, Michael Coleman, Neale Gribble, David Ratcliff, Monica & John Van Muyen, Keryn & Bryan Crebbin, H W Menadue, John Coxall.

# Financials, Auditors Report and Certification

**BALLARAT HOSPICE CARE INC.**  
**ABN 41 839 611 725**

## **STATEMENT BY MEMBERS OF THE COMMITTEE**

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The Committee has determined that the association is a reporting entity and that this general purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Committee the financial report as set out on pages 3 to 17:

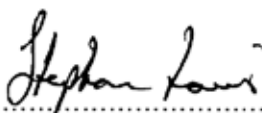
1. Presents a true and fair view of the financial position of Ballarat Hospice Care Inc. as at 30 June 2013 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Ballarat Hospice Care Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

President .....

  
Geoff Russell

Treasurer .....

  
Stephen Lewis

Dated at Ballarat this *9th* day of October 2013



# Financials, Auditors Report and Certification

## **INDEPENDENT AUDITOR'S REPORT TO THE COMMITTEE OF BALLARAT HOSPICE CARE INC. ABN 41 839 611 725**

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### **Report on the Financial Report**

I have audited the accompanying financial report of Ballarat Hospice Care Inc. ('the association') set out on pages 3 to 18 which comprises the statement of financial position as at 30 June 2013, the statement of profit or loss and other comprehensive income, statement of changes in equity, the statement of cash flows for the year ended on that date, a summary of significant accounting policies, other explanatory information and the statement by members of the committee.

### **Committee's Responsibility for the Financial Report**

The committee of the association is responsible for the preparation and fair presentation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations), the Associations Incorporation Reform Act 2012, the Associations Incorporation Amendment Act 2010 and for such internal control as the committee determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

### **Auditor's Responsibility**

My responsibility is to express an opinion on the financial report based on my audit. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

# Financials, Auditors Report and Certification

## INDEPENDENT AUDITOR'S REPORT TO THE COMMITTEE OF BALLARAT HOSPICE CARE INC. ABN 41 839 611 725

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### Auditor's Opinion

In my opinion:

The financial report of Ballarat Hospice Care Inc. is in accordance with the Associations Incorporation Reform Act 2012 and the Associations Incorporation Amendment Act 2010 including:

- (i) giving a true and fair view of the Association's financial position as at 30 June 2013 and of their performance and cash flows for the year ended on that date; and
- (ii) complying with the Australian Accounting Standards

  
Ron Jennings  
Registered Company Auditor

Barker & Jennings  
Chartered Accountants  
4-6 Lydiard Street South  
Ballarat, Victoria 3350

Dated at Ballarat this *10<sup>th</sup>* day of October 2013

# Financials, Auditors Report and Certification

## STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2013

	Note	2013 \$	2012 \$
Revenue	2	1,293,160	1,249,941
Administration expenses		(315,874)	(199,857)
Depreciation and amortisation expenses		(52,616)	(57,133)
Employee expenses		(888,125)	(844,461)
Other expenses		(7,844)	(15,673)
<b>Profit/ (Loss) for the year</b>	<b>3</b>	<u>28,701</u>	<u>132,817</u>
Other comprehensive income		-	-
<b>Total comprehensive income for the year</b>		<u>28,701</u>	<u>132,817</u>
<b>Total comprehensive income attributable to members of the entity</b>		<u>28,701</u>	<u>132,817</u>

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2013

### ASSETS

#### CURRENT ASSETS

Cash and Cash Equivalents	7	814,964	757,684
Trade Debtors		15,760	38,553
Investments	11	364,056	327,113

#### TOTAL CURRENT ASSETS

1,194,780      1,123,350

#### NON-CURRENT ASSETS

Property, Plant and Equipment	6	737,238	750,336
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#### TOTAL NON-CURRENT ASSETS

737,238      750,336

#### TOTAL ASSETS

1,932,018      1,873,686

### LIABILITIES

#### CURRENT LIABILITIES

Trade and Other Payables	10	90,386	65,566
Employee Entitlements	4	96,750	86,867

187,136      152,433

#### NON-CURRENT LIABILITIES

Employee Entitlements	4	91,898	96,970
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#### TOTAL LIABILITIES

279,034      249,403

#### NET ASSETS

1,652,984      1,624,283

### EQUITY AND RESERVES

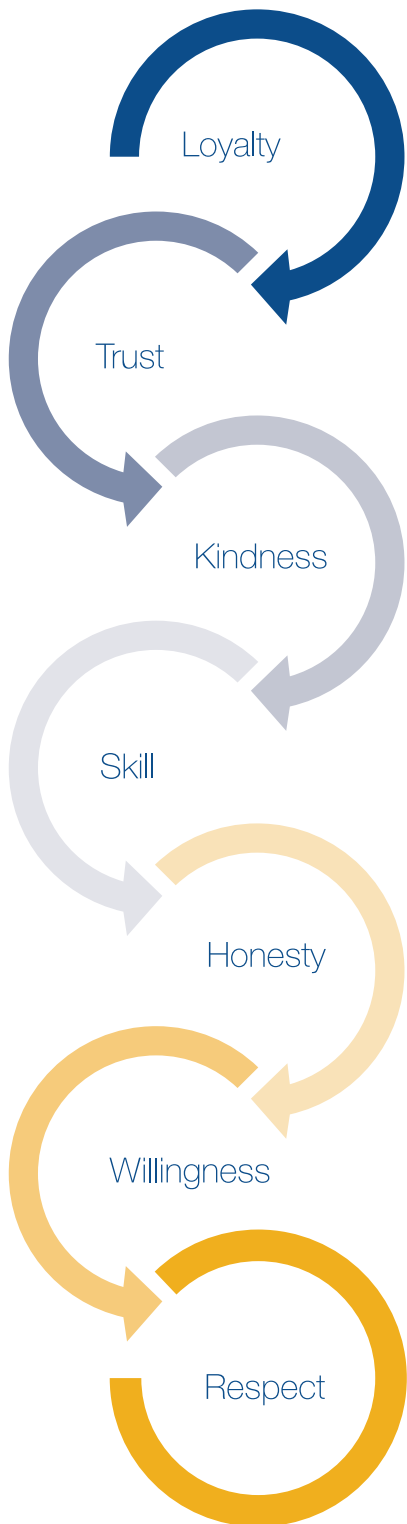
Asset Revaluation Reserve	5	338,026	338,026
Retained Profits		1,314,958	1,286,257

#### TOTAL EQUITY AND RESERVES

1,652,984      1,624,283



# Values



Vicki's Story

Annette's Story

Val & Arnold's Story

Karen's Story

Peter's Story

Lee's Story

Phillip's Story

# Values

## Vicki's Story – Loyalty

It's interesting the journeys we take to get where we are! Two years ago I enrolled in the Diploma of Community Services Work and as part of my assignment I had to undertake 50 hours of voluntary work. I'm the sort of person who likes to consider and explore my options and I did a fair amount of research in looking for the right organisation where I could volunteer.



Two events happened that helped me make what I know was the right decision. An open day at Ballarat University - and what I had learnt about Ballarat Hospice through Julie, the Spiritual Carer here.

I applied for a position as a Patient Support Volunteer and only told Julie of my plan after my initial interview. She then went as my referee.

I am not surprised that volunteers stay with Hospice for a long time. From the initial contact and orientation the staff make us all feel really appreciated. This is communicated unequivocally and effectively. The way that staff interact with volunteers we know that we provide real and identifiable value to the organisation and that our contribution towards patients is important. Our loyalty to the organisation is rewarded so many times by being valued by staff and by knowing we bring another positive dimension to client care. This makes such a powerful difference to the volunteer experience.

In my 2<sup>nd</sup> year of study for my Diploma there was a requirement to undertake 400 hours' placement. My experience as a volunteer, and the diversity to which I have been exposed at Hospice, has been so helpful in the development of my skills. I was delighted to be offered a placement. Working on placement is different to being a volunteer, but has been made so much easier because of my initial interaction with staff. The level of acceptance, support and encouragement has made the transition a much easier process.

Hospice is a remarkable organisation, where ongoing education is supported by the Committee of Management and Executive Officer. I know how important volunteers are to enable Hospice to continue its work in the community. At Hospice each person's unique contribution is respected and appreciated. I couldn't ask for more either as an employee or volunteer. It has been the most wonderful experience for me as I have grown in confidence and self-esteem.

## Annette's Story – Trust

My husband Ray was diagnosed with cancer two and a half years ago. But we only contacted Hospice two months ago. Oh how I wish I had taken the surgeon's advice and got in touch earlier. Both Ray and I had the same, but wrong perception that Hospice was about dying and palliative care was about throwing in the towel.



We know better now. From our first meeting when the nurses came to see us where we live out in the bush, we began building a pathway of trust. We saw immediately that the nurses were committed to helping Ray, and they followed up on their assurances.

Since that first visit Ray has not been in pain, and that alone has taken away the pressure I was feeling. I can now care for Ray as his wife, not as his carer. And this has happened because we both absolutely trust the advice Ray was given from day one.

The nurses wanted to know about Ray the man: his goals, his aspirations, his needs, his fears. They are never judgemental; they know that smoking the occasional cigarette gives him pleasure, they know he doesn't want to go to hospital, and together we will make sure that doesn't happen.

I now feel absolutely supported, for the first time since Ray was diagnosed. I feel as if I've known Liz for – well for all my life. I've gained so much knowledge and I am able to share that with Ray because, understandably he feels quite apprehensive and doesn't take in all the information the first time round.

The Carers Education course has really helped me see certain issues from a different perspective, when so much is happening and so much is beyond our control. It helped me focus on aspects that I could control and that has certainly made me feel a whole lot better. I have been shown tools for coping that have really empowered me. And I know that Ray is so grateful for this change. As life partners we have found another level of trust and have opened up and talked about the future that we probably wouldn't have been able to a year ago.

The change in Ray since the first Hospice visit is remarkable. He feels much more secure and feels listened to and respected. Hospice has taught me to take each day as it comes, and for that I am truly grateful.

# Values

## Val & Arnold's Story – Kindness

Val and Arnold are members of *Friends of Hospice* and their life together has been like a tapestry where the last stitch reveals the complete picture. Val's husband Barry and Arnold's wife Margaret were Ballarat Hospice clients, who both died about six years ago. The tapestry started back in the 1950s when they first met as primary school students. More colours were added throughout their happily married lives as there were amazing coincidences that both were unaware of: sons in the army; Arnold and Barry both working for Telstra.

It was *Friends of Hospice* that first brought Val and Arnold together and it is the kindness and understanding of the members that keep them coming back. In fact it is such a great group of people that Arnold "volunteered" to be Chair this year!

Having both been through similar circumstances, caring for a partner as they went through their journey from life to death, Arnold and Val have found great support in sharing moments of grief that don't go away, but can be managed through kindness and considerate understanding.

They both agree that the members of "*The Friends*" really care for each other and have come together to give something back to Hospice because they and their families have received support when it was so needed.

Members are very respectful of each other, listening, relating and contributing. There is no idea that won't be considered – though not necessarily acted upon! *Friends of Hospice* is a great team, with members bringing a range of skills. But *The Friends* is more than raising money; it is about caring for people in a similar situation, listening, being kind and valuing each other's contribution.

Arnold and Val along with others who become instant carers, all were on a steep learning curve. And Val thinks it is probably much harder for those not used to cooking or banking or decision-making.

For Arnold there were additional challenges over and above caring for Margaret. He went from breadwinner to carer in one, not very easy, step. Many adjustments had to be made, new skills learnt and perceptions challenged.

Val and Arnold will always remember deeply the husband and wife they were married to. This life is different, and is still full of happiness, support and love.



## Scattering of the Stars

This year Arnold introduced a moving ceremony to honour and respect loved ones whose names were written on the stars from the Annual Memory Tree. He collected the stars, gathered over the past few years and burnt them; the ashes were then scattered by Father Barry Wells at Kirks Reservoir. This simple ceremony ensured that names of people dear to us would remain part of our landscape. Arnold hopes to make this an annual event.



Arnold scattering the stars



# Values

## Karen's Story – Skill

David and I had known each other since school days and an early death was not what we had planned. But sometimes life doesn't go according to a plan. So having made the decision to fulfil our dream of living in the country we moved to a property outside Ballarat and for a short time lived the life we both really wanted. That was where I was first introduced to Hospice who helped me care for David during the last months of his life.



Seven months after his death I attended a social evening with the bereavement group, run by Bill Weidner. Bill told me how busy things were at the Hospice office and, having worked in a large organisation in Melbourne, I offered to come and help out on a voluntary basis. After five months the Volunteer co-ordinator's position became vacant and I was really interested to apply. From my own experience I knew how important volunteers were to the organisation and to carers and clients. My passion is a driving force in everything I undertake and I was really keen to rebuild the volunteer program to ensure that when clients and carers needed a volunteer, a volunteer would be there.

My background was in legal and systems-based technology. I'm pleased to say that Carita saw my potential and was very keen to develop my skills to add value to the organisation. As well as managing Volunteers I also became the Quality and Risk Co-ordinator. Governance and risk management systems underpin the values of the organisation and strengthen the clinical work undertaken by our multidisciplinary team. Sound leadership provides the basis for good safe care, which is fundamental to improving patient safety. I get great satisfaction in knowing that with the support of the Committee of Management and Executive Officer, Hospice is not only meeting all its mandatory and legal requirements, but is able to offer palliative care services focused on meeting the needs of our patients and their carers.

In life it is great to challenge yourself, adverse circumstances provide opportunities for growth. To ensure I developed the professional skills required, I enrolled in Certificate IV in Front Line Management and became active in both State and National forums for Managers of Volunteers in Palliative Care. This gave me confidence to move forward in my role. Working at Hospice is a privilege and a pleasure and not every employer would have been as supportive and understanding as Hospice was as I went through my journey of grief and renewal. All staff are given the opportunity for growth and Hospice has certainly stood by my side as I have restructure my life over the past seven years. I never expected life to be as it is today; I am very fortunate to have found a career with an organisation I am passionate about; to have met and married Peter and have the support of not only my two beautiful daughters, but Peter's children also.

## Peter's Story – Honesty

Acts of kindness can be described in many ways and for Ballarat Hospice Peter has performed many such acts, from delivering equipment to patients to making order out of chaos in the storage area.



Peter first became involved with Ballarat Hospice about 12 years ago when he worked for a courier company, employed to deliver equipment to patients. Setting up his own business Peter continued to assist Hospice with deliveries. On a regular basis Peter was confronted with the chaos of the storage space in the church – and he thought – this organisation needs me. And indeed we did. Peter is now one of the team and the first thing he did was to create a system that actually works and has created order from a very chaotic mess! The system that he has introduced has improved efficiencies including monitoring stock control. Savings have been made in creating uniformed stock control and has reduced unnecessary levels of stock during the year. In Peter's world there is a place for everything – and everything is in its rightful place. Clinical staff are delighted with these changes. Requirements of stock for service are checked daily, with items restocked as necessary. This has made a real difference to the efficiency of their day's activities.

Peter delivers equipment to patients and helps set it up, taking time to chat, because he knows in this way he can report back if he feels there are any issues that need to be addressed. He loves working for Hospice as he sees first-hand how patients are able to be themselves at home, where they want to be. He feels like part of the team, valued and listened to. His latest idea is to change the fleet of cars into Combo vans. He believes they will be cost effective and efficient, carrying equipment more easily without nursing staff having to return to base so often.

Peter copes with most things; there is just one thing that really drives him mad! Never enough time to do the things he wants to do!

And now he has taken on developing the front of the church into the soon to be opened Op Shop. He has a knack for finding useful bits and pieces and turning them into shelving and rails. With his experience of running a second hand shop he has no doubt that the Op Shop will be a great way for Hospice to raise much needed funds. He has a good eye for what will sell: good quality clothing, books and nick-nacks. No furniture!

With his great sense of humour and his passion for helping, Ballarat Hospice was pleased to acknowledge Peter at the 2011 AGM for his service to the organisation.

# Values

## Lee's Story – Willingness

I think I can honestly say that this has been the fastest ten months of my life! And I'm loving it. I'm a mother with two children aged 20 and 18. I had always been a stay at home mum, but with the children leaving home it was time for me to think about going back to work. After a spell of temping the agency said it had the perfect job for me. I was initially concerned when I was introduced to *Hospice*; I was worried I might take too much home with me. But by the end of the first week – I loved it and have never looked back.

Perhaps it's the old-fashioned values of respect, honesty and willingness to go that extra mile that hooked me in. The staff were so willing to help me find my feet, to guide me and to reward me. While I say I am only the admin worker, the clinical staff let me know that I am important member of the team.

As a team member it was important that I understood as much about the organisation as was appropriate. As the first point of contact for patients and families I quickly realised that the role was an essential component of the service.

I spent a lot of my early days at Ballarat Hospice watching and listening finding out as much as I could about the organisation and also observing how members of the multidisciplinary team communicated with families. I have learnt so much from people willing to share their knowledge with me. I feel confident on the phone, knowing that that initial contact is so important for our ongoing relationships with patients and their families.

I have always loved new challenges, but I never thought that this one would be one of the most rewarding. Being part of a team that makes a real difference is an amazing experience.



## Phillip's Story – Respect

As a nurse, respect plays an important part in all my relationships: from the patients and families, to colleagues and friends.

I hope I am never judgemental because I want to allow people to be where they are at, at this particular time of their lives. This means accepting patients and their families, their situation, their diagnosis and providing the level of support and care that they all feel comfortable with.



Palliative care is such a rewarding area to be working in. I really feel that I am able to make a difference to the lives of patients and their families. In my early nursing career I became interested in infectious diseases, which lead to an appointment at Fairfield Hospital. I followed that with two episodes of work in America in palliative care and community health.

Coming to work at Ballarat Hospice has been a wonderful opportunity and I believe that my past experiences have led me to this place at this time. I am able to share the clinical and holistic skills I have gained over the years with my colleagues as well as with patients and families.

Ballarat Hospice Care is a wonderful Organisation that provides an all-inclusive approach to the care of people who are faced with a life limiting illness. I do know that I am just one person in our multidisciplinary care team. Each member has specialist skills, but together we assess, co-ordinate, suggest, advise and stand back when necessary.

There are so many variables in the process of dying. It's vital that I am realistic and understand my own limitations and respect the fact that I can't change years of family dynamics that may well have an impact on care.

At Ballarat Hospice we are well-supported by our managers and by our wonderful volunteers. Together we make a difference. My work as a Palliative Care Nurse is challenging, but daily I am rewarded in so many ways.

# Acknowledgement

With **respect** the Committee of Management and Executive Officer wish to acknowledge the commitment through **loyalty** and **kindness** of our volunteers and staff members who continue to work in a **skilled** and **honest** manner with humanity and compassion.

Without the support of local businesses, bequests and financial donors it would be difficult for Ballarat Hospice to achieve its aim of delivering home based palliative care in a flexible and responsive manner. We are truly grateful for your **willingness** and generous contributions.

Caring for patients and their families requiring palliative care is a privilege. We thank them for **trusting** us and taking up the offer to allow us to care for them in a way that represents their value and choice.





**BALLARAT  
HOSPICE  
CARE INC.**

Home Based Palliative Care

### **Acknowledgements**

In the production of this report we would like to thank our carers, volunteers and staff who have contributed to the publication.

Geoff Russell, Fiona Watson, Carita Potts, Karen Taylor,  
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Ballarat Hospice Care Inc.  
ABN 41 839 611 725