

Annual Report

2017-18



BALLARAT
HOSPICE
CARE INC.

Home Based Palliative Care

Ballarat Hospice Care

thanks our community

Vision

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

Philosophy & Core Values

We believe:

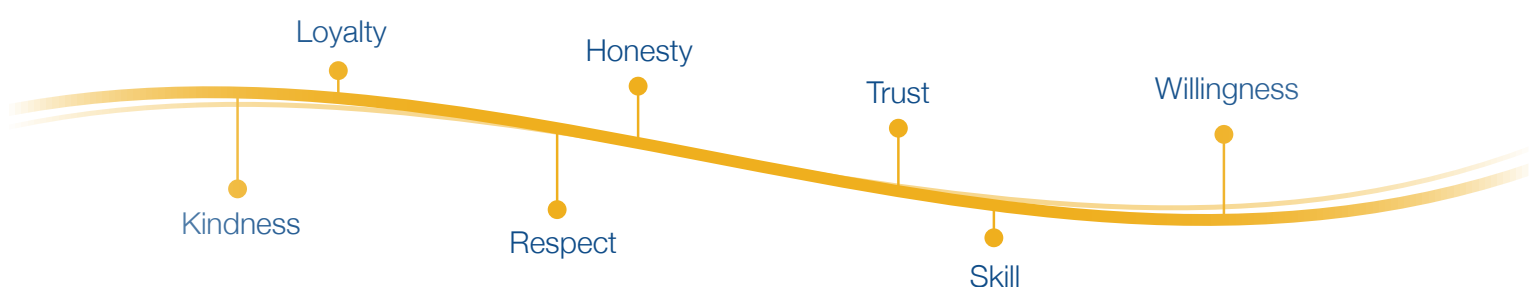
- That the care of patients must acknowledge the whole person in their social context.
- That suffering, grief, loss and death are a part of life.
- We aim to relieve suffering by providing information relevant to the patient and care which reflects their choice.
- That all patients and carers are entitled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

Mission

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

Primary Objectives

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



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Chairman and Executive Officer Report



Geoff Russell, Chair
Carita Clancy, Executive Officer

Referrals	322
Admissions	261
Separations	264
Discharges	54
Choice of Place of Death - Met	158
Choice of Place of Death - Not Met	37
Choice of Place of Death - Unknown	15

Since we accepted our first patient in April 1987 the number of patients and families being cared for and the number of staff and volunteers have steadily increased over time. What has not changed is who we are and what we believe in.

On reflection of previous annual reports included there are the elements of looking forward, being creative and responding to demand with varying models of care. Common themes over the years have been the uniqueness of our service, the generosity of the community support and our reputation as a service that delivers on what we say.

The two HIGHLIGHTS OF THE YEAR - firstly the visit and announcement from Health Minister, Hon Jill Hennessy on the 18th September 2017 that Ballarat Hospice Care is to receive \$6.2m under the Regional Health Infrastructure Fund (RHIF). The years leading up to the successful outcome were well worth the planning, analysing, preparation, strengthening relationships with our supporters, local council, state and federal politicians and writing and preparing a strong

application. The RHIF funding is a fund that the Victorian Government has established as part of its commitment to better health for people in rural and regional Victoria. At that visit the Minister spoke with compassion and commitment to palliative care. We appreciate the time taken for her to visit in the company of the Hon. Jaala Pulford and Sharon Knight MP. It certainly was a very special day for all who are connected with Ballarat Hospice Care - the other HIGHLIGHT was that our community helped us raise the \$1m contribution which is an amazing and humbling effort.

The Ballarat Hospice Palliative Care Hub will allow us to take our service to a whole new dimension, including:

- A welcoming place for families and carers;
- Create a space where people can feel safe and supported – a “safe landing spot” for people dealing with end of life issues;
- A supportive environment for grieving family members of all ages;
- Equip our partners to help provide a fully supportive palliative care service;
- Further develop volunteers to become part of our Compassionate Communities focus;
- Provide the latest in palliative care information and receive assistance with the interpretation of that information; and
- The building will be a haven for all who use it, including staff, volunteers, patients, carers and families.



Ballarat Hospice Care staff Debbie, Sharon, Janine, Shelley, Vicky, Karen, Liz and Caroline at the sod turning

We have been working with Morton Dunn Architects, we formed our Project Control Group and Project User Group, prepared for tender documents and asked for Expressions of Interest which provided us with quality tenderers. The successful company, *Resicare Builders Pty Ltd*, was appointed and works began in August 2018 with a turning of the sod by Hon. Jaala Pulford.

It has been a profitable experience for all working with the Department of Health and Human Services in all aspects; the palliative care unit, capital branch, regional office and RHIF department. The Project Control Group has kept the project on a steady course from a governance and financial perspective and members of the Project User Group have focused on functionality and creating a space of care and comfort.

A new building will open up many opportunities and the Committee of Management commissioned a review into our organisational structure ensuring that we have the resources of funding to continue offering our service well into the future.

While we have been planning for the future we have continued to offer a quality service and have met our commitment to our Quality and Compliance. We are developing systems in response to the new legislation that is in place; Medical Treatment Planning and Decisions Act 2016 and coming into place in June 2019; Voluntary Assisted Dying Act 2017. We continue to provide community education, support to disability services, district nursing services, and facilitation of the GP Breakfasts with the Grampians Region Palliative Care Team while working closely with our GPs in the community. Our student placements have increased which has shown an increased interest in palliative care and a good sign for workforce development and our community.

We take this moment to record our gratitude to all for believing in Ballarat Hospice Care and to:

- The Committee of Management for the extra work taken in support of our building project
- The staff - for all you do to make Ballarat Hospice Care what it is and what it means to our community
- The volunteers - in your quiet way of supporting us in so many varied ways - from patient and family support to Op shop and Administration, biography writing to name a few.
- The people from across the health care sector and especially to the Department of Health and Human Services, Grampians Region Palliative Care Team and the Grampians Regional Palliative Care Consortium - collaborating in caring for our community, developing and strengthening systems and building a future for palliative care across our region.
- Our community - you help us believe in ourselves and most importantly
- The patients and families who invite us into their homes at such a vulnerable time

We look forward to the challenges and opportunities of the coming year knowing that we have the support from a strong Committee of Management and an excellent team of staff and volunteers.


Carita Clancy
Executive Officer


Geoff Russell
Chair



Juliana Addison, Geoff Howard, Michaela Settle and Minister for Agriculture and Regional Development, Hon. Jaala Pulford with Ballarat Hospice Care Executive Officer Carita Clancy and Ballarat Hospice Care Committee of Management Chair Geoff Russell



Construction of the new building in Sturt Street, Lucas has begun



Minister for Agriculture and Regional Development, Hon. Jaala Pulford with Adam Parker, left, and Matt Huf of Resicare.

Ballarat Hospice Palliative Care Hub

For more than 30 years, Ballarat Hospice Care has operated its vital in-home community palliative care service out of a cramped building in Drummond Street South.

Through the dedication of our specialist staff and volunteers, we were not only able to carry out our duties but also meet rapidly increasing complexity of care and demand. But it was obvious to the Committee of Management that the service was running out of space.

In February 2016, the “Give to Help Hospice Grow Appeal” was launched, with the very generous Ballarat community raising \$1 million towards a new building.

In September 2017, the State Government announced a \$6.2 million Regional Health Infrastructure Fund grant towards construction of a new regional palliative care hub in Lucas, allowing a long-held dream to finally start to be realised.

Construction is now underway on the new building at 1836 Sturt Street, Lucas. On August 3, contracts were signed with Resicare Pty Ltd Builders and, on August 15, our Minister for Agriculture and Regional Development, Hon. Jaala Pulford turned the first sod on the site.

The new building will allow us to expand our service delivery to meet this increasing demand and to provide quality end of life care and support to even more people in our community. It will also help us continue to provide the valuable information and services to allow people with life-limiting illnesses to live every day as well as they possibly can.

“

“Hospice’s new Hub will enable the extraordinary skill and care provided by staff to people in our community to be extended to even more patients and families. If the new building means that more people will be able to have a good, or better, death, in their own home then what a wonderful thing it will be.”

Minister for Agriculture and Regional Development,
Hon. Jaala Pulford



The lotus-style design, created by Morton Dunn Architects, aims to reflect Ballarat Hospice Care’s principles of privacy and confidentiality. It will also provide for quiet, reflective spaces, areas for children and a range of counselling, training and interview rooms.

A feature of the new building will be the Remember Me wall, which will recognise the generous community support we have received.

This building will allow us to continue the quality of service we currently provide but also allow us to grow and meet emerging needs.

Ballarat Hospice Care Executive Officer Carita Clancy said:

“This new facility will allow us to continue to provide quality care and will enable us to provide it in new and diverse ways and to implement the government’s end of life framework.

“Our new home will be inviting and have a positive impact on the quality of services for all. It will allow us to show how palliative care can really improve the quality of both living and dying.

“This building will take Ballarat Hospice Care into a bright new future as a leading western Victorian palliative care hub.

“We are grateful for this recognition and support from government and grateful to our friends and community for believing in us.

“This building will increase our capacity to meet the need for our services. We will have a much better working environment for staff, we will have dedicated space for our volunteers, clinical care and counselling, there will also be dedicated space for education for our volunteers, staff, patients and carers, partners and our community.



Matt Huf of Resicare, Ballarat Hospice Care Executive Officer Carita Clancy and Adam Parker of Resicare

“There will also be an increase in capacity for diversity in our approach to care and greater capacity for supporting carers in their bereavement.”

Ballarat Hospice Care Committee of Management Chair Geoff Russell thanked both the State Government and the community for its overwhelming support.

“Ballarat Hospice Care receives enormous support from our community and this was a major factor in the government’s decision to help fund this project,” Mr Russell said.

“A Ballarat Hospice Palliative Care Hub will make a significant difference to our ability to deliver enhanced palliative care services, provide health care improvements and enable informed palliative care choices.”

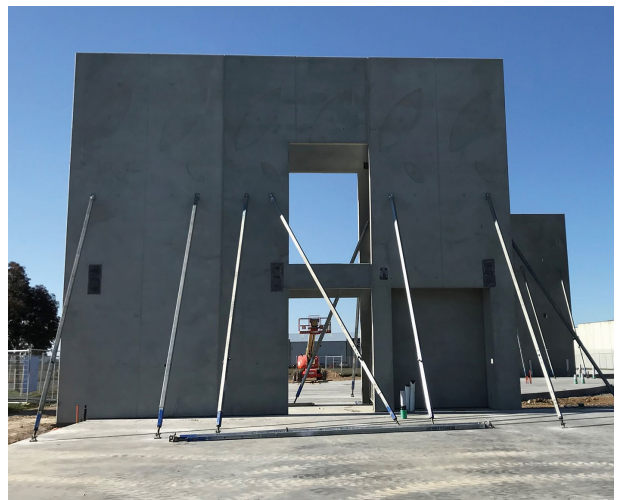
The Ballarat Hospice Palliative Care Hub is expected to be completed by late 2019.

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“When I think of palliative care and Hospice, I think of dignity, respect and a feeling of safety. No-one wants to think about death, but the carers and volunteers who look after our loved ones deal with it every day. They make it easier for us in some of the most overwhelming moments of our lives, and some of the most overwhelming moments of our death. The least we can do is make it easier. A new building is a way of saying thank you, and that we value the work that all of you do at Hospice.”

Wendouree MLA **Sharon Knight**



Tilt slabs are erected on the site of the new building



Community Support

Ballarat Hospice Care is incredibly grateful for all the community support it has received yet again this year.

Not only has Ballarat supported our need for a new regional palliative care hub, but it has also continued to generously contribute to our ongoing service delivery costs.

We know we couldn't do the valuable work we do without the support of our community, both now and into the future, particularly as demand for our service has increased each financial year for the past decade.

We make a difference and we want to keep making a difference, but we can't do it without all the community support we have received over the past 30 years.

We want to recognise some of the valuable support we receive so we have provided some snapshots of how the community has given back to us this year.

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“I think Ballarat Hospice Care is just an absolutely wonderful organisation and I think the work they do in the community is invaluable.”

Mayor Cr Samantha McIntosh



WHAT DO YOU THINK BALLARAT HOSPICE CARE BRINGS TO ITS COMMUNITY?

“An experienced, professional and caring team who are there at any time of day for patients and carers at their critical time of need”

Andrew Oliver of The Oliver Foundation, donor

”

Snapshots of community support:

Apron Festival

Ballarat Hospice Care was the charity of choice for this year's Ballarat Apron Festival, held in conjunction with the Ballarat Heritage Weekend.

Selected donated items from the Op Shop were kept aside for the festival, particularly speciality vintage items, including exquisite handmade aprons, hankies, clothing and even a magnificent 1920s wedding dress.

Fourteen dedicated volunteers and Heidi, Op Shop manager manned the Ballarat Hospice Care table over the two-day festival.

Established in 2013, the Ballarat Apron Festival is the only apron festival in the world, choosing a charity of choice each year to support their valuable community work.

Spamalot

Ballarat Hospice Care was also the charity of choice for the Ballarat Light Opera Company's production of Monty Python's "Spamalot".

For Ballarat Hospice Care specialist grief and bereavement counsellor Paula, it was a case of her two worlds colliding as she was also the stage manager for the production.

BLOC was also partnered on "Spamalot" with charitable organisation, the Order of St John of Jerusalem Knights Hospitaller Ballarat, descended from the Knights Hospitaller who founded a Hospice in Jerusalem in 1048 to tend to Christians and Muslims alike.



Paula of Ballarat Hospice Care and Maxine Montgomery of the Ballarat Light Opera Company

Charity Movie Night



Liz and Phil of Ballarat Hospice Care

The tale of the unlikely friendship between Queen Victoria and her gentle Indian servant Abdul was the movie of choice for the 2017 Charity Movie Night.

“Victoria and Abdul” played to a full house of Ballarat Hospice Care supporters in September, with raffles, auctions and door prizes also offered.

The Charity Movie Night was, as always, an entertaining evening which also helped raised funds for the service. We also thank the Anderson family and Regent Cinema Staff. They have always been wonderful supporters of Ballarat Hospice Care.

The Haymarket, Getting Clucky

The Haymarket Ballarat staff have been getting clucky for Ballarat Hospice Care. The store’s “chook expert” Pete Sporton was given 10 rare Scot’s Grey chicken eggs, which were hatched at the Market St store after 21 days in an incubator. The chickens were then sold at six weeks old for \$50 each, raising \$500.

“We donated the money because a lot of us have had a connection to Ballarat Hospice Care,” Pete said. All at Ballarat Hospice Care are appreciative of The Haymarket’s support.



Ballarat Hospice Care's Lee and Pete Sporton of The Haymarket

Marion Sparrow bequest – by her sister Helen Bowden



Marian Frances Sparrow had an adventurous spirit and loved a challenge.

She travelled extensively overseas in her early 20s and was involved with the Girl Guide movement during those years.

On her return to Australia she changed careers and became a cook with a Melbourne based company running camping tours to Darwin and the outback before returning to tertiary education and qualifying as a secondary teacher in her early 30s.

Marion spent many years teaching in country Victoria, but still managed to travel overseas from time to time.

She loved the bush, and when she bought a house in Linton near Ballarat, was able to include a horse with her coloured sheep, pet cats and rescued galah.

She also loved the outdoor life, including camping, canoeing and sailing her small yacht.

Marian was a very independent person and lived alone. When her breast cancer returned she was determined to maintain her independence and did not want to be limited by her illness.

However, in the last stages of her life she accepted help from several organisations, particularly Ballarat Hospice Care, who were very supportive and understanding.

As she had no direct descendants, Marion wanted to give back to Ballarat Hospice Care via its bequest program so that others may also benefit from this wonderful organisation.

We thank Ballarat Hospice Care for its care of Marion.

Our Generous Community



Ballarat Hospice Care Committee of Management Chair Geoff Russell and Michael Ronaldson of The Oliver Foundation



Cheque presentation Begonia Quilters members Pat Stidwell, left, Margaret Pollock and Margaret Ashmore with Vicky of Ballarat Hospice Care



Above and below: happy movie goers support the 2017 Charity Movie Night



Ballarat Hospice Care Committee of Management Deputy Chair Kevin Harper accepts a wonderful donation from the Ballarat Rockers



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In the 11th Century the Knights Hospitaller of the Order of St. John of Jerusalem tended to Christian pilgrims who were facing death from exhaustion and starvation after many long months of travel through unknown and hostile territory to reach their destination. In their hour of need the travellers were cared for in a Hospice.

So many centuries later, those facing death here in Ballarat can do so with dignity and end their lives in peace, with local hospice care tailored to their needs.

Today's Knights and Dames of the Ballarat Founding Group of the Order feel privileged to support an organisation which aligns so much with ours, through a community partnership with BLOC.

We wish all associated with Ballarat Hospice Care. continued support in the years to come, in recognition of the valuable role you play in the wellbeing of our City.

Dame Val Sarah, AM, CGSJ, Leader of the Ballarat Founding Group of the Order of St. John of Jerusalem, Knights Hospitaller who partnered with BLOC for the 2018 production of *Spamalot*, of which Ballarat Hospice Care was the beneficiary.



Research and Innovation

Vicky Smith's report from the World Congress of European Association in Palliative Care

Ballarat Hospice Care specialist palliative care nurse Vicky Smith attended the 10th World Congress of European Association in Palliative Care (EAPC) in Berne, Switzerland in May. The conference was an opportunity to join 1500 delegates from 40 countries to share knowledge and learn from world class researchers for best evidence care.

"The theme was:
"A time for Reflections: A time for Visions".

Research topics covered were:

- Integrating routine early palliative care,
- "Future Proofing" palliative care through research, education and clinical care,
- Nursing Research in palliative care.
- Challenges in design and application of economic evaluation in palliative care research.

This is on the back of a growing impetus and imperative for a more integrated, holistic and person-centred health, incorporating aged and disability services at a time of unprecedented increases in need and efforts to manage expenditure.

The international keynote speaker, Dr Irene Higginson, Kings College, UK, highlighted the need to explore "short term" integrated palliative care to assist with the increasing aging population over the next 20 years.

Australians were well represented with oral presentations and posters including the Early Research Award going to Dr Anna Collins from St Vincent's, Melbourne. Anna presented her research in early integration of palliative care, using "trigger" points during the disease for routine consideration for referral. Early palliative care interventions data correlates with an increase in home deaths.

With the global trend to dehospitalise the dying, community palliative care nurses were seen as the "glue in the community", giving security, presence

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WHAT DOES WORKING AT BALLARAT HOSPICE CARE MEAN TO YOU?



"I love that Ballarat Hospice Care is still an independent, stand-alone service. It gives us the autonomy to make change when we see a problem, we are not inhibited by the bureaucratic process, so we can implement policy, make changes and advocate for the patient. We also still have our on-call service when many others have lost theirs."

Vicky, Ballarat Hospice Care Specialist Palliative Care Nurse

and competence. There was a call by researcher presenters to build evidence of the community nursing impact on home palliative care to achieve and maintain sustainable models of care.

Vicky and Kate Wise submitted an abstract which was accepted for publication in an online special edition of Palliative Medicine by Sage "Evaluating Nurses' Action Outcomes and Exploring their Perspectives of Implementing the POS-S (Renal) Assessment Tool for Haemodialysis Patients".

The conference highlighted the global need to continue to promote research to deliver the best clinical care to improve patient outcomes, therefore "Future-proofing palliative care".

“

Without data you are just another person with an opinion"

The conference gave me an opportunity to network and form connections with international colleagues, gaining insight and knowledge from them and promoting Ballarat Hospice Care as a place of excellence in home based palliative care service."

Whispered Questions presentation

Ballarat Hospice Care's specialist palliative care educator Melanie Mattinson and specialist grief and bereavement counsellor Liz Dawson submitted an abstract on their Whispered Questions research, conducted in conjunction with program manager Kate Wise, to the 2018 Palliative Care Nurses Australia Biennial Conference.

The submission was accepted, and Melanie presented at the conference in Brisbane from May 20 to 21. There were questions asked at the end of the presentation with the feedback validating the research as interesting and important with scope to extend the research further.

It was a positive experience for Melanie as a first-time presenter, with valued support by Ballarat Hospice Care staff who also provided an opportunity to practice the presentation prior to conference. There was also encouragement from Emeritus Professor Margaret O'Connor to publish the research.

Ceremony of Remembrance

Ballarat's annual Ceremony of Remembrance was yet again a time to remember. Hosted jointly by Ballarat Hospice Care and Ballarat Health Services' Gandarra Palliative Care Unit, the ceremony gives people the chance to come together to remember their loved ones.

Ballarat Hospice Care has held the service annually since 1988 with Gandarra joining in 1997.

"We hold the inclusive service in different venues each year to reflect the diversity of our community, and to acknowledge the strength and resilience of the people we care for," Ms Clancy said.

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WHY DID YOU WANT TO WORK WITH BALLARAT HOSPICE CARE?

"It's challenging but also very rewarding."

Shelley, Ballarat Hospice Care Specialist Palliative Care Nurse



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WHAT DOES BALLARAT HOSPICE CARE MEAN TO YOU?

"In the course of producing a feature story on end of life care in Victoria, I spent a great deal of time with one of the organisation's clients here in Ballarat. From the hours of discussions and interviews I had with her and her family, my distinct impression was that Ballarat Hospice Care provides a valuable, and often under-recognised, service to the community. This story is just one of many and the growth of Hospice over the past 30 years is indicative of that."

Dominic Cansdale, ABC Ballarat Feature Journalist



ABC feature

ABC Ballarat feature journalist Dominic Cansdale approached Ballarat Hospice Care in May to do a feature on our work, particularly through following one of our patient's palliative care journey.

The resultant documentary, which featured our patient Maree Swan, was a detailed and comprehensive look at all aspects of palliative care, including an interview with our patron and former State Health Minister Rob Knowles AO, who championed the creation of specialised palliative care in the 1980s and 1990s.

Dominic has informed us the documentary has attracted attention from all over Australia, including from several other palliative care organisations.

To watch the documentary, go to:

<http://www.abc.net.au/news/2018-07-03/palliative-care-at-ballarat-hospice/9932148>

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"Thinking and talking about dying is hard, but if we don't we are unlikely to be cared for as we would want when our time comes. What matters to us? How aggressive do we want our medical carers to be if we are confronted with dying? Where would we want to be? It is much better to think and plan, putting our wishes on paper and making sure that our doctors and hospitals are aware of our wishes. Communities as a whole are more likely to make changes to improve end of life care if we talk openly about our needs."



Dr David Brumley, OAM; Medical Director Ballarat Hospice Care

Let's Talk About Dying

“

While I thought that I was learning how to live, I have been learning how to die.”
– Leonardo da Vinci

Learning how to die is not a subject most people want to discuss. Yet talking about it is the best way to learn how to die well.

A Ballarat Hospice Care focus this year has been on talking about death and dying as a natural part of life, with the organisation taking part in Dying to Know Day and holding forums to demystify both death and what our organisation does.

In May, the Ballarat and Regional Compassionate Communities Group held a forum, Let's Talk About Dying, as part of National Palliative Care Week to encourage open discussions about death and dying, with guest speaker Libby Moloney from “It Takes A Village”.

Group members include Ballarat Hospice Care Medical Director Dr David Brumley, Sharon Gibbens from the Grampians Region Palliative Care Consortium, Ballarat General Cemetery Trust CEO Annie de Jong, Ballarat Hospice Care Educator Melanie Mattinson, and Dr Claire Hepper and Dr Alison O'Neill from Shannon's Bridge, which connects patients with palliative care and support services.

The forum featured activities and displays focused on death and dying, such as talking about end of life care wishes and values, discussing cemeteries and funerals, an Art of Bereavement project display and hearing about “Whispered Questions”, those questions which may be difficult to ask or considered taboo.

As part of National Palliative Care Week from May 20 to 26, Ballarat Hospice Care also opened its doors to “demystify” the service.

The theme this year was “What Matters Most”, which asks Australians to reflect on what would be most important to them if they became seriously unwell.

Visitors could ask questions of Ballarat Hospice Care staff members and volunteers that helped them to work out what matters most to them.

Ballarat Hospice Care Executive Officer Carita Clancy said: “Demand for palliative care is increasing and professionals and volunteers are vital in our community to support patients and carers deal with dying, death and bereavement.”

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WHY IS IT SO IMPORTANT TO TALK ABOUT DEATH AND DYING?

“I think it is important to provide people with the opportunity to talk or ask questions about death and dying. Society does not engage in these conversations readily and often, people may feel they cannot ask questions they have which may provide valuable information. Demystifying death and dying occurs when people talk about it and this can be beneficial not only for patients, family and carers but for members of the community and health care professionals too. Talking about death and dying can provide people with the opportunity to talk about their wishes at end of life and to explore fears and concerns.”

Melanie, Ballarat Hospice Care Specialist Palliative Care Nurse and Educator



Ballarat Hospice Care Op Shops

The Ballarat Hospice Care Op Shop began in March 2014 to raise funds to support the organisation's operations. Day to day Op Shop operations are conducted by a team of dedicated volunteers and overseen by a retail operations manager. The Op Shop currently has 49 volunteers, many of whom have been with us since the beginning.



Ballarat Hospice Care Op Shop volunteers Carol, left, and Margaret

The Op Shop originally traded out of the church at 312 Drummond St South from March 2014 and again temporarily in 2015. However a store at 33 Little Bridge Street was opened in May 2014 and continued to trade until July 2018, when that store was closed to consolidate resources and allow for future expansion. In August 2016 a second

store was opened at 723 Sturt Street, which is where the Op Shop remains located until the present day.

The Op Shop and volunteers continue to provide a boutique experience for customers by providing quality items at affordable prices in a welcoming pleasant environment, with regular turnover of stock and friendly volunteer greetings.

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I enjoy volunteering for Ballarat Hospice Care because they are such a special organisation. It is a way of showing my appreciation and giving support for the wonderful work they do.

Sue, Volunteer



Ballarat Hospice Care Op Shop volunteer Sue

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“If I had to say why I choose to work at Hospice it is because it is an organisation that has truly risen to where it is because of its values, they're not just words, they are the actions of Hospice and the people associated with it. Things are never boring at Hospice, there is always some new challenge but more importantly there is a team of support around to help you through it. It is like having the best of both worlds, you can be a sole worker and get on with doing your job knowing that you are part of a bigger picture and a team where you are not alone. Personally, I like a challenge and I think it is one of the things that I enjoy most about my work, it's never same old same old.”



Ballarat Hospice Care Manager of
Volunteers and Quality and Risk
Co-Ordinator **Karen**

Governance and Staff

Patron

Rob Knowles AO

Committee of Management

CHAIRMAN **Geoff Russell**

DEPUTY CHAIRMAN **Kevin Harper**

TREASURER **Stephen Lewis**

Neale Gribble
Dr Claire Hepper
Meredith Johnson
Reverend David Leach
Jo Watson
Sandra Marston

SUB-COMMITTEES:

EXECUTIVE FINANCIAL SUB-COMMITTEE

Stephen Lewis, Geoff Russell, Sandra Marston, Carita Clancy

RISK MANAGEMENT SUB-COMMITTEE

Neale Gribble, Dr Claire Hepper, Meredith Johnson, Carita Clancy, Karen Taylor

MARKETING SUB-COMMITTEE

Kevin Harper and Reverend David Leach

QUALITY AND RISK COMMITTEE

Geoff Russell, Jo Watson, Carita Clancy, Karen Taylor

Farewell



Michael Coleman was appointed to the Ballarat Hospice Care Committee of Management in 2012.

With a strong background in project work, policy and strategy, particularly through his previous work as Acting Community Services Director at

Maryborough District Health Service, Michael was an invaluable asset to the organisation as it began planning for a new home at Lucas.

Together with Executive Officer Carita Clancy and the Committee of Management, Michael wrote the lengthy and complex Regional Health Infrastructure Fund application that was successful in gaining \$6.2 million in State Government funding for our new home in Lucas.

Previously, Michael was also the Grampians Integrated Cancer Service consumer engagement officer and this background proved instrumental in Michael helping Ballarat Hospice Care reach out and engage its community and user groups.

Michael resigned from the Committee of Management mid-year and his expertise and knowledge is greatly valued.

Michael's legacy is one of the key driving forces behind the Ballarat Hospice Palliative Care Hub and will remain so, as the new building rises up in Sturt St.

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WHAT DOES BEING A MEMBER OF THE BALLARAT HOSPICE CARE COMMITTEE OF MANAGEMENT MEAN TO YOU?

“Being a member of the Committee of Management has allowed me a unique opportunity to appreciate that our staff are profoundly dedicated to their work and committed to our core values. Quiet, unsung heroes: bringing much to each life they enhance.”

Kevin Harper, Ballarat Hospice Care Committee of Management Deputy Chair



Governance

RESPONSIBLE MINISTERS AND OFFICERS

Responsible Ministers and Officers for the reporting period 1 July 2017 – 30 June 2018

STATE

1 July 2017 – 30 June 2018

Honourable Jill Hennessy

MLA Minister for Health and Minister for Ambulance Services and Member for Altona District

DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS)

Kym Peake

Secretary DHHS

PALLIATIVE CARE CONTACTS

Rosangela Merlo

A/Assistant Director, Continuing Care Health Service Policy and Commissioning Health and Wellbeing Division

Theresa Williamson

Manager Palliative Care

DHHS WEST DIVISION HEALTH

Monica Kelly

Director West Division Health

Judith Perrin

Manager, Health Integration and Partnerships – Grampians

John Koopmans

Program Adviser, Health Integration and Partnerships Grampians

Staff



Ballarat Hospice Care staff back from left Pete and Lee, front from left Melanie, Mandy, Sharon, Vicky, Janine and Shelley.

EXECUTIVE OFFICER

Carita Clancy

MEDICAL DIRECTOR

Dr David Brumley

ADMINISTRATION

Lee, Caryl

SPECIALIST PALLIATIVE CARE NURSES

Leanne, Phillip, Janine, Mandy, Melanie, Sharon, Vicky, Pauline, Debbie, David, Katrina and Shelley

QUALITY AND RISK COORDINATOR/ MANAGER OF VOLUNTEERS

Karen

SUPPORTIVE CARE TEAM

Liz and Paula

EQUIPMENT LOAN SERVICE

Peter

FINANCE OFFICER

Kerrie

STAKEHOLDER ENGAGEMENT OFFICER

Karol

OP SHOP MANAGER

Heidi



“

WHAT DOES WORKING
AT BALLARAT HOSPICE
CARE MEAN TO YOU?

“I feel valued by the staff - it's very supportive here. I also get to know the voices on the other end of the phone as often I'm the first person patients or carers come into contact with.”

Lee, Ballarat Hospice Care Administration Staff



Ballarat Hospice Care staff Caryl and Leanne



Ballarat Hospice Care staff David

Recognitions



Service Award

Liz 10 years of valued service is recognised.

Farewells

This year, we have farewelled Julie-Anne Noble, who joined us last year and has left for the warmer climate of Queensland. In a short time, Julie-Anne quickly proved what a capable, calm and dedicated specialist palliative care nurse she was.

We have also said goodbye to Kerri-Ann Batchelor who came to us in 2015 after nine years with Child and Family Services. Kerri-Ann was an excellent specialist grief and bereavement counsellor, who will be missed by her patients, their families and Ballarat Hospice Care staff alike.

We farewell our long association with the Marmal Ashes



Entry fees over the past eight years from the Buninyong Marmal Ashes were donated to Ballarat Hospice Care, raising more than \$6000. This is the final year of the competition, which was a fantastic annual culinary tussle between Australian and English marmalades, and we thank the Buninyong Marmalade Association for its support.

Welcome

We have also welcomed specialist palliative care nurses Shelley and Tricia, finance officer Kerrie and stakeholder engagement officer Karol.

“



“Working at Hospice is great. Not only do you get to help people to spend their last days at home with their family, but you meet all different types of people, hear their stories and, of course, maybe give them a laugh.”

Peter, Ballarat Hospice Care Handyman and Courier

“



WHY DID YOU WANT TO WORK WITH BALLARAT HOSPICE CARE?

“It’s a great organisation with fantastic staff. I’ve always been in oncology/palliative care and I saw an opportunity to work in the community. From the administration staff to the equipment man to the volunteers – we are all equal and we all go above and beyond for our patients. It’s exciting to be working at Ballarat Hospice Care and with the whole regional palliative care team.”

Trine, Ballarat Hospice Care Specialist Palliative Care Nurse

Donations July 2017 - June 2018

Estate Bequests in Memory of

E D Black Charitable Trust, Estate of late June Phillips

Donations in Memory of

John Howe, Marian Frances Sparrow, David Arstall, Gwen Hassett, Fiona Elsey, Stephen Hutterer, Nola Antonio, Amanda Plush, Ashley Clayton, Geoff Barret, Edward 'Eddie' Quick, John Sellars, Myrone Brewer, Sally Begbie, Richard 'Dick' Waineright, Peter Dixon, Joan Perry, Eddy Gansch, Robert 'John' Walker, Terence 'Terry' Lewellyn Simmons, Sinead Pulford, Craig Bertram, Gavin Maguire, Ljubomir Saric, Denis Davey, Wendy Collacott, Susan Molloy, Linda Wandin, David John Williams, Frederick Bignell, Julie Irvin, Pamela 'Pam' Arundell, Beatrice 'Margaret' Holmes, Russell Foster, Shirley 'Shirl' Rowe, Laniece Byron, Yordon 'George' Yordonopulo, Neta Carter, Peter Page, Mary Beveridge, Melanie Jane Lockhart, Malcolm Scott, Marcia Ann Hyde, Karl Toohey, Renate Martz, Frank Rieniets, Sam Camilleri, Lennis Riddiford, Mary Ross, Neville Fisher, Hayden, Judith 'Judy' Burford, Robert 'Bob' Sutterby, Stephen 'Frank' Conroy, Anne Thompson, Peter Larcombe, Eric Oparski, Irene Mallon, Robert Lemke, Pamela McKay, Elizabeth Smith, Peter Taylor, Edward 'Ted' Beulke, Annett Cameron, Max Gilbert, Rosemary 'Rosie' Grey, Nola Freeman, Robert 'John' Walker, Dennis Freeman, Garry Spehr, Sarah Ryan, Leo Butterworth, Enid Ridsdale, Jim Ellis, Janet Jolly, Leanne & Wayne Dilges, Gladys Joan Hayes, Beatrice May Hayes

“

“These wonderful donations are helping us to construct a specific purpose building to deliver our range of palliative care services rather than a “structure”. This will help us achieve our hope that, for the next 25 years and beyond, all people who desire to access our services will have that choice of opportunity and support.”

Geoff Russell, Ballarat Hospice Care Chair



Financial Guardians

HW Menadue, Patricia Smith, John Lampard, John M Davis, Dr David Brumley, Bruce Morley, Pauline Cresswell, Ann Boswerger, Frances Grady, Helen Weadon, Stephen Lewis, N Maloney, John Plush, Keith Ridsdale, Kevin Allen, Jim Watson, GR Devlin, Emma B Cadby, Robin Uebergang, Mary Melchertz, Dr Claire Hepper, Ruth Feeney, Margaret Woof, Dawn Fiddian, Rod Clutterbuck, Rod Clayton, Valerie Bignell, Monica Libbis, Kelvin Lewis, Mary Haintz, TR McKay Petroleum Solutions, Justin Burke, Lorraine Ellis, Glenise Cassidy, Doris Lindsay, Margaret Lakey, Robert McDonald, Therese & Pat Cashin, Baird & McGregor Lawers, Jan Brodie, Tracey Foley, June Haughton, WK Shippen, Geoff Russell, Carol Taylor, Margaret Doyle, Les Vercoe, Graeme Taylor, Patricia Govan, W Wilkins, Marina Melenhorst, Bernice Hodgson, Helen Cox, Kay Maguire, Neale Gribble, Jillian Gale, Dr Brian Hassett, Chris Hindaugh, Geoffrey Beck, Shirley Williams, Lyle Wain, Peter Fiume, Mary Davies, Michael Toohey, Heather Dolling, Margaret Lewis, Don & Sharon Moss, Keryn & Bryan Crebbin, James Nugent, Judith Perrin, Michael Harris, Dr Patricia Cartwright, Mary Melcherts, Jillian Gale, P Sperber, Doris Lindsay, Margaret Pollock, Joyce Watson, Special Interest Group, Rodger Oldaker



Ballarat Hospice Care volunteers Glenda and Vicki

General Donations

Bev Duffin, Don & Sharon Moss, MCC Bridge Club, Emma Behag, Sue Barret, Helen Smith, Gwen Marshall, Marj Fran & Family, Leonie Martland, Marion Quick, Lorna & Graham Waters, Allan & Kaye Webb, G Sellars, Dimboola Boat & Waterski Club Inc., Craig Graham & Gail Hall, Lynette Clay, Rob Koch & Izzy Banzetta, Colin & Lisa Westmore, Karen Oliver, Cath Brooke, Jenny Mainey, Judy Wainewright, Nancy & Ian Taylor, Bev & Clem Newey, Dawn Pery, Andrew, Andrea, Deanne & Scott Walker, TB White & Sons, NJ Durrand, Ballarat Specialist School & Walker Family, Roger McGrail, Stephen Lindner, Kathleen McDonald, Alliance Francaise de Ballarat, Ivanka Saric, Nina & Zelda, Carole Stuart & Alison Black, Marg Perry, Jenny Gavin, Helen Quinae, Lorraine Williams, Geoff Molloy, BHS OPD, Trudi Williams, Jason, Heidi, Brooke, Jake, Vincent & Lea, Nicole Irvin, Nancy Cooper, H Casey, Mary Barbieri, Mary Gountras, Sharee Ford, Prof James McCarthy, Kerrin Foster, Dr Shabna, Bill Rowe, Jacqui Eastick, Deanne Herreen, William Tan, Linda Yordonopulo, Gwenda Leatham, G Fitzgerald, Rosalie & Sharon Leanda Porter, Karyn Kelly, David Polson, Gwenda Byron, Margaret Cameron, Jaclyn Livingstone, Greg Byron, Diane Collacott, Gwen Page, Pam & Len Heard, Kaye Maguire, Domenica Yordonopulo, Tara Rodgers, GJ Gardner Homes Community Growth Program, Belinda & Gary, Julie Scott, Janice Toronyi, Jo Featherston, Dinah Toohey, Henry Martz, Bryan Kirby, Anna L Grayson, Elizabeth Perrottet, Bebie Camilleri, Hazel Campbell, JL Ross, Lorna Fisher, Terri Shea, Lorraine Simmons, Carol Flapper, Jennifer Sutterby, Jim & Lyn Sutterby, The Country Women's Association – Spa Club, Marie Conroy, Jodie Thompson, Amanda Larambe, Cheryl Oparski, Anne Salter, The Good Guys Foundation, PL & DF Dyson, Joshua W Morris, Ballarat Bushwalking Club, Muir Electrical, Dorothy Anderson, Bert & Elizabeth Smith, Dawn Perry, Lois Tippet, Margaret Egan, Jenny Car, AA Girls, Dinah Toohey, Clifford Trotman, Ballarat Ukulele Group, Buninyong Marmalade Association Inc., Ballarat Ladies Probus Club, Special Interest Group, The Alfredton Medical Centre, Graeme Boddy, Janet MacDonald, Christine & David Volke, Murray Bardwell, Connie Lemke, Maria Ridsdale, John & Monica Van Muyen, The Haymarket Ballarat, Ballarat Rockers Inc., Gwen & John Scott, Ballarat Clarendon College, Sandi & Jeremy Irvine, BLOC Musical Theatre, Snake Valley Cert, Ryan's IGA Supermarket, Ballarat Clarendon College, Pauline McCausland, Snake Valley Golf Club, Carol Quilliam, The Order of St John of Jerusalem, Deb & Rob Karmouche, Open House Ladies, Stephen Lewis, John Handreck, M Bradford, Rosemary Torney, Jennifer Kirk, Linda Tocchet, Stuart Jackson, Rotary Club of Wendouree Breakfast, Bendigo Bank 30th Birthday Celebration, Rae Wilkins, Rotary Club of Ballarat East, Trudi Webb, Dulcie Brooke, Tim & Helen Riley, Felicity Woolley, Creswick Lions Club, Violet Loble, 9.25 Water Aerobic Class, Celia Economou, Rotary Club of Ballarat South, Wilkes Family, Kellie Steer & Bruce Valpied, Rosemary Perry, Carole Stoddart, Jete exploring to Dance, David Tregenza, Betty Rout, DELWP Customer Contact Centre – Luke Johnstone, Lynette Peel, Helen Greig, Damien Knowles, Jill Rowe, St Johns Lodge No. 36, Maureen Gilbert, UFS Dispensaries, Nicole

McKechnie, Kim Lewry, Lindsay Grey, June Whitbourne, Ballarat Retirement Interest Group, Peter McCutcheon, Bev Duffin, Ian K Travers, Dennis Freeman, Nancy & Gordon Tait, N Sinclair, Margaret Pinkerton, Joan Lear, Dorothy Darby, Margaret Whitehead, Dawn Coutts, Allan Beechey, Mandy & Russ Sharp, A Miles, Belinda Haymes, Faye & Bruce Sarah, Jeanette McDonald, Gillian Traloar, G Kelar, John Sharp, J Butterworth, D Butterworth, Carol McCartney, Karen Grace, RA & CL Pickering, L Curnow, KM & PJ Moon, Buzzani, Nola M Oliver, G Ragg, Bruce & Adela Bartrop, Jades Hair Design, M&B Accountants, Webbcona Branch of Country Women's Assoc of Vic, RA Wilkins, Caroline Hutterer, Colleen Clohesy-Stewart, Andrew & Kerry Papadakis, Joan Bones, B&R Elshaug, Jann Clark, Helen Tweedale, L Humphries, Lila Barrett, The Body Shop at Home – Sue Smith & Leanne Hickson, Nicole Cuppy, Emma Beehag, Rob, Koch & Izzy Vanzetta, Andrew Brewer, Collier Foundation

Members – Ballarat Hospice Care

Dr David Brumley, Francis Grady, John Plush, Keith Ridsdale, Helen Weadon, Dr Claire Hepper, Robin Uebergang, Ruth Devlin & Les George, Jim Watson, Ruth Feeney, Margaret Woof, Stephen Lewis, Mary Haintz, Kelvin Lewis, Rod Clutterbuck, Patricia Smith, Robert McDonald, Margaret Lakey, Lorraine Ellis, Justin Burke, Kevin Allen, Tracey Foley, Geoff Russell, Les Vercoe, Neale Gribble, Margaret Lewis, Sharon & Don Moss, Keryn & Bryan Crebbin, Michael Harris, Paula Tobin, Anne Cole, Diana Stonehouse, HW Mandue, Paula Tobin, Kevin Harper, Jo Watson, David Leach, Sandra Marston

Remember Me

Gail Elsey, Joshua W Morris MP, Joe & Glenda Dean, Dot Dilges, Geof & Vicky Waldron, Mrs WS Wilkins, Marion Quick, Michael Coleman, Carita Clancy, Doreen Elsen, Dr Claire Hepper, Mr EJ Barker, Gloria Turner, Pamela Smith, Dorothy Anderson, Keith Ridsdale, Michael Harris, Jaala Pulford MP, Dr Allison O'Neill, Wendy Mathews, Lee Pywell, Cheryllyn McWhirter, Barbara Dennis, Michelle Culliver, Trevor & Bronwyn Booth, Neale Gribble, Carol Taylor, Gillian Traloar, Anne Strachan, Fiona Attwood, Cr Samantha McIntosh, Fiona Henderson, Patricia Block, Darren Watkins, David Leach, Rachel Cheah, Mary McGivern-Shaw, Audrey Robson, Carole Cracknall, Jenny Whitelock, Peter McErval, Liz Dawson, Lee Ellis, Peter Jones, Caryl Whitfield, Karen Taylor, Phillip Damon, Leanne Burns, Janine Lynch, Mandy Martin, Melanie Mattinson, Sharon Moss, Vicky Smith, David Quinney, Shelley Malcolm, Pauline Folvig, Debbie Hubble, Trine Tansey, Greg Byron, Sporting Motorist Association, Margaret Howe, Robert & Helen Bowden, Rod Clayton, Kaye Maguire, Helen Newall, Lorraine Ellis, Alan Jolly, Geoff Riddiford, Sportsmans Association of Australia Ballarat, Dimboola Boat & Water Ski Club, Judith Pryor, Margot Conaughton, June Whitbourne

If you have made a donation and your name is not listed please let us know

Financials

Ballarat Hospice Care Inc

ABN 41 839 611 725

Statement by Members for the Committee

The responsible persons declare that in the Committee's opinion:

- there are reasonable grounds to believe that the Association is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.

President



Geoff Russell

Treasurer



Stephen Lewis

Dated 30 October 2018



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Phone (03) 5331 3711

Fax (03) 5331 7980

Ballarat Hospice Care Inc

ABN 41 839 611 725

Auditor's Independence Declaration to the Committee of Ballarat Hospice Care Inc

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2018, there have been:

- (i) no contraventions of the auditor independence requirements as set out in section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

PPT Audit Pty Ltd
PPT Audit Pty Ltd

A handwritten signature in black ink, appearing to be 'J. Hargreaves', written over a horizontal dotted line.

Jason D. Hargreaves
Director

29 October 2018

20 Lydiard Street South, Ballarat

Statement of Comprehensive Income For the Year Ended 30 June 2018

		2018	2017
	Note	\$	\$
Revenue	5	2,655,768	1,997,635
Accreditation		(7,389)	(6,334)
Advertising and marketing		(7,147)	(14,893)
Auditors' remuneration		(11,018)	(7,293)
Depreciation		(75,121)	(51,294)
Employee benefits expense		(1,445,008)	(1,300,075)
Finance costs		(15,288)	-
Other operating expenses		(340,327)	(327,823)
Operating surplus		754,470	289,923
'Help Hospice Grow' land and building fund donations		107,782	298,532
'Help Hospice Grow' land and building fundraising expenses		(63,653)	(101,630)
Surplus before income tax		798,599	486,825
Income tax expense	2(a)	-	-
Surplus for the year		798,599	486,825
Gain in revaluation of investment in listed shares		17,462	48,104
Total comprehensive income for the year		816,061	534,929

The accompanying notes form part of these financial statements.

Statement of Financial Position As At 30 June 2018

	Note	2018 \$	2017 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	4,558,358	970,390
Trade and other receivables	7	45,371	206,933
TOTAL CURRENT ASSETS		4,603,729	1,177,323
NON-CURRENT ASSETS			
Other financial assets	8	492,198	463,358
Property, plant and equipment	9	2,130,034	1,876,004
TOTAL NON-CURRENT ASSETS		2,622,232	2,339,362
TOTAL ASSETS		7,225,961	3,516,685
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	10	319,687	99,732
Provisions	12	207,763	189,501
Other liabilities	13	3,077,789	139,119
TOTAL CURRENT LIABILITIES		3,605,239	428,352
NON-CURRENT LIABILITIES			
Borrowings	11	235,999	500,000
Employee benefits	12	40,381	60,052
TOTAL NON-CURRENT LIABILITIES		276,380	560,052
TOTAL LIABILITIES		3,881,619	988,404
NET ASSETS		3,344,342	2,528,281
EQUITY			
Reserves	14(a)	428,789	411,327
Retained surplus		2,915,553	2,116,954
TOTAL EQUITY		3,344,342	2,528,281

The accompanying notes form part of these financial statements.

“We Make a Difference”

Ballarat Hospice Care is
incredibly grateful for all the
community support it has
received yet again this year.



**BALLARAT
HOSPICE
CARE INC.**

Home Based Palliative Care

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