



Annual Report 2010/2011

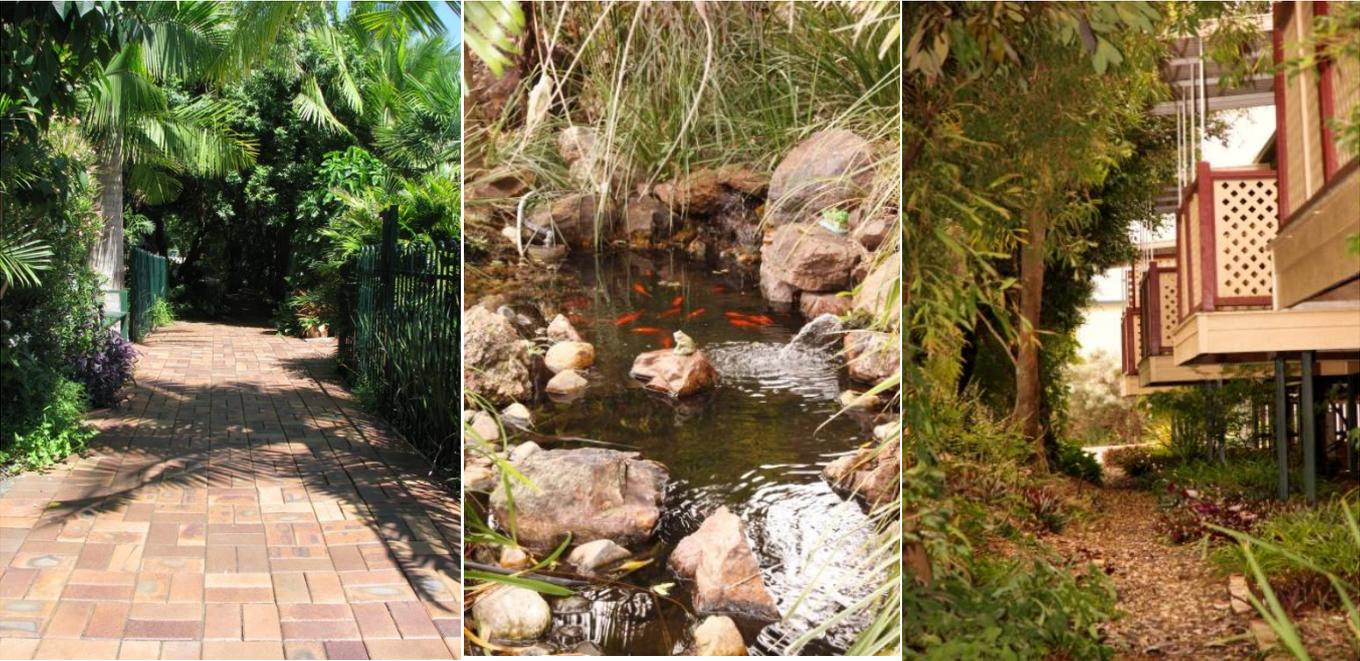


Ipswich Hospice Care is a community owned and run, not for profit, non denominational facility offering high quality palliative care and bereavement services for terminally ill people, their families and the community in the Ipswich and surrounding communities.



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Thank you to Mark Lawrence, Photographer, who donated his time to produce many of the photos contained within this Annual Report.

A Message from Our Patron



Our strong sense of place and belonging to a caring community is one of the great strengths of Ipswich.

This feeling of well-being is fostered and underpinned by the many wonderful and supportive organisations in our city.

Ipswich Hospice Care can trace its beginnings to this warmth and support which comes from the community and our respect for those in need of extra care.

This support for Hospice is about a shared vision to help others by providing palliative care to the terminally ill and their families in a caring home-like environment

I urge everyone to continue to support the tremendous work staff and volunteers provide. It is the combined efforts of many which make Ipswich Hospice Care such a special place.

Mayor Paul Pisasale, City of Ipswich

Management Committee 2010/11



Peter McMahon, Chairperson

Peter has been a member of the Ipswich Hospice Care Management Committee since 2000 and Chairman since 2008. He was the Director of his family company McMahon's Soft Drinks for many years and is currently the Director and Owner of Peter McMahon's Swim Factory in Ipswich. Peter's tertiary qualifications in Business and Accounting provide Hospice with a firm foundation of business management skills and acumen.



Jon Patterson, Vice Chairperson

Jon has been a member of the Ipswich Hospice Care Management Committee since 2008. He is the CEO and founder of Fresh Computer Systems Pty Ltd - a computer software development company serving the Fresh Produce wholesale industry in Australia and SE Asia, since 1990. Jon has spent all his working life in the IT industry. Jon brings extensive entrepreneurial qualities to the Management Committee along with strong IT knowledge.



Kerry Drennan, Treasurer

Kerry joined the Ipswich Hospice Care Management Committee in 2010 as Treasurer. Kerry is a Public Accountant and has worked in the accounting industry for 40 years. During his working career, Kerry was a partner with RW Ramsey and Company, a local Ipswich group of professional accountants and authorised financial advisers.



Melissa Fellows, Secretary

Melissa has been the Honorary Secretary and a member of the Ipswich Hospice Care Management Committee since 2002 after being introduced to Hospice by Hilda Des Arts. Melissa participates in many events conducted by Hospice in a performance capacity. She is employed at the Ipswich Hospital as the Executive Support Officer to the Director of Nursing and Midwifery Services and brings to the Management Team strong administration and medical experience.



Colleen Freeman, Committee Member

Colleen has been a member of the Ipswich Hospice Care Management Committee since 2008. Colleen was a former Mayoress of Ipswich and has also been a nurse and a dedicated community worker in Ipswich for many years. For 13 years, Colleen was employed by Corrective Services as an Official Visitor to Queensland prisons. In this role she heard and investigated prisoners' grievances. Colleen has been awarded a life membership from Lifeline Ipswich for her dedicated service during ten years of telephone counseling and service. She also established the Mayoress's Welfare Committee, which provided assistance to financially disadvantaged children. As a Foundation President of the newly established Art Gallery she presided over its development for six years.



Denise Hanly, Committee Member

Denise has been a member of the Ipswich Hospice Care Management Committee since 2004. Denise has been Member of Local Government and Assistant to a State Member of Parliament. She has also been a member of various community organisations including The Workshops Advisory Board; Lifeline Advisory Committee and President of the Rotary Club of Ipswich City. Denise has also held various executive roles including Director of Crimestoppers Ipswich; Telecom Manager for 25 years; past company Secretary of ITel Community Telco and past Executive of YUPI for 21 years. She is also on the Board as Secretary of Ipswich Events Corporation and has held this position for 16 years.



Dr Scott Kirton, Committee Member

Scott has been a member of the Ipswich Hospice Care Management Committee since 2007 and Vice Chairperson since 2008. Scott is a General Practitioner at Grange Road Medical Services in Eastern Heights. Scott consults at the Ipswich Hospice Centre and is a member of the General Practitioner roster.



Pam Lane, Committee Member

Pam has been a member of the Ipswich Hospice Care Management Committee since 2000. Pam is the District CEO of the Darling Downs West Moreton Health Service District and has held senior leadership positions within the public health system for the past 17 years. Pam has a clinical background in Nursing and Midwifery and a commitment to the continuous improvement of the quality of health services.



Dr Judith McEniery, Committee Member

Judith has been involved in Ipswich Hospice Care since 1993, originally at the Roderick Street site, then as co-author of guidelines for GPs at IHC, and subsequently as General Practitioner, then as Palliative Medicine Consultant. Dr McEniery has served on the IHC Management Committee since 1997. Other involvements include the weekly Case Conference at IHC as well as State, National and International Palliative Care bodies in various capacities.



Gerard Pender, Committee Member

Gerard has been a member of the Ipswich Hospice Care Management Committee since 1994 and was Chairperson for eight years until 2008. He is a partner in the region's largest legal firm, the Walker Pender Group, and has been actively involved in community affairs for many years, participating in many community organisations. Gerard is a former Councillor with the Ipswich City Council and has been the President of the Rotary Club of Ipswich North. Gerard has a passion for and strong interest in community affairs and in the Ipswich region.



Cecilee Pilkington, Committee Member

Cecilee has been a member of the Ipswich Hospice Care Management Committee since 2002. She has held positions in Government, Early Childhood Education and was an owner operator of a Coffee Shop for several years. Cecilee's involvement with Hospice includes 11 years as Friends of Hospice Member, holding positions as Secretary and Treasurer.



Dr Graeme (Bruce) Roberts, Committee Member

Bruce has been a member of the Ipswich Hospice Care Management Committee since 2003. He was a General Practitioner in Ipswich for 50 years and retired in 2003. He served on the Medical Board of Queensland for five years and on the AMA Branch Council for eight years. Bruce was Chairman of St Andrew's Private Hospital, Ipswich between 1970 and 1986.

Chairperson's Report

As Chairperson, it gives me great pleasure to present this Annual Report for the year 2010 - 2011. The past year has been a memorable one, to say the least.

On January 11th, 2011, for the second time in my life, I watched flood water engulf my family business at Woodend. One third of all Ipswich homes and businesses were damaged by the flood. Whilst Ipswich Hospice and adjoining Hilda's House were unaffected physically due to being located high on Limestone Hill, many of our Team Member's homes and businesses were destroyed.

I would like to acknowledge the many people who helped Hospice during this challenging time – before, during and after the flood. Staff members who lived on the other side of the bridges, moved to the Eastern side of town to be able to cover the shifts at Hospice. One nurse even walked across Trumpy Bridge, as it became closed to traffic, to be able to attend work. Volunteers not normally rostered simply 'turned up' to source essentials such as milk and bread, cook meals or answer phones in the absence of regular staff and volunteers being present. To all these people, may you know that your commitment to our organisation was very much appreciated.

Experiencing a natural disaster in the local area had a flow on effect to Ipswich charities. Many pre-planned fundraising events and functions were cancelled or postponed to later in the year. Some community groups and businesses that would have normally given to Hospice, donated to the Flood Appeal instead. Nevertheless, we have continued to be recipients of donations by many supporters.

Thank you to all the members of the Management Committee for their dedication and guidance offered to the Team Leaders of Ipswich Hospice Care. Their contribution to the sound business decisions made over the last twelve months has ensured positive outcomes and improvements in many areas of the organisation.

Our budget for the 2010 – 2011 year was initially grim, with a large predicted deficit. Prudent financial decisions were made, such as staff hours being cut, the introduction of an Enterprise Bargaining Agreement and the minimization of any possible excesses. The silver lining in our cloud following the flood, were the sales at our second hand store, The Bargain Centre. Due to 'opposition' stores being flood effected, both donations and sales at the Bargain Centre increased substantially for the first five months of the calendar year. In addition, a high number of privately insured patients were admitted in the last financial year, which led to increased revenue from Private Health Funds. The figures in both of these areas surpassed budgeted target figures.

The Auditor's report and financial statements demonstrate that the above changes, the continuing support of the community and events beyond our control, have resulted in a stable economic situation. Financial sustainability has resulted in the continuation of the high quality services provided by Ipswich Hospice for end of life care and bereavement support via Hilda's House.

Finally, I wish to thank all our Team members. Without their dedication, passion and enthusiasm this result would not have been able to be achieved. Thank you to the Ipswich City Council, relevant State and Federal government departments and community bodies and members who have contributed to Ipswich Hospice Care throughout the year.



Peter McMahon
Chairperson

Director's Report

It is a great privilege to write my fifth Annual Report contribution as Director of Ipswich Hospice Care Inc. This report provides the opportunity for me to reflect on the previous year's achievements and challenges. It is also an avenue to acknowledge the people who have significantly contributed to ensuring the continuation of high quality services at Ipswich Hospice Care.

Ipswich Hospice provided end of life in-patient care for 89 people during the past financial year. Additionally, psychosocial and bereavement support was provided to over 519 clients through Hilda's House, including 12 grief support groups.

Significant improvements have been achieved in all of the five goals set in the current Strategic Plan. Our first priority will always be the provision of the highest quality of care possible to our patients and clients, with the resources available. Evidence based care and support is provided to the people of Ipswich regardless of their creed, race or financial circumstances.

In addition to the care provided, a great deal of time, energy and resources have been invested to ensure that the entire organisation is working towards a safer and more efficient environment. This has been balanced with maintaining a positive work culture, whilst meeting the many standards required. This has not been an easy feat, as a tight budget requires dedicated team members to work exceptionally hard to achieve these goals. As a result, Ipswich Hospice remains not only sustainable, but continues to thrive in these challenging times.

I thank the Management Committee for their leadership and direction and in particular, Chairman Peter McMahon for his guidance and advice during the year.

I wish to acknowledge the support of the medical professionals, including General Practitioners and Specialists, who consult with our guests and practice expert symptom management in palliative medicine.

We have achieved much in the past 17 years at Ipswich Hospice Care, however there are still many improvements yet to be made. Ipswich Hospice services will need to expand even further to meet the needs of the rapid population growth in the Ipswich area. I am confident that this can be achieved with the continued support of individuals, the community and governments.

Finally I would like to express my appreciation to the most important people in our organisation – the staff and volunteers. These people demonstrate the commendable personal values of kindness, compassion and respect for all. I am always humbled to have the privilege to work alongside these people.



Ros Holloway
Director of Hospice Services
R.N., R.M., Post-Grad Dip. - Cancer Nursing.

Our Philosophy

A partnership of skilled care and loving kindness

Our Vision

To be the leader in community hospice care and bereavement support

Our Mission

To provide a high standard of care for terminally ill people, their families and bereaved people in the community

Our Strategic Goals

- To ensure that Ipswich Hospice Care be recognized as a centre for excellence in all of its' services
- Ensure that appropriate and sustainable resources be available for the operation of all Ipswich Hospice Care services.
- To create a culture that is mutually valuable for the organization, staff and volunteers.
- To build a positive image of Ipswich Hospice Care within our community.
- To ensure that Ipswich Hospice Care maintains and develops partnerships with the key stakeholders.

In-Patient Palliative Care

Objectives

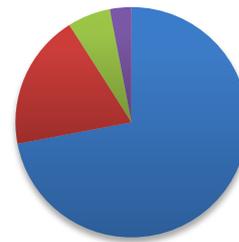
To provide high quality, twenty-four hour a day, multi-disciplinary palliative care delivered by a team of medical and support personnel.

This team is comprised of the patient's General Practitioner, Palliative Care Medical Consultant, experienced Registered and Assistant Nurses and Psychosocial Support Co-ordinator along with professional staff and trained volunteers.

Outcomes for 2010/11

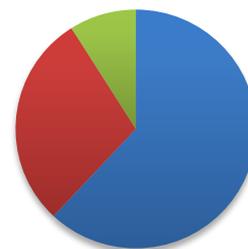
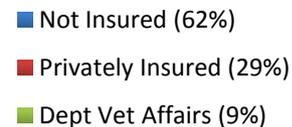
- Palliative care was provided to 89 in-patients, of which 19 were discharged to home or alternative places of care. This is a 20% increase in admissions compared to the same period last year.
- Guest medical care is overseen by Dr. Judith McEniery (Palliative Care Medical Officer Ipswich Hospital) with each Guest cared for by their nominated General Practitioner (GP).
- For the 2010-11 period, 33 different GP's cared for Guests in this time period with 19 of these GP's undertaking more than one episode of Guest care.
- Patients, families, carers and friends were provided with access to psychosocial support and counselling through Hilda's House staff and volunteers, during their loved one's stay.
- The families and carers were followed up with offers of support, for twelve months afterwards.
- Pre Admission tours and discussions were introduced by Director for prospective guests and/or their families to ensure smooth admission to Hospice.
- Weekly Multi-disciplinary Case Conferences were consistently well attended by medical practitioners, medical students and Hospice nursing staff. The average attendance was 7 persons per week, for 48/52 weeks in the year.
- The average length of stay was 25% lower this year at 19.4 days, with the average occupancy rate over the year being slightly higher than last year at 82%.

Guest Wing Referrals 2010/11



Statistics based on averages over the two six-monthly reporting periods

Health Insurance 2010/11



- Breakdown of Age Groups of Hospice Guests

July to December 2010

Age Group	% of each Age Group
50 to 79 years	67.9%
80 and over	31.9%

Average Age 73.2 years	Range of Ages were 51 to 97 years
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January to June 2011

Age Group	% of each Age Group
20 to 49 years	9.6%
50 to 79 years	66.7%
80 and over	23.8%

Average Age 70 years	Range of Ages were 23 to 95 years
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- Terminal Conditions for which Guests received Palliative Care

Diagnosis	%	Diagnosis	%
Lung Cancer	30%	Prostate Cancer	2.2%
Colorectal Cancer	17.7%	Unknown Primary	2.2%
Non-Malignant Conditions	8.8%	Renal Cancer	2.2%
Miscellaneous Malignancies	8.8%	Oesophageal Cancer	2.2%
Metastatic Melanoma	5.5%	Non Hodgkin Lymphoma	2.2%
Pancreatic Cancer	5.5%	Myelodysplasia	2.2%
Breast Cancer	4.4%	AML	1.1%
SCC (metastatic, face scalp)	3.3%	Amyloidosis	1.1%

- Capital improvements to enhance patient comfort and quality of care included:
 - Replace of the Grasby Syringe Drivers with NIKI Drivers for symptom management control thanks to funding efforts of the local Ipswich Medical Fraternal Group.
 - Purchase of new flat screen televisions and DVDs for all guest rooms and an air conditioner in the Family Room, thanks to the Gambling Community Benefit Fund Grant.
 - Purchase of various smaller items for guest rooms such as linen, mirrors, fridges, blinds kindly donated by members of the community.
- Registered Nurse and Quality Coordinator, received the Rotary Pride of Work Award, May 2011 for outstanding contribution to the community and organisation.

Looking Ahead

Ipswich Hospice Care will commence the establishment of a seventh clinical care room in 2012, following a successful application for Federal funding in the Local Palliative Care Grant Program.

Due to the predicted rapid growth in the Ipswich and surrounding areas over the next five years, we anticipate an associated increased demand on all services offered by Ipswich Hospice Care.

Bereavement and Psychosocial Support Services

Objectives

- Ensure the individual needs of our clients are identified respected and addressed through: ensuring equity of access to all services; articulating our counselling and cultural framework; appointing appropriate personnel; using appropriate referrals and assessment tools; strengthening services when and if required;
- Ensure services meet required funding body standards;
- Expansion of existing services and size of team to meet identified needs within the organisation and wider community;
- Add to our material resources to meet the changing needs of the organisation;
- Promote and provide resources for effective self care;
- Open, honest, clear, transparent and frequent communication within the team and across the organisation;
- Promote greater community understanding of issues related to death and dying;
- Maintain and further develop relationships with palliative care stakeholders and health care providers.
- Identify evolving community needs regarding Bereavement Support.

Outcomes for 2010/11

- Service provision to a total 519 clients; professional education to over 80 attendees;
- The introduction of a student unit in partnership with University of Queensland, University of Southern Queensland and ACAP enabling an increase in our capacity to support an extra 30 bereaved community members;
- Responded to community needs through the provision of counselling support services to members of the community affected by the Queensland floods;
- Increased our exposure, credibility and funding through the implementation of a training team offering training in palliative care and counselling frameworks;
- Conducted our calendar of training on 'the Tree of Life';
- Secured funding from the Commonwealth Bank of Australia Staff Fund to conduct two Adolescent Grief Groups utilising the "Tree of Life" program for two school groups;
- Facilitated four Kids Grief Groups, four Parent/Carer Grief Groups and two Adult Grief Groups in the year, supporting 109 individuals through the group process;
- Successfully piloted the first Men's Bereavement Support Group, supporting five individuals.

Looking Ahead

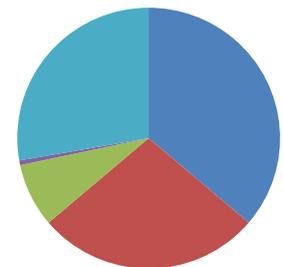
We would like to expand our services to people in the Community with losses by:

- Further developing professional networks for referral processes;
- Educating and mentoring professionals in the community as they support clients in their grief;
- Develop Pet Loss and Grief (and related topics) education and training opportunities for veterinary surgery staff and general members of the public.



Type of Counselling Support

- Pre-death (188)
- Post-death (143)
- Flood (41)
- Home Respite (3)
- Group Support (144)



Human Resource Management

Objectives

The Strategic goal set in this area is “To create a culture that is mutually valuable for the organisation, staff and volunteers”. The Management Committee, Team Leaders and multiple committees are working towards achieving this goal.

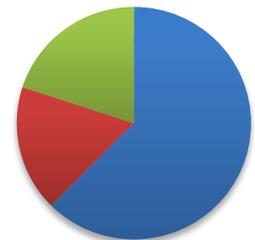
The number of team members at Ipswich Hospice Care now exceeds 379 people (combined staff and volunteers), which is possibly the largest number of people providing palliative care and bereavement support, in a community owned Hospice, in Australia. Managing this team, across several premises requires dedication and commitment by all team members.

Outcomes for 2010/11

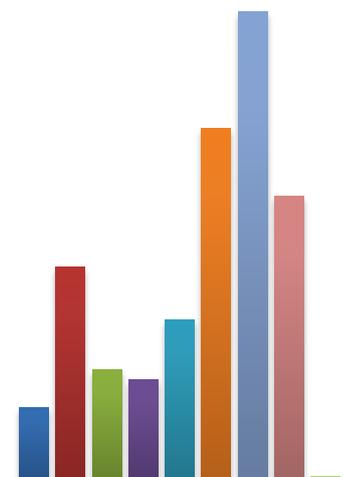
- Hospice total volunteers peaked to 324 people throughout the 2010/11 period, with 71 new volunteers recruited in most areas of the organisation. A higher exit rate than normal was experienced this year, due to a clean up of inactive records and the impact of the Queensland Floods;
- Hospice employees totalled 55 personnel, which calculated to 17.6 full time equivalents;
- Eight Orientation Training courses were held of a two day duration over the year, with attendance from 99 participants;
- A new Training and Recruitment Committee was established, and undertook a review and implementation of recruitment and orientation processes, leading to the refinement of orientation training resources;
- Team Member Orientation review (Queensland Community Fund Grant) was undertaken by an External Human Resources Consultant to review current processes and documentation and provide relevant recommendations;
- Subsequently, the Team Orientation Booklet was rewritten according to the HR Consultant’s recommendations.
- Organisation Wide Performance Review (Appraisal) Process was designed and undertaken, with assistance from External Consultant, Steve Cathcart. All staff undertook a ‘Feedback and Planning Discussion’ during February and March 2011 with their Team Leader. Volunteers who were in roles considered high risk, also undertook a Volunteer Review with their Team Leader. All volunteers were offered opportunity to complete a handwritten feedback survey;
- A new Workplace Consultative Committee was established which is comprised of two members of management and four employee representatives to maintain a co-operative workplace culture and provide a forum to raise and assist resolution of workplace related matters.
- An Employee Assistance Scheme was established with local Psychologist for short term counselling for staff members;
- Practical Manual Handling Competencies have been developed for all areas of the organization, and will be implemented in the following six months;

Numbers of Volunteers 2010/11

- Existing (253)
- New (71)
- Exited (81)



Hours by Volunteers 2010/11



- Guest Wing (1,382)
- Hilda's House (3,959)
- Kitchen (2,029)
- Garden/Maint. (1,842)
- Admin/Office (2,968)
- Fundraising (6,542)
- Bargain Centre (8,727)
- Friends of Hospice (5,286)
- Management Committee (49)

Total 32,784 hrs
Average 630 hrs per week

- An Education Committee was formed for the purpose of approving Professional Development and relevant leave for all team members. A number of team members have been supported financially by the organization to complete further studies thus raising the professional standard of the organization. In the past year, assistance was provided to a Registered Nurse to complete a Masters in Nursing Studies; an Assistant Nurse to complete a Certificate III in Aged Care; an Enrolled Nurse to undertake the medication endorsement for Enrolled Nurses; a Registered Nurse to complete a Masters in Oncology Nursing; and in conjunction with a State Government funded program through Department of Education, Employment and Workplace Relations the Manager of Bargain Centre to complete Certificate III in Front Line Management and the Financial Support Coordinator to complete a Certificate IV in Human Resources;
- Fourteen internal education sessions were offered this year to team members, including such topics as Aggression Minimization, wound management updates and medication information;
- The acquisition of an Ambulatory External Defibrillator donated by Rotary Club of Ipswich, for emergency application for team members and visitors.
- Organisation specific Enterprise Bargaining Agreement is now in place following a majority vote by staff. Approval of Agreement from Fair Work Australia was obtained.

Looking Ahead

The next year will see further improvements in both the processes and management of vital Human Resources.

Hospice has been invited to participate in a Human Resource orientated research project with the University of Newcastle in 2012 on “Small and Medium Multi-Service Not-For-Profit Entities: Accountability, Transparency and Governance” with Dr Lisa Barnes. This research project will explore communication methods in not for profit organizations and provide Hospice with guidance as to best practice in communication within the organization.

In addition, a further research project will be undertaken entitled “Compassion Fatigue in Nursing Staff” by Ipswich Hospice Complementary Therapist and a Registered Nurse.

Quality Management

Objectives

- Supports, maintains and improves Guest (Patient) and Client (Hilda's House) care outcomes
- Meets Australian Council on Healthcare Standards (ACHS) Accreditation, Service Agreement (Queensland Health, Department of Veterans Affairs), Private Health Licence (Private Health Unit) and Legislative (HQCC) standards and reporting requirements
- Promotes a safe, appropriate and productive work environment
- Supports a culture of continuous quality improvement

Outcomes for 2010/11

- Submission of Self Assessment 11 for ACHS Accreditation under the new EQUIP 5 requirements
- Worked toward addressing the nine recommendations from ACHS Organisation Wide Review
- Completed a review of and updated the Risk Management Register and disseminated related Planned Strategies to Team Leaders
- Participation in the National Standards Assessment Program (NSAP) and Palliative Care Outcomes Collaboration (PCOC)
- Met all service agreement and legislative reporting requirements;
- Maintained Tier 2 Private Hospital Licence
- Continued ongoing benchmarking relationship with Toowoomba and Hopewell Hospices
- Attendance at the Palliative Care Forum at the University of Newcastle (South Coast Campus)
- Quality Coordinator is currently completing Certificate IV in OH&S and Certificate IV in Assessment and Training

Looking Ahead

The next year will focus heavily on successfully completing the Accreditation Pre-Periodic Review Written Assessment and then undertaking Periodic Review in March 2012.

Risk Management and Quality Improvement processes and documentation need to keep a high profile within the organisation. Strategic and associated Operational Planning for the period 2012 onward will also commence during the next 12 months.



Fundraising

Objectives

To raise funds to provide the goods and services required to provide high quality palliative care and bereavement services to the Ipswich and West Moreton community.

The main fundraising activities undertaken are through six key functions:

- Commercial entities;
- Grants and Sponsorships;
- Donations;
- Events;
- Memberships;
- Other Income e.g. sale of goods, raffles, rental, catering.

Outcomes for 2010/11

The Ipswich Hospice Bargain Centre has had a very successful year with a 16.7% increase on sales compared to the previous financial year. This was partly due to the Queensland Floods experienced in January 2011 which saw demand for second hand furniture significantly increase to May, 2011.

The Bargain Centre has focused on improving customer service, providing high quality second hand goods and developing a more inclusive decision making process internally. The Bargain Centre Manager also completed a Certificate IV in Front Line Management.

The two retail outlets, a Book Store and a Craft Shop, operated by Friends of Hospice generated a substantial income for Ipswich Hospice Care. Due to an unfortunate change in leasing arrangements during the year, the Craft shop was closed.

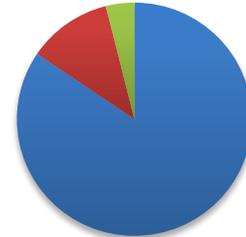
The two café bookshops, in partnership with Worklinks, operated well during the financial year.

A number of new fundraising initiatives were implemented during the financial year such as:

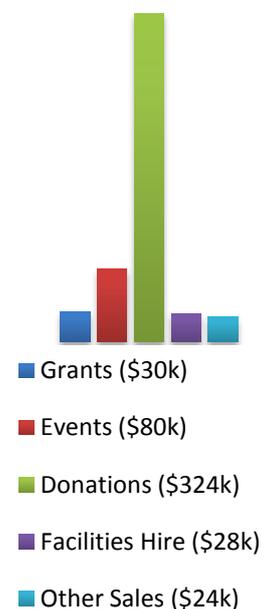
- Introduction of the “Short and Sweet” Hospice Cook Book;
- Two new major fundraisers, Doorknock Appeal and Mother’s Day Garden Party with several smaller events introduced;
- Formation of a Volunteer Fundraising Committee.
- The introduction of a new merchandise item, Remembrance Candles, sold at relevant events and at Hospice reception areas.

Enterprises Revenue 2010/11

- Bargain Centre (\$287k)
- Friends of Hospice (\$40k)
- Bookshops (\$13k)



Other Sources 2010/11



Grants obtained this financial year included:

- Local Palliative Care Grant for the establishment of a Clinical care room
- Commonwealth Bank of Australia Staff Fund to resource two Adolescent Grief Groups in the school setting
- Gambling Community Grant to purchase a garden shed, electrical works upgrading, including installing three phase power and increased security and event lighting to garden, car park and main hospice building, new out door marquees and upgrading of signage at Hospice

Looking Ahead

We were advised in May, 2011 that the Worklinks Café Bookshop partnership would not continue into the new financial year, due to changes in Worklinks funding. Therefore the Brassall Bookstore closed in June and the Raceview store closed in July, 2011.

Significant planning and promotion will be necessary in the coming year to execute the establishment of the new additional bed to the Hospice facility.

We will also be seeking to increase the levels of sponsorship of various events and the membership levels throughout the next financial year.



Treasurer's Report

It is with pleasure that I present my Financial Report for the year ended 30th June, 2011. Full details are provided in the Annual Report, and I have now summarised the trading activities for the year.

Total Income was \$1,871,323 compared with \$1,808,811 for last year. This represents an increase of 4.08%. **Total Expenditure** was \$1,835,528 compared with \$1,752,110 last year. The main figures and percentages were as follows:

Income	2010/2011		2009/2010	
Grants	787,048	42.06%	884,768	48.91%
Donations	363,421	19.42%	313,090	17.31%
Sales (net of costs)	311,449	16.64%	259,422	14.34%
Fundraising	91,975	4.91%	107,613	5.95%
Fees (Health Funds, DVA etc)	272,489	14.56%	179,119	9.90%
Rental Income	25,520	1.36%	27,527	1.52%
Other Income	14,671	0.78%	37,272	2.06%
Gain on Investments	4,750	0.25%	-	0.00%
	<u>1,871,323</u>	<u>100.00%</u>	<u>1,808,811</u>	<u>100.00%</u>
Expenditure				
Employment	1,500,155	80.17%	1,436,582	79.42%
Client Support	35,437	1.89%	30,404	1.68%
Fundraising Costs	15,301	0.82%	11,927	0.66%
Rent – Bargain Centre	58,349	3.12%	55,279	3.06%
Administration	94,237	5.04%	77,021	4.26%
Services	93,190	4.98%	95,245	5.27%
Other Expenses	11,288	0.60%	18,015	1.00%
Depreciation	27,571	1.47%	27,637	1.53%
	<u>1,835,528</u>	<u>98.09%</u>	<u>1,752,110</u>	<u>96.87%</u>
Surplus	\$ 35,795	1.98%	\$ 56,701	3.24%

Source of Funds

The above surplus is represented in the accounts as follows:

Cash at Bank increased	51,148	
Sundry Creditors & Accruals reduced	27,012	
Fixed Assets purchased	37,263	
Deposits & Prepayments increased	3,138	
Investment increased	<u>8,028</u>	
		126,589
Less		
Sundry Creditors reduced	22,906	
Leave Provisions increased	33,970	
Income Received in Advance increased	6,347	
Depreciation written off	<u>27,571</u>	
		90,794
Surplus		<u>\$ 35,795</u>

Overall

The activities for the year resulted in a surplus of \$35,795. For a non-profit organisation, this is an excellent result. However, the result was assisted by a considerable increase in fees from Private Health Funds. Unfortunately, this source of income is completely unpredictable and the same cannot be relied upon for next year. A total review of costs had to be undertaken last year, and this meant that some unpopular decisions were made to ensure that the financial viability of the facility could be maintained. Therefore this result is especially pleasing. My thanks go to the management team, and finance staff, for their assistance during the year. Kerry Drennan, Treasurer