

*Little Haven*  
COOLOOLA / SUNSHINE COAST  
*Palliative Care Inc.*

**ANNUAL REPORT  
2016—2017**

*Specialist At Home Palliative Care,  
Bereavement and Cancer  
Support Service*



Martin Luther King said:  
“Life’s most persistent and urgent question is “what  
are you doing for others”.

***“When anyone, anywhere, whose life is touched by terminal illness reaches out for help, I want the hand of Little Haven always to be there, and for that..... I am responsible.”***

*Little Haven*  
**Cooloola/Sunshine Coast**  
*Palliative Care Inc.*

**Annual General Meeting**

Wednesday, 20th September 2017

**AGENDA**

1. Welcome and Apologies: *Sue Manton*
2. Acceptance of Minutes from 2016 / 2017 AGM: *Sue Manton*
3. President's Report: *Brandy Murley*
4. Clinical Co-ordinator's Report: *Bronwyn McFarlane*
5. Treasurer's Report: *Michelle Giffin*
6. Appointment of Auditor 2017/18
7. Business Manager's Report: *Sue Manton*
8. Ratification of Committee Nominees - *2017/2018 Little Haven Committee*
9. Beneficiary, Corporate and Community Supporters  
(Please note listed at back of booklet)

**STAFF MEMBERS**

<u>Business Manager</u>	Sue Manton
<u>Clinical Co-ordinator</u>	Bronwyn McFarlane
<u>Admin Officer</u>	Narelle Griffiths
<u>Admin Assistant</u>	Susan Smith
<u>Palliative Care Nurses</u>	Carolyn Mandersloot CN Christine Keeler Narelle Hosking Gen Rickard Kathy Sproxtton Kelly King
	Georgia Osborne Amy Cadd Gary Cox
<u>Bereavement Support</u>	Sally McDonald
<u>Social Worker</u>	Lisa McAulay
<u>Respite co-ordinator</u>	Fran Waterson

**COMMITTEE**

**As at 30/06/2017**

President	Brandy Murley
Vice President	David Fletcher
Treasurer	Michelle Giffin
Secretary	Sue Manton
Carer Rep.	Ray Currie
Volunteer Rep.	Ian Barrett
Clinical Rep.	Dr Betty Fricke Bronwyn McFarlane

**VOLUNTEER MEMBERS**

(as at 30<sup>th</sup> June 2017)

Respite carers  
Operational  
(Admin/ Centre Help / Committee)  
Fundraising  
  
Ordinary Members



## PRESIDENT'S REPORT 2017

Martin Luther King said:

“Life’s most persistent and urgent question is “what are you doing for others”.

As this is the AGM of a long standing not-for-profit organisation the room is filled with people who are active stakeholders in our community – people we recognise as givers of their time, support and money, not only to Little Haven but to many valuable community groups in our area.

Gympie is a great town to live in – and also to die in.

I took over the role of President again this year in January, and it has been quite a year for the Management Committee. We are required to provide guidance, advice, governance, and hands-on help - all of which are important to the ongoing sustainability of Little Haven. But this year has also been a year that has required a little more from our committee.

I would like to formally acknowledge the contributions of outgoing committee members who have between them a combined service of over 30 years to Little Haven. Jill Dinneen, Helen Hall, Annette Geurts, Wally Bennett and also Craig Lena (as treasurer for over 7 years).

We have in turn welcomed new faces and look forward to their ongoing representation on the management committee.

As many of you know, Sue Manton lost her mum, Pam earlier this year. We are thankful that Sue was still able to continue her work with Little Haven during this time – still playing a pivotal role in the areas of management, fund raising, grant writing and advocacy for Little Haven. I am sure Mrs Drysdale and her family were grateful for Sue’s commitment to her care during this time.

Early in 2017 one of the first jobs of the management committee was a strategic planning meeting during which we addressed concerns regarding the future viability of the organisation and sought to identify paths for taking the organisation forward in a more sustainable manner.

Our service is ‘gold standard’. Our model of community based palliative care is soon to be recognised in the “Productivity Commission’s Human Services Report on End of Life Care” in shaping government policy. Imagine how much further we could go if our valued, highly skilled and passionate Little Haven staff could focus entirely on the provision of care instead of finding the funds to help the next 200 families we expect to care for in the coming year.

We need a funding fairy. Or a generous genie? Could we even settle for a community-minded sugardaddy? Or perhaps just an *equitable* and *sustained* funding stream from our State and Federal Governments.

This year much of our focus as an organisation has been on raising the awareness of the need for greater funding of Little Haven. The passion of our Business Manager, Sue Manton, our team of nursing and administration staff and our army of tireless volunteers deserves some recognition – and even a little bit of respite from the ongoing pressure of raising funds. Thank goodness for the generous community of Gympie and Cooloola – out to Kilkivan and down as far as Pomona. It is for this reason that we will not be closing our books or limiting access to our service in any way.

At this time I would also thank the many people – patients, their families, our local doctors, our councillors, state and federal representatives for their letters of support and actions which have helped us to gain some traction in the quest for more funding.

In 2017, Little Haven also showed Gympie that we could dress up and party a little...

Our Glitz and Glamour event was a spectacular success and we look forward (!?) to doing it all again in a couple of years. Maybe ten years...

While every fundraiser brings a huge increase in workload for everyone at Little Haven it is also a great way to demonstrate to you the wonderful work of our volunteers. At any given event you will find Little Haven volunteers cooking, cleaning, serving, decorating, moving furniture, selling tickets, behind the bar, putting out tables and chairs, packing away tables and chairs... the list goes on.

Then of course we have a team of volunteers who run our very successful social enterprises - the Pop-up shops and the Shed sales, Raffles and Hand craft shops. These volunteers provide Little Haven with such a valuable income stream and they do a wonderful job of raising awareness while engaging with the people of our town.

Finally, there are also the people who are officially employed by Little Haven to provide the quality end of life care - the reason why we are all here tonight. We need to acknowledge the skills, passion and practice wisdom of our nurses, bereavement staff, support staff and administration. We also need to acknowledge the many hours all of these 'paid' people give willingly of their own time and energy to support Little Haven in a volunteer capacity.

I believe the 2017-18 is going to be a year of great growth for Little Haven. Of course we know the list of patients we care for will most likely increase – that's what we're here for. But I also believe that the broader appreciation for the value of our service will also grow, bringing with it the much needed increased external funding that will help ensure the sustainability of Little Haven.

Thank you

Brandy Murley.

President

## CLINICAL COORDINATOR'S REPORT - AGM 2016 / 17

Our core business remains the same in the provision of high quality, compassionate and flexible palliative care in the home. Our quality nursing staff of Carolyn, Christine, Georgie, Gen, Kathy, Kelly and Narelle were joined by 2 very palliative qualified and experienced community nurses in Amy and once again, a gentle man, Gary. This very capable, compassionate and caring team of nurses continued to very ably offer the care and support required to have allowed 57% of our patients to die in the peace, privacy and comfort of their own homes. For those who chose hospital as their preferred end of life option, 32 of the 54 people did so anywhere from less than an hour to 5 days. We also offer support and care to quite a few single people who don't have a carer, that then requires admission to hospital for their final cares if they haven't been admitted to an aged care facility.

Lisa our social worker assists many of our patients to make their way through *myagedcare.com.au* to source care packages and get approval for aged care facility admission if that is a chosen option plus seek carers' pensions and allowances and also help with advanced care planning. Lisa and Sally give plenty of time and caring attention to their bereavement clients with quite a few of those sadly, being children. During the year they have supported 225 individuals during their passage of grief.

Sue has been focusing on better funding for our service. Since the full introduction of My Aged Care as the portal for aged care services plus the requirement to have advanced health planning in place there has been a greater need for LH nurses and Lisa to spend unfunded time assisting patients and their carers to complete the increasing burden of paperwork. Often hospital or GP referred patients do not have any of this planning in place. LHPC is the only nursing service offering palliative care at home in the Gympie region. Unfortunately, there are increasing requests for equipment loan for people living in Goomeri, Tiaro etc who wish to be cared for by LH but our boundaries cannot stretch like our admission numbers swell as required. We endeavour to get some palliative funding from SCPCS for the very final stage of home care, DVA patients and those privately insured with the Home Support Service.

Maintaining a stable workforce has been challenging at times with Sue away earlier this year plus the flu visiting most of the staff. Add to this the nurses away on leave at times it becomes a tight balancing act, especially when we are on high demand. To help our staff remain physically, emotionally and mentally strong we encourage them to take time out to utilise the complementary therapies (CT) on offer. Our therapists are very valuable volunteers who are now racking up many years of service to LH. The therapies they offer to patients, carers, family, bereaved, volunteers and staff is invaluable in helping all to their best health status and optimal QOL.

Art therapy is one of our newer options that is giving amazing results from young children to 80 + adults as it gently allows unrecognised emotions to surface, to be dealt with in a safe and therapeutic way by Cathy, the therapist. Our other new therapists are Jan who offers ReConnective Healing, Cate with Reiki and Jennifer who comes monthly to do Healing Touch.

As per the recommendations for good palliative care, meeting people earlier rather than later in their disease trajectory allows time for our nurses to form a therapeutic relationship that helps in knowing when extra support and assistance is required and when symptoms are starting to change. Encouraging the use of CT has helped extend and improve the QOL of many of our patients and families as well. Our focus of care and support is always on getting the most out of life and being mindful of preparing for death is just a part of that living experience.

As always, the measure of our service is assisted greatly by the very timely, free and flexible services of Vinnies. These volunteering men do terrific work in putting together or pulling apart the beds,

often in difficult situations and sometimes needing to dismantle other beds etc. They also lift the heavy recliners up and down steps if not on wheels. They do all of this with big smiles and open hearts, being always mindful of the grief evident in the patient's home.

Our clinical support volunteers who play such an important role are Fran's group of long standing, dependable and worth their weight in gold respite workers and chemotherapy and renal support volunteers. This is a very valuable part of the holistic care we offer to GGH, our patients and families. As we see an increasing number of patients without carers on our list at any given time, allocating a respite volunteer goes a long way to filling in the gaps of care due to the lengthy delays experienced in getting other services. These magnificent volunteers help them out in so many ways and then continue to provide support and caring during the bereavement phase for those with families.

In the office the nurses just could not manage the flow through of equipment and cleaning, home boxes needing restocking, charts being put together or prepared for filing, provision of information folders and keeping a supply of necessary forms, answering phones, meeting visiting patients and carers with a smile, a cuppa and often homemade treats, plus keeping the whole centre sparkling and inviting. To these wonderful band of quiet achievers, I give my deepest gratitude and thanks for all they do so efficiently and effectively. Their assistance is exceptional, just like all our volunteers and staff who go about their work thinking of others and not themselves.

Our Gympie region is truly blessed for continuing to support our service over the years as they are the ultimate beneficiaries of an exceptional palliative care service.

In much gratitude,  
Bronwyn McFarlane  
Clinical Coordinator



## **Little Haven Palliative Care Inc.**

### **Treasurer's Report**

The Little Haven Palliative Team provided care to 221 palliative patients this year being a 3% increase from last year's 214 patients. The Total Hours of care for the year increased by 7.5% to a total of 5877.5 hours compared to last year's 5465.5 hours. With 17061 services provided compared to last year's 15874, an increase of 7.4%. Care was also provided to 225 bereavement clients versus 207 last year.

The expenses incurred by Little Haven are reflective of the increased activity. Operating expenses were up \$45k from \$873K to \$918K. Staff Wages and Superannuation were up by \$49k from \$708k to \$757k. Staffing levels have remained constant this year. Though there were vehicles due for upgrading this year, it was decided due to the low kilometres to follow up in 12 months.

Income is down by \$80k this year to \$787K from \$867K. This reduction is due to receiving a bequest last year of \$162K. Otherwise funding and community support is up \$11K, after fundraising expenses.

Little Haven is determined to provide care to all patients that seek our services. As Government Funding covers only 34% of the care provided, we look to the local community to support our fundraisers and finance via donations, for Little Haven to continue the level of services being provided. The Business Manager with the support of the Committee members has been lobbying for further Government Funding, "to bridge the gap", and reduce the pressures placed on our community. Notwithstanding her determination on raising their awareness of Little Haven Palliative Care and the services the model provides, they are yet to release the purse strings.

So with this in mind, I would like to thank our local community supporters and all our volunteers for their ongoing support of Little Haven. Also to our dedicated staff for providing "gold standard" care to our patients.

I proudly present the Audited Financial Statements for the Financial Year to 30<sup>th</sup> June 2017

#### **Income:**

Total Income for the year was \$787K down \$80k (9%) on last year (\$867k)

Donations & Bequests	\$140k down \$167k (54%) on last year (\$307k)
Qld Health Funding	\$312K up \$17k (6%) on last year (\$295k)
Funding & Grants	\$29.5k up \$4.5k (18%) on last year (\$25k)
Fundraising	\$268K up \$53k (24%) on last year (\$215k)
Interest	\$36.5K up \$12.5k (52%) on last year (\$24k)
Other Income	\$1k same as last year (\$1k)

**Expenditure**

Total Operating Expenses for the year were \$917k up \$45k (5%) on last year (\$872k)

Wages, Superannuation & Accruals - \$751K Up \$25k (4%) on last year (\$726k)

**Deficit for the year was \$161k (with depreciation being \$30k)**

**Down \$130k on Last year's Deficit which was \$31k (with depreciation being \$26k)**

**Balance Sheet:**

Total Cash Assets of \$1,148k Down \$153k (12%) on last year (\$1,301k)

Total Assets of \$1,208k Down \$162k (12%) on last year (\$1,370k)

Total Liabilities of \$140k Down \$13k (8%) on last year (\$153k)

Net Assets of \$1,069k Down \$148 (12%) on last year (\$1217k)

**The results reflect yet another busy year for Little Haven Palliative Care Inc.**

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# **Little Haven Palliative Care Inc**

## **2017**

**FINANCIAL STATEMENTS  
FOR THE YEAR ENDED  
30 June 2017**



**Michael R Palmer**

**CHARTERED ACCOUNTANT**

**Incorporating ALL INCOME TAX GYMPIE**

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*Liability is limited by a Scheme Approved under Professional Standards Legislation*

***\*This report was compiled on September 18, 2017***

# **LITTLE HAVEN PALLIATIVE CARE INC. ABN 14 426 765 614**

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Certificate by Member of the Committee

# **LITTLE HAVEN PALLIATIVE CARE INC. ABN 14 426 765 614**

## **Committee's Report**

**For the year ended 30 June 2017**

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Your committee members submit the financial accounts of the LITTLE HAVEN PALLIATIVE CARE INC. for the financial year ended 30 June 2017.

### **Committee Members**

The names of committee members at the date of this report are:

Brandy Murley

Michelle Giffin

Susan Manton

David Fletcher

### **Principal Activities**

The principal activities of the association during the financial year were: the provision of palliative care to persons within the Sunshine Coast/Cooloola area.

### **Significant Changes**

No significant change in the nature of these activities occurred during the year.

### **Operating Result**

The deficit from ordinary activities after providing for income tax amounted to

Year ended	Year ended
30 June 2017	30 June 2016
\$	\$
(160,842.40)	(31,391.16)

Signed in accordance with a resolution of the Members of the Committee on:

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Brandy Murley

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Michelle Giffin

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**The accompanying notes form part of these financial statements.**

**LITTLE HAVEN PALLIATIVE CARE INC. ABN 14 426 765 614****Income and Expenditure Statement****For the year ended 30 June 2017**

	2017	2016
	\$	\$
<b>Income</b>		
Donations - General	103,982.70	114,267.03
Donations - Beneficiaries	35,851.33	29,587.31
Bequests		162,898.87
Funding: Qld Health Payment	262,141.00	255,280.00
Funding: Qld Health Scripting	50,197.70	38,935.14
Funding: DVA	22,251.63	13,717.67
Private Funding	3,534.01	4,700.00
Grants: GRC		6,900.00
Education Community	3,500.00	
Nursing Supplies income	81.25	
Membership Fees	935.00	655.00
Fundraising Proceeds	268,079.29	215,451.60
Interest received	36,559.30	24,752.46
Total income	787,113.21	867,145.08
<b>Expenses</b>		
Advertising and promotion	248.93	
Annual Return	51.70	
Legal, Accountancy & Consultancy	1,585.57	1,443.02
Bank Fees And Charges	350.39	248.45
Bereavement support	402.74	
Centre Requisites		600.00
Computer Costs	3,666.40	
Cleaning	5,960.96	
Complementary Therapies	406.05	
Consultancy Fees	828.10	
Conference/seminar costs	1,118.18	
Depreciation - plant	30,408.00	26,066.47
Equipment under \$1000	730.00	
Fundraising Expenses	71,822.21	49,542.50
General expenses		11,841.37
Insurance	31,684.35	30,507.49
Milage Reimbursement	1,691.60	
Motor Vehicle Expenses	13,161.39	17,170.07
Nursing Supplies	6,092.87	6,670.35
Postage, Printing & Stationery	11,450.14	11,692.28
Repairs & maintenance	1,779.24	6,002.69

**The accompanying notes form part of these financial statements.**

**LITTLE HAVEN PALLIATIVE CARE INC. ABN 14 426 765 614****Income and Expenditure Statement****For the year ended 30 June 2017**

	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
Leave Accruals	(5,783.64)	17,088.31
Subscriptions	382.73	110.00
Superannuation	64,048.87	60,303.79
Telephone	9,495.47	8,470.48
Volunteer Expenses	2,745.26	2,476.24
Wages & Salaries	583,208.57	648,302.73
Wages Salaries Administration	85,267.58	
Wages & Salaries Allied Health	24,168.50	
Uniforms	4.81	
Office Amenities/Water	978.64	
Total expenses	947,955.61	898,536.24
<b>Profit (loss) from ordinary activities before income tax</b>	<b>(160,842.40)</b>	<b>(31,391.16)</b>
Income tax revenue relating to ordinary activities		
<b>Net profit (loss) attributable to the association</b>	<b>(160,842.40)</b>	<b>(31,391.16)</b>
<b>Total changes in equity of the association</b>	<b>(160,842.40)</b>	<b>(31,391.16)</b>
Opening retained profits	1,230,180.29	1,268,678.25
Net profit (loss) attributable to the association	(160,842.40)	(31,391.16)
<b>Closing retained profits</b>	<b>1,069,337.89</b>	<b>1,237,287.09</b>

The accompanying notes form part of these financial statements.

**LITTLE HAVEN PALLIATIVE CARE INC. ABN 14 426 765 614****Detailed Balance Sheet as at 30 June 2017**

	Note	2017 \$	2016 \$
<b>Current Assets</b>			
<b>Cash Assets</b>			
NAB Business account		32,718.31	
NAB Online Saver		36,106.86	
Bank of Queensland Term Deposit 21716683			292,701.04
Comm. Bank Business On line			230,238.06
Gympie Credit Union Ltd L120/12		354,630.39	339,644.02
Cash Drawer		5,165.00	110.00
Haven Administration A/c		4,907.10	
NAB Term Deposit 447837675		411,690.28	400,000.00
NAB Business 846231312			35,680.23
Pay Pal		1,077.44	
Bank of QLD Term Deposit		301,614.67	
Cash Floats			2,050.00
Petty Cash		200.00	200.00
		<u>1,148,110.05</u>	<u>1,300,623.35</u>
<b>Receivables</b>			
Trade debtors		9,324.89	12,286.55
		<u>9,324.89</u>	<u>12,286.55</u>
<b>Current Tax Assets</b>			
GST Collected		(2,640.46)	
GST Paid		3,405.33	
		<u>764.87</u>	
<b>Total Current Assets</b>		<u><b>1,158,199.81</b></u>	<u><b>1,312,909.90</b></u>

The accompanying notes form part of these financial statements.



**LITTLE HAVEN PALLIATIVE CARE INC. ABN 14 426 765 614**  
**Detailed Balance Sheet as at 30 June 2017**

	Note	2017 \$	2016 \$
<b>Non-Current Assets</b>			
<b>Property, Plant and Equipment</b>			
Building Improvements		5,588.97	5,588.97
Car Park Improvements		2,995.67	2,995.67
Signage		23.73	23.73
Medical Equipment at Cost		110,118.02	106,470.29
Less: Accumulated depreciation		(106,813.00)	(103,936.00)
Office Furniture & Equipment		65,796.32	83,466.18
Less: Accumulated depreciation		(64,965.04)	(64,965.04)
Motor vehicles - at cost		104,869.86	78,061.27
Less: Accumulated depreciation		(67,203.00)	(50,386.00)
		<u>50,411.53</u>	<u>57,319.07</u>
<b>Total Non-Current Assets</b>		<u><b>50,411.53</b></u>	<u><b>57,319.07</b></u>
<b>Total Assets</b>		<u><b>1,208,611.34</b></u>	<u><b>1,370,228.97</b></u>
<b>Current Liabilities</b>			
<b>Payables</b>			
<b>Unsecured:</b>			
Sundry creditors		3,603.36	13,755.12
Telephone Rentals			2,385.84
less Unexpired Charges			(8,018.14)
		<u>3,603.36</u>	<u>8,122.82</u>
<b>Financial Liabilities</b>			
<b>Unsecured:</b>			
Employee Accruals			118,268.37
Provision for Long Service		58,519.86	
Provision for Holiday Pay		53,964.89	
NAB Visa Billing Card		209.37	
Superannuation Payable		8,731.03	26,550.69
PAYG Tax Payable		11,344.94	
Salary Sacrific		2,900.00	
		<u>135,670.09</u>	<u>144,819.06</u>
<b>Total Current Liabilities</b>		<u><b>139,273.45</b></u>	<u><b>152,941.88</b></u>

The accompanying notes form part of these financial statements.

**LITTLE HAVEN PALLIATIVE CARE INC. ABN 14 426 765 614****Detailed Balance Sheet as at 30 June 2017**

	Note	2017 \$	2016 \$
<b>Total Liabilities</b>		<u>139,273.45</u>	<u>152,941.88</u>
<b>Net Assets</b>		<u>1,069,337.89</u>	<u>1,217,287.09</u>

**Members' Funds****Issued Capital**

Issued & paid up capital			(20,000.00)
Accumulated surplus (deficit)		<u>1,069,337.89</u>	<u>1,237,287.09</u>
<b>Total Members' Funds</b>		<u>1,069,337.89</u>	<u>1,217,287.09</u>

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The accompanying notes form part of these financial statements.

## Business Managers Report 2017

Reflecting on the past year is proving harder than I thought, so thank you Brandy, Bronwyn and Michelle for your comprehensive reports giving a great overview of the year that was. Highlighting the wonderful work our team – committee, nurses, social worker, bereavement support, volunteers across the scope of our operations and the community do in supporting our mission.

In my 2016 business managers annual report I said..

*"Rest assured this year and beyond we will not stop in our efforts to have Queensland Health recognize the value of our service to not only this community but to Queensland Health itself."*

So I thought I would lay out a timeline of what has been done since last year's agm to advance this goal and how we've continued to fund Little Haven in the meantime. I will document this on a month by month basis.

### October 2016

- The Rotary Quilt and Craft Expo Café fundraiser
  - The Heart of Gold International Short Film Festival Café fundraiser
- Both great community events we're fortunate to be able to raise funds from on the back of a lot of hard work by their organisers.
- Meeting in Gympie with Dr Louise Welch, Clinical Director, Specialist Palliative Care Service to discuss palliative care funding. This is where our advocacy started and we were told there's no more funding "Lucky to get what we get"!

### November 2016

- Little Haven Melbourne Cup function a major fundraiser on our annual Calendar of Events
- I presented at the Palliative Care Qld state conference on *Community Based Palliative Care in Regional Areas*. This half hour presentation was our first opportunity to showcase our long history of providing International standard community based Palliative Care to our peers and decision makers in the industry.
- As a board member of Palliative Care Qld, started discussions with the State Council to create a collaborative of the 7 NGO community driven models of Hospice Care who receive government funding from the Qld Health community funding unit.

### December 2016

- The Productivity Commission's Human Services Review Issue Papers released - prioritising end of life care as one of the six areas where outcomes could be improved both for people who use human services, and the community as a whole. Commenced work on our submission to highlight Little Haven's model to this national inquiry.
- Pushed for and got a meeting with QHealth Community Funding Unit Anthony West and Racheal Vowles at QHealth HQ in Brisbane. The community funding unit is responsible for the bulk of our Qld Health funding. I left furious and in tears as I was told *"increased funding for Palliative Care is not on the QHealth agenda"*.

### January – February 2017

- Completed and submitted comprehensive submission to the Productivity Commission "Little Haven delivering ... the right care, in the right place, and at the right time".

### March 2017

- Submitted Gympie Times Letter to the Editor in response to *"Health Minister Cameron Dick said each hospital and health service was best placed to determine how their share of the palliative care funding was spent."*  
This letter and subsequent social media campaign galvanised the local GP's and wider community to take up our fight for equitable and long term funding. To date the minister's office has received 33 letters of support for Little Haven from 13 GP's and 20

community members – All of which helped apply pressure to the Govt and we thank all who have taken the time to write to the Minister and local members on our behalf.

- The Inaugural Glitz and Glamour fundraising event and the associated coverage by Seven news Sunshine Coast on Little Havens service and the very brave Bessie McClay. This evening news story was turned into a video by Channel 7 and has been viewed over 21,000 times.
- Brandy and I arranged a very productive first meeting at LHPC with Sharon and Llew O'Brien MP – Federal Member Wide Bay where we presented our issues, which has proven to be the beginning of a very productive working relationship with Llew championing Little Haven's cause with the Federal Government.
- As a follow up to that meeting Llew orchestrated a Conference call with the Federal Assistant Health Minister David Gillespie MP. This was our first opportunity to put our case to the Federal Government who is ultimately responsible for Health funding. His response was the Federal Government provides the states with considerable funding for palliative care including funding for home based palliative care.

#### **April 2017**

- Armed with this information we wrote to Qld Minister for Health Cameron Dick setting out our case and requesting a face to face meeting. At this point the minister refused to meet with us instead directing the SCHSD Executive Director Kevin Hegarty to meet with us on his behalf in a meeting scheduled for May 24th.

#### **May 2017**

- In the May budget the Federal Govt announced \$8.3m in new money to Primary Health Networks for coordination of end of life care. We requested a meeting with The Director of the Wide Bay Primary Health Network (PHN) Pattie Hudson, to implore them to be one of the 10 pilot sites for this funding initiative. Subsequently they have applied for this funding however I was told this money under the funding guidelines was not for frontline services like Little Haven. Once again it appears there is no lack of money in Palliative care – there's just no appetite to get it out to the grass roots front line service providers. These negotiations with the PHN are ongoing.
- As per directive from Cameron Dick's office we met with the SCHSD at Little Havens office. While Kevin Hegarty did not attend, he sent Kerrie Hayes –Executive Director of Clinical Services, Cang Dang- Service Director Community Integrated and Sub-Acute Services and Dr Louise Welch to basically tell us there was no more funding. Instead the message was clear – we should rationalise our admission numbers "close our books". Not satisfied with this, we requested they arrange a meeting with the Department of Health's Strategic Policy Unit who set the funding agenda within the Department.
- Coinciding with National Palliative Care Week an on air Interview with Annie Gaffney ABC Sunshine Coast – offered again an important opportunity to publicly showcase our incredible model of community based care.

#### **June 2017**

- Productivity Commission Draft Report released – To our delight Little Haven and our model of care was highlighted throughout the report. This was the start of our second submission with our comments and feedback on recommendations of the draft report.
- Brandy, Bronwyn, Ray and I met at Nambour Hospital with A/Senior Director, Strategic Policy and Legislation, Branch Graham Kraak, Anthony West from the Community Funding Unit & Cang Dang. Whilst we were again told there was no additional long term funding, we were invited to apply for one off project funding for quality management measures. Whilst this will not solve our sustainable funding issues it is important as it will enable Little Haven to gain full international accreditation and implement industry leading PallCare Software, as clearly defined in our strategic plan.
- Visit to Little Haven by the Assistant Health Minister David Gillespie and Llew O'Brien

## July 2017

- Little Haven's second submission on Productivity Commission Draft Report sent
- Meeting at Little Haven with Senator Claire Moore, who has a special interest in Palliative Care
- Little Haven Week activities including the very successful Gratitude Walk (Thank you Narelle and organisers) focused on raising community profile
- Travelled to Melbourne to attend the Productivity Commission public hearings inquiry into Human Services Reforms. At the hearing we were allocated 30 minutes to address and answer questions from the Commissioners. It is heartening to have our model scrutinised by economists whose comments and questions were

*"there's a lot of magic in this very best localised service, and for what it's worth, something that we are struggling with is the difference between supporting the local where the magic exists and having a system where you don't - it's not determined by luck that you are dying in the place where there is a magic local service for that..... And you know, in my mind is, we're in Melbourne today. I'm off to a suburb in Melbourne. How do I make this work?"* **Commissioner Innis**

## August 2017

- Llew O'Brien MP made a passionate 5 minute speech in the Federal Parliament on Little Haven and Palliative Care. Viewed online over 2000 times.
- Gympie Debutante Ball – Catered 220 meals
- Gympie Regional Council National Seniors Week Morning Tea – Catered for 320
- At request of the productivity commission I compiled and submitted our 3<sup>rd</sup> submission and significant documentation for their consideration in compiling their final report and recommendations, which is due out next month.
- Submission for one off Department of Health funding for Quality Measures, Accreditation & Data management completed and sent.
- Received letter of response to our letter in April from Minister for Health Cameron Dick. In that letter he advised "The board of Little Haven should reconsider its client admission / intake policy in recognition of its finite revenue."
- In response to this letter I requested a meeting with the Minister and/or the Premier in Maryborough whilst they were there for Community Cabinet.
- Local Labor Branch sent letter to Minister for Health requesting review of Little Haven's funding.

## September 2017

- All About You Events Breakfast Catered for 145
- Rotary's Opera in Springtime – Catered for 165
- **Red Letter Day!** Finally I was sitting face to face with Health Minister Cameron Dick, Michael Walsh The Director General of Health and Scott Lisle, Acting Executive Director SC Hospital and Health Service. Unlike every other meeting with Qld Health I left with a sense of hope. The Minister was very complementary of our service and the work we do and acknowledged the funding issues and that it was his responsibility to fix it. Offering an assurance they would be back to us this year with a reviewed contract and funding agreement. Encouragingly he also said they are looking at Palliative Care service delivery policy. And now we wait.
- On Monday in Brisbane we had the inaugural meeting of the Hospice Services Network Qld. with representatives from Little Haven, Cittimani, Karuna, Ipswich Hospice, Toowoomba Hospice, Hopewell Hospice and Hummingbird House. This meeting facilitated by Palliative Care Qld. is an important milestone, because this group are the only community driven frontline palliative care service providers not only in Qld but Australia. Together we have a proud history of delivering compassionate care to

1000's of Queenslanders in our communities, whilst most of Australia is still talking about it. An opportunity to discuss our common goals and difficulties and work together on ensuring the sustainability of our services, because as is said "A rising tide, lifts all boats"

I'd like to publicly thank Llew & Sharon O'Brien for work in lobbying the Federal Government for equitable long term funding for Little Haven. In advancing our case I'd also like to thank Katie Tonie, Sunshine Coast 7 News, Shelley Strachan, Editor of the Gympie Times and Cr Dan Stewart, secretary of the local Labor Branch for their advocacy on our behalf to the Health Minister. I'd also like to thank our almost 1400 social media followers who like, comment and share our news and stories.

Thank you to the Little Haven team - Staff, Committee and Volunteers. Everyone knowing their jobs, owning them and carrying them out so well for the good of the organisation and stepping up to support each other when needed. We lost one of our best with the passing of our much loved volunteer Sue Turner in February.

And of course I whole heartedly thank all those clubs, organisations, businesses, regular contributors through our iGive program, families who direct beneficiary donations our way in recognition of our care and the multitude of individual donors.

I draw your attention to the back 2 pages – so many names replicated there year in year out, along with lots of new supporters.

I take this opportunity to double down on the commitment I gave you last year....

*We will not close our books, we will not turn away anyone in need of our care and we will always be here.*

In closing it would be remiss of me not to complete my mum's story from last year's report...

Mum nearly made it through another financial year, and really for my economist brother it would have been a whole lot more convenient if she had. But not to be, mum died on June 16<sup>th</sup> in her home of 60 years with us there by her side. Despite being in Brisbane she had the full Little Haven experience throughout her end of life journey. Afterwards comes the aching sense of loss and the gnawing questions so familiar to exhausted carers and the grieving. Did we do enough?

Sue Manton  
Business Manager  
Little Haven Palliative Care

Little Haven Cooloola/Sunshine Coast Palliative Care Inc  
Committee Nominations 2016/2017 Committee

<u>Position</u>	<u>Name</u>	<u>Nominated</u>	<u>Seconded</u>
<b>President</b>	<b>Brandy Murley</b>	Bronwyn McFarlane	Sue Manton
<b>Vice President</b>	<b>David Fletcher</b>	Brandy Murley	Michelle Giffin
<b>Secretary</b>	<b>Sue Manton</b>	As per position description	
<b>Treasurer</b>	<b>Michelle Giffin</b>	Sue Manton	Sue Topalov
<b>Committee Member</b>	<b>Ray Currie</b>	Bronwyn McFarlane	Brandy Murley
	<b>Sharon O'Brien</b>	Brandy Murley	Sue Topalov
	<b>Trevor Kirk</b>	Ian Barrett	Jill Dinneen
	<b>Irene Halliday</b>	Betty Fricke	Sue Manton
<b>Volunteer Rep</b>	<b>Scott Halliday</b>	Lesley Anne Morrisson Jan Buchanan Driver	Dorothy Sander
<b>Clinical Rep</b>	<b>Betty Fricke</b>	Life Member	
<b>Nursing Rep</b>	<b>Bronwyn McFarlane</b>	Appointed by nursing staff	





## *Donations in Memory*

Thank you to the family and friends for nominating Little Haven to  
receive beneficiary donations 2016-2017

Alexander, Inger  
Anderson, Dawn  
Antella, Violet  
Bambling, Brett  
Barnett, Gayle  
Belling, Karel  
Bisseling, Anita  
Bunter, Des  
Creedon, Erin  
Curran, Joan  
Doman, Cecil  
Duck, Shirley  
Drysdale, Pam  
Easton, Colin  
Eisel, Evelyn  
Flood, Neville  
Geiger, Jessie  
Gibson, Merv  
Gill, Suzanne  
Gough, Neil  
Harris, David  
Hart, Frank  
Henderson, Noel  
Hill, Keith  
Hundert, Harry  
Jenner, Gail  
Jensen, William  
Langley, Jim  
Lehman, Colin  
Lennon, Gregory  
Loccisano, John

McClay, Bessie  
McGowan, Brian  
Maden, Dennis  
Marquis, Paul  
Moran, Phylis  
Nation, Hilary  
Pacey, George  
Paterson, William  
Pratt, Len  
Price, Grenville  
Reed, John  
Richards, Betty  
Rogers, Ian  
Sanderson, Margaret  
Searle, Burton  
Sheridan, Steven  
Simpson, Shane  
Smith, Ernest  
Smith, Geoff  
Smith, Thomas  
Solberg, Anton  
Stevenson, Peter  
Thicknesse, Brian  
Turner, Suzan  
Ward, Ivy  
Ward, Raymond  
Williams, Sonja  
Williamson, Ken  
Wilson, Diana  
Worling, Bruce  
Young, Marie



## *Donations and Sponsorship*

(While we sincerely appreciate all donations made to Little Haven Palliative Care,  
we are only able to list those of \$100 or more)

Adamson, Alec  
Alendorf, D & G  
Alexander, John  
Alexander, Phil  
Ashford, Dot  
Atkinson, Geoff & Kaylene  
Australia Pensioners League  
Bailey, Clive  
Bailey, Penny  
Batchelor, Les & Phylis  
Bath, Aleena  
Belling, Ann  
Bentley, Walter  
Bishop, Shirley  
Bisselling, Bernard  
Black Ant Gourmet  
Bluelight Disco Gympie  
Boraso, Wendy  
Bowyer, Kerry-Anne  
Brown, Rett  
Buchanan, Jim  
Buckley, Carolyn  
Buckley, Lyn  
Burke, Elaine  
Bushell, B  
Busiko, Phillip  
Byrne, Alan  
Byrnes, Dr John  
Calvert, Fiona  
Camac, Sharon  
Cartwright, J & D  
Coates, Judith  
Cooloola 4WD Club  
Cooloola Dragon Boat Club  
Cooloola Wesleyan Methodist Church  
Corbet Transport Industries Pty Ltd  
Corbet, Tyren  
Cosmo  
Creedon, John & family  
Creedon, Peter  
Dobbrick Financial Services  
Doherty, Jeffrey  
Domeral, K & Williamson, L  
Downing, David  
Dragons, 1770  
Drakes IGA Community Chest  
Duniam, Shona  
Easton, Assunta  
Eglington, John & Barbara  
Frag, Almaza

Fletcher, David  
Flood, Mellisa  
Forest, Katrina  
Fricke, August & Betty  
GGH Operational Staff  
Gill, Susan & George  
Gillchrist, Jill  
Gilmore, Lisa  
Glenwood Garden Gatherers  
Gold City Steering & Suspension  
Goomeri Lions Club  
Grainger, AB & JM  
Green, Lucy  
Gympie Bowls Club Inc  
Gympie Garden Expo  
Gympie Laurel Legacy Club  
Gympie Patchwork Group  
Gympie Patchwork Tues Group  
Gympie Private Hospital  
Gympie Radiology  
Gympie Sovereign Council # 59  
Gympie Trefoil Guide  
Gympie Wesleyan Methodist Church  
Hair Review  
Hall, Jan  
Happy Wrappers  
Harris, Diana & Ray  
Hill, Lyn  
Hobbs-Pukallus, Anna  
Hosking, Narelle  
Howard, Jaye  
Hughes, Jan  
Hundert, Harry  
Initial Response & Safety  
Irons, John  
Ison, Angela  
Jacaranda Family Dental  
Jensen, Jill  
Jessie Witham Craft Group  
Jockey Club Hotel Social Club  
Johnston, Margaret  
Jones, Trevor  
Kandanga Community Hall  
Katter Aust Party  
Kelk G and Mt Pleasant Hotel  
King, Ian & Lyn  
King, Noel  
Kirkpatrick-Laird, Sue  
Leahy, Greg & Donna  
Lehman, Merle & family

Lennon, Greg & Jill  
Lewis, Liz  
Leyer, Elizabeth  
Lickerman, D  
Lister, Thore  
Lobley, Gary  
Loccisano, Val  
Mackay, S & D  
Maden, Robyn  
Malouf Plumbing  
Manton, Clare  
Manton, John  
Manton, Sue  
McAuley, Lisa  
McCool, Finn  
McDonald, Kathryn  
McIntosh, Jenny  
McSweeney, Leigh  
Millard, Hannah  
Millard, V  
Montgomery, Nigel  
Mount Pleasant Hotel  
Muirhead, Ross  
Music Plus Cooloola Cove  
National Seniors Australia  
Nestle Fill & Pack  
Nestle Gympie  
Nimmo, Dr David & Eleanor  
Older Womens Network  
Pacey, Shirley  
Page, Sharon  
Plowman, Ross Family Trust  
Pratt, Vicki  
Price, Grenville & Joan  
Price, Katherine  
Qld Country Womens Assoc - Miva Branch  
Quota International of Gympie Inc  
Read, Jean  
Read, Karen  
Reddiex, J & V  
Reed, John & Barbara  
Reibel, Les & Olive  
Returned & Services League of Australia  
Richardson, Stephanie  
Rickard, Gen  
River Dental  
Robertson, Alan & Maria  
Rotary Club of Gympie Cooloola

And many other individuals and businesses who have supported us  
**THANK YOU for PARTNERING OUR CARE**

## *Donations and Sponsorship*

(While we sincerely appreciate all donations made to Little Haven Palliative Care,  
we are only able to list those of \$100 or more)

Sanderson, Margaret  
Saunders, Bronwyn  
Searle, Bert & Veronica  
Senini, C & D  
Shelton, Lillian  
Smith, G & W  
Smith, Noeline  
Smith, Phil  
Solberg, Lydia  
Solid Gold Classic Tattoo  
Sproxton, Kathy  
Sullivan Livestock & Rural Services  
Suthers, Cynthia  
Taylor, Caroline

The Bakers Dozen  
The Gympie Choral Group  
The Thomas & Vera Condie Trust  
The William Angliss Foundation  
Theebine Community Church  
Tierney, P & T  
Tin Can Bay Craft Club Inc  
Tin Can Bay Ladies Bowls Club  
Topalov, Dr Tim  
Vaccarini, M  
Verity, Carolann  
Veteran Hall Social Committee  
Veteran Rural Fire Brigade  
Vietnam Veterans Assoc of Aust  
Wagner, Marlene

Walker, Kathy Club 51  
Walsh, Kath  
Walton, P & E M  
War Widows Guild of Aust Gympie  
Ward, Kym  
Waterson, Fran  
Welch, Leanne  
Ware, Judy  
Weller, Stacey  
Wilson, Don  
Williams, Michael & family  
Williamson, Paul  
Winston House Ladies Auxiliary  
White Jellina – BOQ  
Whybrow, Ted & Brenda

And many other individuals and businesses who have supported us  
**THANK YOU for PARTNERING OUR CARE**