

## 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