

Little Haven
COOLOOLA / SUNSHINE COAST
Palliative Care Inc.

**ANNUAL REPORT
2019— 2020**

*Specialist Community Based Palliative
Care and Cancer Support*



How lucky I am
to have something
that makes
saying goodbye
so hard.

~ AA Milne ~





"Having moved to Tin Can Bay in 1997 I commenced working at the private hospital, avoiding the advancement to more clinical roles as I was I was waiting for the perfect job. That job came in June 1999. Little Haven has been the focus and purpose of my life ever since."

**Bronwyn McFarlane
Little Haven Palliative Care
Clinical Coordinator
1999—2020**

"Bronwyn's presence here at Little Haven as an anchor of compassion, a fountain of practice wisdom, and a source of spirituality for our patients, staff, and board can't be understated. "

**Brandy Murley
President**

"Thank you Bronwyn for all you've done and been to Little Haven and the 2141 families you have served.

Loyal servant to the dying and their families - we the Gympie community salute you!"

**Sue Manton
CEO**



Little Haven
Cooloola/Sunshine Coast
Palliative Care Inc.

Annual General Meeting

Wednesday, 4th November 2020

AGENDA

1. Welcome and Apologies: *Sue Manton*
Acknowledgement of Country – Amy Cadd CN
2. Acceptance of Minutes from 2018 / 2019 AGM: *Sue Manton*
3. President's Report: *Brandy Murley*
4. Clinical Co-ordinator's Report: *Bronwyn McFarlane*
5. Allied Health Report: *Lisa McAulay*
6. Volunteer Report: *Kris Janke*
7. Treasurer's Report: *Ray Currie*
8. Appointment of Auditor 2020/21
9. CEO's Report: *Sue Manton*
10. Ratification of Board Nominees - *2020/2021 Little Haven Board*
11. Appointment of Life Membership – Ursulla Madill
12. Beneficiary, Corporate and Community Supporters
(Please note listed at back of booklet)

STAFF MEMBERS

As at 04/11/2020

CEO

Clinical Co-ordinator

Palliative Care Nurses

Sue Manton
Bronwyn McFarlane
Carolyn Mandersloot
Christine Keeler
Amy Cadd
Eleanor Fitzsimmons
Kelly King
Kathy Sproxton
Leanne Shedden
Sharon Woods

Allied Health/ Bereavement Support

Lisa McAulay SW
Clair Pinks
Jackie Mooney SW
Narelle Griffiths
Susan Smith
Kris Janke

Admin Officer

Admin Assistant

Volunteer Coordinator

Board

President	Brandy Murley
Vice President	David Fletcher
Treasurer	Ray Currie
Secretary	Sue Manton
Vol Rep.	Trevor Kirk
Carer Reps.	Irene Halliday Sonja Calvert Sharon O'Brien
Nursing Rep	Bronwyn McFarlane
Clinical Rep	Dr Betty Fricke (life member)

Volunteer Members 170

Clinical – Respite / Therapists

Fundraising / Operational

Organisational Members 11

Life Members: Cam Macaulay, Ursula Madill, Lou Beresford, Chris Hurwood, Leni Carswell, Dr Betty Fricke, Narelle Hosking, Henry Zerner (Dec), Phyl Moran (Dec), Dr David Nimmo (Dec)

PRESIDENT'S REPORT 2020

How strange it is to reach the end of a year without having to stand up and speak for Little Haven at a fundraising event, advocacy meeting or function. After ten years I was nearly getting the hang of it.

Around the world there are Board members addressing AGMs not knowing quite how to describe the year that has been 2020 - and I am no different. My first thoughts are I am so very thankful for the stability that has been provided by the level of funding Little Haven now receives from the Queensland and Federal governments.

Without this funding it would have been a very difficult year indeed.

Resilience has been described as "the capacity of a system, enterprise, or person to maintain its core purpose and integrity in the face of dramatically changed circumstances" (Andrew Zolli).

Throughout 2020 Little Haven has demonstrated the resilience to adapt and cope in challenging times. With the security of an appropriate level of funding we were able to maintain our core purpose and integrity.

Years of refining our processes and the way we provide care in the community meant that we were able to quickly move to meet the challenges of caring for particularly vulnerable people during a pandemic. Our wonderful staff made sacrifices to ensure our standard of care was not compromised and we were able to continue to look after the end of life needs of our patients and their families.

Our volunteer army also had to adapt - a lack of fundraising events and the temporary closure of the Marketplace meant many of our endlessly selfless, energetic and reliable volunteers had to put their efforts on pause.

And then of course Sue played a fateful game of handball that would change the course of her year and test the Little Haven's ability to function without her at the helm. It is a testament to Sue's skills in managing the organisation that she was (mostly) able to let the kids in the kitchen while she was receiving treatment for kidney cancer. We are thankful she has recovered.

2020 hasn't been entirely about overcoming adversity. Little Haven has made important steps forward this year in finalising the purchase of our Marketplace premises. This investment will allow us to make improvements and I believe reflects the great confidence we have in the abilities of our volunteer organisation in managing this fund raising venture.

Finally, 2020 is the year we have to show our love for Bronwyn and set her free.

As Sue will express in her report, Bronwyn's presence here at Little Haven as an anchor of compassion, a fountain of practice wisdom, and a source of spirituality for our patients, staff, and board can't be understated. We wish her the best in her retirement and thank her with all our hearts for helping us through this last year.

For us Bronwyn will always be the essence of compassion.

In the words of Emily Dickinson:

If I can stop one heart from breaking,
I shall not live in vain;
If I can ease one life the aching,
Or cool one pain,
Or help one fainting robin
Unto his nest again
I shall not live in vain.

(from Part One: Life)

Thank you for supporting Little Haven in 2020.

Brandy Murley
President

CLINICAL REPORT - 2020

This is my last clinical report for LHPC inc.

The time has come for my departure, my family and other interests are calling me.

LH has been the focus and purpose of my life since I first responded to an advertisement for nurses to provide in home palliative care. I had become aware of LH during frequent holiday trips to this region and the little bits of news items had piqued my interest but I could not find a building or practice centre. I moved to TCB in 1997 and commenced working at the private hospital, avoiding the advancement to more clinical roles as I was "waiting for the perfect job".

The time came in June 1999, with QH funding to commence a nursing service for palliative in - home care. I applied and started as the casual RN so I could learn the ropes from the late Donna Richardson who was kind, gentle, caring and knew about community nursing and I had a rich knowledge of diverse nursing experience and a heart longing to embrace this purposeful avenue of nursing. As committee meeting minutes will show there was a difficult learning curve to find solid ground to establish the new model of care but the brave committee kept a close eye on the service to make sure it would survive.

By early 2000 both Donna and the nursing / service manager had left LH and I became the clinical nurse with Narelle Hosking as the casual nurse and along with a new manager, by the end of the year we had 3 part time nurses, LH was settled on a strong base.

As the first paid employee, it was hard for Lou Beresford to release her service that she had taken from infancy and had grown the community awareness and support for cancer sufferers with also the provision of 2 palliative specific beds in GGH; there was a solid youngster ready to take on a growth spurt.

I see my time as the next stage of growth for LH. Over the years the service has grown to meet need and widened what is offered to support all those who come to LH in search of support and care. During this time LH has been learning the ropes, establishing its own identity, making new friends, finding independence and like any sensible teenager, seeking their own financial source. I now see LH as a strong young adult, sure of its identity, self-worth, well experienced as being a leader and keen to make its own way in the world. There are many opportunities for further growth and finding new paths that will help so many more people in need find the support they can depend on to help them through their own life crisis. This is now my time to leave as my part of LH is complete.

My heart is so fulfilled from all that I have been blessed to give to others and all that I have received in return. My greatest blessing has been to work alongside Sue Manton during most of my time at LH. Together, our passion has seen LH become the leading light on compassionate palliative care with national and international acknowledgment. We have shown many people and services how a community can adequately care for its own by working harmoniously together. I have been blessed also by the collegial support and friendship of Dr Louise Welch who, since she came to the SCHHS as a Palliative Specialist years ago, has

taught me so much just from being alongside our patients in her clinic appointments. I have great gratitude for our long serving GPs in the district who have always supported our service and have provided a palliative source of knowledge any community would be grateful to have.

I have always felt that Phyl instilled in her LH service the need for all those involved to work through their hearts in love, compassion and integrity and I know this is how our service still functions today be it nurses, admin, committee, allied health, therapists or volunteers. I also feel that people are drawn to LH as part of their own growth journey in life and I can very honestly say that LH has shaped me into the person I am today and I love who I am and what I have been able to achieve over the years. I am also grateful that Phyl's granddaughter Brandy has chosen to commit so much of her time to LH with her continuation as President of the Board

There is something so full of wonder and honour to be able to travel alongside others making their last journey and to be with them when they draw their last breath that despite the grief, endows so much empowerment and sense of accomplishment for all concerned. There are many, many people who were placed in the position of caring for their loved one who felt overwhelmed, isolated, scared and incapable but who, over time found the courage and capacity, plus some quite complex skills to continue to provide loving care in the peace, privacy and comfort of their own home right to the end. Over the years our wonderful support staff have helped these carers readjust and make sense of the grief, commitment, effort and fears that allowed them to face the hardest journey of their lives.

How do the nurses do it? Through nonjudgmental love, compassion, joy and friendship despite the sometimes long hours, long drives, broken sleeps and complexity of care needs. We do it because it matters greatly that we do it and we do it well. Over the years we have had a variety of nurses who each brought their own gifts, personalities and skills that have helped enrich our overall service and at the moment our nurses must be acknowledged for the difficulties faced personally and at work due to Covid 19 and the good humour and generosity they have shown in the face of such adversity. When I leave there will be a change but the nurses all work well as a team and there should be no evidence of any loss as they all take a step up with courage and conviction.

In 1999 it was anticipated that LH would have looked after up to 50 people and their carers/families. This last financial year, 20 years later the nurses have cared for 238 people plus their carers / families. We have avoided turning people away in their time of need and our population continues to grow and age, so there will always be a very important place in our community for LH to be that amazing service that is immediately available and able to assist every individual seeking care and support.

In gratitude,
Bronwyn McFarlane

ALLIED HEALTH REPORT - 2020

This year has certainly provided challenges to us to think differently and adjust. The Allied Health team spent three months working from home to limit contact between our team and with patients and families. This was a dance between continuing to provide a high level of phone support to Little Haven families and adjusting as parents to meet the demands of teaching a school curriculum as we home schooled our children. Respite volunteers were not able to provide their valuable care during this time. Allied Health has taken on the role of co-ordinating respite volunteers in the last year and we identified the loss this was to not only our service but also our community-minded volunteers who value the connections they make through our service. Complimentary therapies were also no longer available to provide the holistic care Little Haven aspires to deliver. Recognising that isolation is a significant risk to people's mental health, we understood that our support was even more critical as people were told to stay at home and not have contact with others. In response to this need we recruited Clair Pinks who continues to provide high quality counselling over the phone to Little Haven families. I would like to thank Josie and Clair for stepping up during this highly stressful time, without their professionalism, genuine care and good humour I don't know how I would have managed.

With much gratitude we have returned to our Little Haven home and the rest of the team. We are gradually resuming our wide range of support for Little Haven families and always exploring ways of meeting our community's needs. We have been able to have a Social Work student, Jodie Brown, from the University of the Sunshine Coast join the team since July. She has fitted into the Little Haven environment like a duck to water and I thank her for her high level of support to Little Haven in her time with us. Jodie has further study to complete next year but I know that, wherever she lands, she will be an asset in providing care that is valuable and meaningful.

Sadly, Josie Fennell our counsellor, has decided to leave her role at Little Haven. I just want to say that, over the years, I have come to regard you as someone with incredible resilience and passion. I know you will do well in whatever you pursue. In replacing Josie, we have expanded much-needed social work hours and Jackie Mooney has recently joined our team three days a week. She has a passion for community work and has been discovering the Little Haven model of care in her first few weeks. Welcome to the team Jackie.

Thank you to the many people who have trusted us with their care over the past year. We continue to consider it a privilege to be permitted into your life at such a transitional time. I am proud to be part of a service that provides, as a family member recently told me, "...a human approach" to care. Many people ask how I work in palliative care and this last year has certainly made me reflect that a big part of that answer is the Little Haven team I work with. We support each other, carrying forward Little Haven's vision for a community that cares for its dying and, in knowing that, I am reassured that Little Haven will continue to provide compassionate care for many years to come.

Thank you
Lisa McAulay
Social Worker

VOLUNTEER REPORT – FUNDRAISING - 2020

The Market Place has been well received by our customers during the 2019/2020 financial year, with sales in the region of \$170,000 even with 3 months' shutdown due to COVID-19. Our volunteers took the shutdown in their stride, and had opportunity to rest and recuperate from a busy start to the year. When we commenced the short but sweet Drive-by Pop-up shops in mid-May volunteers were eager to get back into it (at an appropriate social distance of course) and the customers came thick and fast.

Sales for the first quarter of this financial year were in excess of \$90,000 and we are on track to turn over in the region of \$300,000 before expenses this year. This will be a much needed boost to our bottom line and will go a small way to making up for the cancelled fundraising events due to COVID-19.

Our storage and sorting area for the Container Refund Scheme was completed while the shop was in shut down. We received \$10,000 via the Queensland Government Container Refund Scheme - Small Scale Infrastructure Grants Program (community groups and not-for-profit organisations), to build the storage area, purchase bins and various equipment to set up the space. So far we have recycled over 20,000 donated containers.

I'd like to take this opportunity to thank the Market Place Coordinators Brenda, Jill and Trevor and all the Market Place Volunteers (Old and New) for their fantastic work this and last year.

Warmest regards,

Kris Janke

Volunteer Coordinator – Fundraising

Little Haven Cooloola / Sunshine Coast Palliative Care Inc

Treasurers Report for year ended 30th June 2020

From the other reports presented to this meeting, you can see that we have had another very busy year.

This year we engaged the services of a consultant Accountant to prepare our financial position for the Board's consideration. As the elected Treasurer, I presented those reports and I wish to place on record my appreciation for the work of Tania Hubbard.

This is the first full year when we received full, somewhat untied, funding from both State and Federal Governments. Even though the Marketplace closed during the COVID period, this is also the first full year that it has operated, and the return to the organisation will be significant when we have a full 12 months operation.

COVID-19 also had a significant effect on our finances. Extra costs of operation was followed with significant funding from the State Government to cover our additional costs.

Now looking at our financial position at the end of the financial year.

This year our net surplus was \$438,356, compared to \$306,010 last year.

For comparison purposes our Balance Sheet shows:

	YE 06/2020	YE 06/2019	%
Total Cash on Hand	\$2,104,588	\$1,647,076	+ 27%
Total Assets	\$2,230,412	\$1,750,828	+ 27%
Total Liabilities	\$248,059	\$206,831	+ 20%
Leave entitlements	\$176,171	\$122,502	+ 44%

I would like to thank our local community and all our volunteers for their ongoing service and support of our most valuable service.

I proudly present the attached Audited Financial Statements for the financial year ended 30th June 2020 and commend them to you for perusal.

Ray C Currie PSM
Board Treasurer

4th October 2020

CEO REPORT 2020

About what seems like a million years ago, but was actually only November last year, Little Haven ticked off the last of our long held strategic goals gaining NSQHSS accreditation with **an unprecedented Nil recommendations**. (yah us!) And the year ahead looked rosy. A time to breathe, and time to prepare for a gentle readjustment to life without Bronwyn hoping to absorb as much of her accumulated knowledge as we possibly could.

Because as you'll recall at last year's AGM Bronwyn had given her 12 month notice of intention to retire. While the thought of Little Haven without Bronwyn was unimaginable, I appreciated that after 21 years of dedication she well deserved to wind down and ebb into reclaiming life without Little Haven.

2020 The International Year of the Nurse - the perfect backdrop for the retirement of one of its finest.

And then Covid arrived – With great apprehension, seeing what was happening in other parts of the world we went hard and we went fast to minimise any possible risk to our vulnerable population of largely over 65 year olds (patients and volunteers), shutting down most volunteer activities, all fundraising on hold and instigating a risk management - business continuity plan which became the standard for other services throughout Qld to emulate.

We divided into teams – Pink and Green, completely separating one team from the other by alternating days in the office and splitting our patient roster in half, so should any one nurse or patient test positive for the virus we would always have a backup team. We sourced our own PPE and we resourced all the clinical team with the technologies needed to continue to provide our exceptional model of care remotely if needed. And the admin crew had a new role – Disinfectant warriors.

As GP's and other health services withdrew face to face visits, hospitals and aged care homes locked down their facilities, our care in the home was sought more than ever. Peaking with our nurses providing 108 face to face visits a week, numbers on our books ramping up to 104 palliative clients, and our allied health team's phones running hot to combat the increased isolation of our bereaved.

I too wish to acknowledge the sacrifices each of our nurses made on a deep personal level to ensure their preparedness to work throughout this time when fear was so prevalent in the community. Some moving to alternate accommodation arrangements to minimise risk to their aging parent or children and ALL adhering to a life which went between work and strict isolation at home.

And Covid put pay to any leisurely letting go and relaxing into retirement for Bronwyn. Instead she was busier than ever, back on the road for much of it (and on the water to care for one of our families moored off TCB), long days juggling clinical care and admin duties, a tired but willing servant as has been the case for 20 + years.

Unfortunately, one of the casualties of Covid was our long standing agreement with St Vinnies for delivery of equipment, with Alex also needing to rationalise their volunteer activities. We thank them for their wonderful invaluable support over the past 20 years, and thank our volunteers Trevor, Arthur, Scott, Tony and Michael for stepping into the breach. As so often the case what initially looked like a disaster has enabled us to improve our delivery and equipment management standards.

Our events calendar, the funds they raise and the wonderful opportunity they present to connect with our community and was also a casualty. Communicating our mission has been particularly difficult this year with the GT's move to an online format and I thank Kris for all her hard work in keeping communication flowing through our newsletters and for her Market Place report tonight.

This wonderful volunteer driven venture continues to thrive and I echo Kris's thanks to all involved the amazing Marketeers. We look forward to taking over ownership on the 23rd of November and hope the GRC will support our request for concessional (free) rates.

Covid also put pay to the happy wrappers swan song Mother's Day wrapping. This community minded group (previously known as VOLCAM) working together since 1996 have raised over \$140,000 for local charities (with LH benefitting from 50% of funds) have decided to take a well-earned rest. I acknowledge coordinator Lola Cass here tonight and would like to present her with this gift on behalf of the community for all her hard work.

Thankfully we haven't seen any community transmission of Covid in Gympie and by late May we were able to bring the 2 teams back together in the office— keeping in place some of the structures that had enabled us to grow our service during this time which will serve us well in the future; the split patient roster, 4 nurses now on the road daily and an additional nurse on call over the weekends.

Late May also saw my fateful game of handball, an as it turned out lucky break of L2 & L3 prompting the accidental finding of my renal cancer putting me out of action for 11 weeks and additional stress on the team, especially the green team who lost a member. I'm so incredibly grateful for the love and support I received during this time from the board, the Little Haven team, volunteers, patients right through to our state and federal funding agencies the care and concern was incredible. I know a lot of the responsibility in that time fell back on Narelle – my rock, who along with Brandy and the team carried the additional load without complaint, fiercely protecting me from any LH business during my recovery.

From the bottom of my heart thank you all.

Once again great good came from adversity as Brandy has shared, the resilience of the organisation shone through, demonstrating the whole is greater than any one part, and with that a great sense of achievement and reassurance. Our hard work, secure funding (Thank you Qld Health) and excellent teamwork enabling us to remain strong against an ill wind.

Through all the challenges our clinical service to the community was exceptional.

- 362 families receiving care (238 palliative and 124 bereaved clients)
- 130 clients RIP in this period of which
- 111 (80%) received EOL cares in accordance with their wishes/preferences, in the place of their choice – Not bad given the National stats are under 20%
- 166 days - Average length of engagement per palliative care client
- And with the QHealth funding contract requiring the delivery of **8329** occasions of service for the year we delivered **18058.25** for their funding – 2934.25 of which were provided after hours.

Behind the excellent stats is truly the most beautiful bunch of caring, warm, compassionate and it must be said hilarious women, who move mountains (or wade water) to do all they can 24/7 to meet the needs of the families in our care. Just how special this team is was demonstrated when in the face of limits on community gatherings they decided to move our memorial service online this year. I can tell you my heart nearly burst with pride watching them perform this moving tribute to our patients.

Little Haven is well placed to succeed long into the future and we have a strong vision for that future.

2020 certainly pulled out all stops to ruin Bronwyn's retirement plans and to stave off the inevitable I kept postponing this AGM for as long as I could— "Covid" I said :), but eventually I had to concede and tonight, after 21 years Bronwyn delivered her heartfelt final report, winding down her time with us over the next few months.

Thank you is hardly adequate Bronwyn for all you've done and been to Little Haven and the 2141 families you have served. Starting with just you and a few respite volunteers available to a handful of patients 24/7 (let that sink in—one nurse on call 24/7) and growing the clinical team to what it is today. Each of us learning from the best and in awe of your unlimited compassion and love for the families in our care.

I've been lucky to work beside you for much of that time, and while I still can't envisage LH without you I know your legacy will live on in the wonderful care being delivered by the incredible team you have nurtured and developed. **Bronwyn McFarlane, my friend and guiding light, loyal servant to the dying, we the Gympie community salute you!**

Sue Manton CEO

LITTLEHAVENCOOLOOLA/SUNSHINECOASTPALLIATIVE
CARE INC.
ABN 14426765614

Financial Statements
For the year ended 30 June 2020

Michael Ronald Palmer
Chartered Accountant
22 Young Street,
Gympie 4570

Phone: 0754824644
Email: admin@allincometax.com

Contents

Committee's Report

Income and Expenditure Statement

Detailed Balance Sheet

Notes to the Financial Statements

Depreciation Schedule

Statement by Members of the Committee

Independent Auditor's Report to the Members

Certificate by Member of the Committee

Committee's Report
For the year ended 30 June 2020

Your committee members submit the financial accounts of the LITTLE HAVEN COOLOOLA/SUNSHINE COAST PALLIATIVE CARE INC. for the financial year ended 30 June 2020.

Committee Members

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

Brandy Murley
Ray Currie
Susan Manton
David Fletcher
Sonja Calvert
Sharon O'Brien
Trevor Kirk
Irene Halliday
Dr Betty Fricke
Bronwyn McFarlane

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 profit from ordinary activities after providing for income tax amounted to

Year ended	Year ended
30 June 2020	30 June 2019
\$	\$
438,356.12	306,010.53

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



Brandy Murley



Ray Currie

Income and Expenditure Statement
For the year ended 30 June 2020

	2020	2019
	\$	\$
Income		
Donations - General	75,383.71	178,333.25
Donations - Beneficiaries	23,868.49	38,565.91
Funding: Qld Health Payment	928,812.00	288,102.00
Funding: Qld Health Scripting	49,522.64	51,815.37
Funding: DVA	8,016.06	4,999.54
Private Funding	8,053.95	5,803.48
Grants and Submissions		22,583.29
Federal Health Funding	250,000.00	250,000.00
Funding Expended	22,031.80	128,372.81
Dept of Environment and Science	9,755.47	
QLD Health Funding		25,045.00
Cash Flow Boost	62,500.00	
JobKeeper Subsidy	126,000.00	
IGive Program		9,840.59
Membership Fees	568.38	725.00
Fundraising Proceeds	234,654.07	373,505.96
Interest received	27,714.11	29,405.05
Loss on sale of Vehicle		(16,154.00)
Total income	1,826,880.68	1,390,943.25

Income and Expenditure Statement
For the year ended 30 June 2020

	2020	2019
	\$	\$
Expenses		
Advertising and promotion	34.00	538.64
Annual Return	56.60	
Legal, Accountancy & Consultancy	23,165.50	2,105.36
Bank Fees And Charges	734.98	1,512.35
Bereavement support	124.75	
Computer Costs	40,509.47	29,992.68
Cleaning	9,426.05	5,296.16
Complementary Therapies	7,728.18	11,048.40
Consultancy Fees	9,016.07	7,000.00
Conference/seminar costs	5,945.52	1,527.62
Depreciation - plant	16,598.00	15,562.00
Equipment Immediate Write Off	14,811.32	
ATO Late Lodgement Fines		(780.00)
Fundraising Expenses	56,232.26	94,330.77
Gifts Flowers etc	4,728.27	2,018.91
Insurance	27,094.07	27,383.13
Meeting Expenses	1,806.83	
Milage Reimbursement	1,751.20	1,726.75
Motor Vehicle Expenses	16,304.77	16,196.39
Nursing Supplies	7,848.92	5,010.30
Postage, Printing & Stationery	11,716.12	10,554.13
Repairs & maintenance	1,740.95	6,542.33
Leave Accruals	53,668.23	15,041.41
Subscriptions		475.14
Superannuation	89,826.41	69,724.33
Telephone	9,759.53	9,100.44
Volunteer Expenses	3,481.96	2,877.31
Wages & Salaries	777,469.91	573,809.04
Wages Salaries Administration	111,379.41	113,829.20
Wages & Salaries Allied Health	84,042.09	62,509.93
Uniforms	1,491.37	
Office Amenities/Water	31.82	
Total expenses	1,388,524.56	1,084,932.72
Profit from ordinary activities before income tax	438,356.12	306,010.53
Income tax revenue relating to ordinary activities		
Net profit attributable to the association	438,356.12	306,010.53
Total changes in equity of the association	438,356.12	306,010.53

The accompanying notes form part of these financial statements.

Income and Expenditure Statement
For the year ended 30 June 2020

	2020	2019
	\$	\$
Opening retained profits	1,543,997.20	1,237,986.67
Net profit attributable to the association	438,356.12	306,010.53
Closing retained profits	<u>1,982,353.32</u>	<u>1,543,997.20</u>

Detailed Balance Sheet as at 30 June 2020

	Note	2020 \$	2019 \$
Current Assets			
Cash Assets			
NAB Business account		217,964.03	311,312.90
NAB Online Saver		683,147.10	207,543.14
Gympie Credit Union Ltd L120/12		381,213.46	372,421.66
Cash Drawer		135.00	100.00
Haven Administration A/c			6,576.10
NAB Term Deposit 447837675		444,159.73	433,721.90
Pay Pal			452.36
Cash Floats			1,000.00
Bank of QLD Term Deposit		321,629.35	313,748.83
Petty Cash		200.00	200.00
		<u>2,048,448.67</u>	<u>1,647,076.89</u>
Receivables			
Trade debtors		<u>56,139.60</u>	<u>7,640.63</u>
		<u>56,139.60</u>	<u>7,640.63</u>
Total Current Assets		<u>2,104,588.27</u>	<u>1,654,717.52</u>

Detailed Balance Sheet as at 30 June 2020

	Note	2020	2019
		\$	\$
Non-Current Assets			
Property, Plant and Equipment			
Building Improvements		5,589.00	5,588.97
Car Park Improvements		2,996.00	2,995.67
Signage			23.73
Nurses Station Cabinetry		9,665.00	
Shed		4,932.00	
Less: Accumulated depreciation		(205.00)	
Medical Equipment at Cost		19,695.00	121,754.38
Less: Accumulated depreciation		(3,383.00)	(117,935.00)
Office Furniture & Equipment		2,838.00	97,276.47
Less: Accumulated depreciation		(1,652.00)	(95,432.04)
Plant and Equipment (Trolley Truck)		1,985.00	
Less: Accumulated depreciation		(21.00)	
Motor vehicles - at cost		113,524.04	98,183.49
Less: Accumulated depreciation		(30,139.36)	(16,344.36)
		<u>125,823.68</u>	<u>96,111.31</u>
Total Non-Current Assets		<u>125,823.68</u>	<u>96,111.31</u>
Total Assets		<u>2,230,411.95</u>	<u>1,750,828.83</u>

Detailed Balance Sheet as at 30 June 2020

	Note	2020 \$	2019 \$
Current Liabilities			
Payables			
Unsecured:			
Sundry creditors		14,237.17	5,822.48
		<u>14,237.17</u>	<u>5,822.48</u>
Financial Liabilities			
Unsecured:			
Provision for Long Service		65,830.39	71,345.48
Provision for Holiday Pay		62,588.07	51,157.60
NAB Visa Billing Card		5,986.48	698.49
Superannuation Payable		7,839.67	6,809.76
PAYG Tax Payable		16,848.00	14,378.00
Salary Sacrifice			2,780.00
Provision for Sick Leave		47,752.85	
		<u>206,845.46</u>	<u>147,169.33</u>
Current Tax Liabilities			
GST Collected		31,120.00	32,915.92
GST Paid		(4,144.00)	(1,108.26)
One off funding			22,032.16
		<u>26,976.00</u>	<u>53,839.82</u>
Total Current Liabilities		<u>248,058.63</u>	<u>206,831.63</u>
Total Liabilities		<u>248,058.63</u>	<u>206,831.63</u>
Net Assets		<u>1,982,353.32</u>	<u>1,543,997.20</u>
Members' Funds			
Accumulated surplus (deficit)		1,982,353.32	1,543,997.20
Total Members' Funds		<u>1,982,353.32</u>	<u>1,543,997.20</u>

The accompanying notes form part of these financial statements.

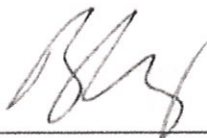
Statement by Members of the Committee
For the year ended 30 June 2020

The Committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

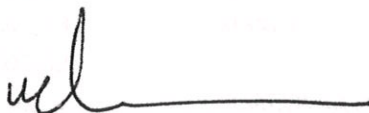
In the opinion of the Committee the Income and Expenditure Statement, Statement of Financial Position, and Notes to the Financial Statements:

1. Presents fairly the financial position of LITTLEHAVENCOOLOOLA/SUNSHINECOASTPALLIATIVE CARE INC. as at 30 June 2020 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.

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



Brandy Murley
President



Ray Currie
Treasurer

Independent Auditor's Report to the Members

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of LITTLE HAVEN COOLOOLA/SUNSHINE COAST PALLIATIVE CARE INC. (the association), which comprises the Statement by Members of the Committee, the Income and Expenditure Statement, Balance Sheet as at 30 June 2020, a summary of significant accounting policies and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the association as at 30 June 2020 and [of] its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the requirements of the Associations Incorporation Act 1981.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the association to meet the requirements of Associations Incorporation Act 1981. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Committee for the Financial Report

The committee is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the Associations Incorporation Act 1981 and for such internal control as the committee determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the committee either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Independent Auditor's Report to the Members

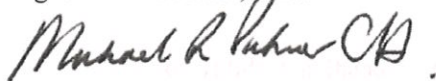
Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.
- Conclude on the appropriateness of the committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Signed on 30 October, 2020:



Michael Ronald Palmer, Auditor
Chartered Accountant
22 Young Street, Gympie Qld

Little Haven Cooloola/Sunshine Coast Palliative Care Inc

Board Nominations 2020/2021 Board

<u>Position</u>	<u>Name</u>	<u>Nominated</u>	<u>Seconded</u>
President	Brandy Murley	Ray Currie	Sharon O'Brien
Vice President	David Fletcher	Sonja Calvert	Bronwyn McFarlane
Secretary	Sue Manton	Brandy Murley	Bronwyn McFarlane
Treasurer	Ray Currie	Sue Manton	Brandy Murley
Board Member	Sharon O'Brien	Brandy Murley	Sue Manton
Board Member Consumer rep	Irene Halliday	Sharon O'Brien	Ray Currie
Board Member Consumer rep	Sonja Calvert	Trevor Kirk	Irene Halliday
Volunteer Rep	Trevor Kirk	Irene Halliday	Sonja Calvert
Clinical Rep	Betty Fricke	Life Member	
Nursing Rep	Carolyn Mandersloot	Appointed by Nursing Staff	

Donations in Memory

Thank you to the following families for nominating Little Haven to receive beneficiary donations in 2019-2020

Anderson, Daryl
Bailey, Ray
Bichel, Ken
Blackshaw, William 'Bill'
Boneham, Frank "Noel"
Buckley, Phyllis
Bushell, David
Calderwood, Margaret
Clark-Coolie, Bill
Coles, Les
Coral
Creevey, David
Curtis, Richard
Dakin, Trevor
Domin, Stella
Dorman, Bruce
Drummond, Bruce
Edwards, Bonnie
Goodrich, E'Lenor
Gosbell, Robert
Haack, Keith
Hasthorpe, Val
Haylock, Robert
Haylock, Les
Henwood, Ruth

Hermann, Karen
Howland, Patrice
Huth, Geoffrey
Jensen, Lynette
Keliher, Michael
Kelly, Jillian
Latham, John
Mayfield, Ray
McClintock, Eric
Millar, Scott
Mottau, Joy
Murphy, Fay
Pearce, Cliff
Prior, Marie
Rashleigh, Peter
Roberts, David
Rutjens, Jenni
Schmidt, Tracey
Soanes, Allan Victor
Stevenson, Phil
Stokes, Keith
Wardale, Kath
Waters, Kerry-Anne
Waugh, Neville
Webster, Elwyn

Extract from the Eulogy of Phil

"Headlights appear and we know it's time – without the need for words we line the corridor to honour Phil as he leaves home wearing his favourite cap against the night chill.

His journey was a tough one and one he resisted until he could fight no longer but as final days go it's hard to see how it could have been more gentle, peaceful or dignified.

Not much consolation Phil, who is still singing Me and Bobby McGee:

"I'd trade all of my tomorrows, for a single yesterday".

Karen.

Donations and Sponsorship

We sincerely appreciate all donations made to Little Haven Palliative Care
Donors listed below have contributed amounts of \$100 or greater in 2019/20 financial year

Adamson, M A	Day Care Group	Patterson, Valerie & Ross
Alford, F	Hair Review	Paypal Giving Fund
Arthur, Sharon	Hammer, Dr Michelle	Powell, Bev
Bennett, P & S	Hensel, R & N	Price, Joan
Boraso, W	Historical Motorcycle Club	Quota International – Gympie Branch
Brown, B	Gympie Inc.	Rainbow Beach RSL Sub Branch
Buchanan, J M	Holzapfel, N & Cambra, M	Reibel, O
Burke, Trevor	Howland, Stephen	Richardson, S
Bushell, Barbara	Hutchison, Flynn	Roach, G
Caroline & Dani	Jargevics, Vicki	Ruescher, S
Carter, Ivy	Jessie Witham Centre	Saunders, B
Cartwright, Jack	Meditation Group	Savory, E
Cedar Pocket QCWA	Jones, Alfie	Sheard, Stuart
Circus with a Purpose	Kalinowski, Janette	Shelton, Lillian
Coates, J	Kilkivan Country Club	Smith, Moira
Condon, Barbara	King, I & L	Smith, P
Cooloola Dragon Boat Club	Kreher, Ron & Ailsa	Stolberg, Jenny & Jeff
Cudahy, Margaret	Lickerman, D	Taylor, Caroline
Delisser, Ken & Rhonda	Lindsay, Stephanie	TCB Country Club Ladies Bowls
Dimitios, Psigh	McAuley, L	Theebine Community Church
Downing, David	McDonald, K	Vanderfield Gympie
Duniam, Shona	Mansfield, Fiona	Vaccarini, Marco
Elliott, Kylie	Manton, C	Vietnam Veterans Assoc of Aust
Elmer, Liam	Manton, S	Viner, Sarah
Faint, Helene	Max	Waters, Chris
Forrest, K	Missen, John	Welch, Kevin
Fricke, A & B	Moran, Travis	Young, G
Garrett, J	Mt Pleasant Social Club	
GGH Kitchen Staff	Mothers Union	
Green, Lucy	Muir, Jane	
Gruar, N & D	Muirhead, Ross	
Gympie & District Committee of the Aging	Murray Views	
Gympie Indoor Bowls Club	Nestle Gympie	
Gympie Uniting Church	Older Womens Network	
	O'Sullivan, Aaron	

And the many other individuals and businesses who have supported us in 2019/20

THANK YOU for PARTNERING OUR CARE

"All the nurses were friendly, loving and caring for both me and mum. They never seemed in a rush even though I'm sure they had other patients needing them. They took time to reassure me that I was doing a great job of caring and that encouragement, together with the hugs kept me going. Their advice that it was time to get my brothers up here was welcomed and as a result all got to say goodbye to mum. Since mums death the counsellors have continued to touch base with me, checking that I am coping and encouraging me, once again to contact them should I need to. I really can't speak highly enough of the care given to me, mum and my family by Little Haven Palliative Care and will be more than happy to recommend your services to anyone.

May you all know the Lord's richest blessings as you serve the community in this way. Gratefully yours,"

Comment on Carers Survey ~ received May 2020