



**Banksia**  
Palliative Care Service

Annual Report 2019/20

## Tables of content

About us .....	3
From our President and Executive Officer .....	4
Our Strategic Plan – 2019-2023 .....	5
OUR PEOPLE .....	6
– Our Impact .....	7
OUR TEAM .....	8
– Committee of Management .....	10
– Acknowledgements .....	12
OUR BUSINESS	
– At a glance .....	14
– Our Donors and Supporters .....	16
– Financials .....	18



## About us

Banksia Palliative Care Service (Banksia) is funded by the Victorian State Government to provide specialist community palliative care services to the local government areas of Banyule, Nillumbik and Whittlesea. We provide expert health and support services to a diverse community of approximately 420,000 people across an area of approximately 1,000 square kilometres, in one of the highest population growth corridors in Melbourne.

We define palliative care as:

*Client and family centred care, which is equitable, holistic, dynamic and inclusive, and enables people with a life-limiting illness to live their best life.*

Our philosophy is to treat the person as a 'whole' - mind and body are integrated and inseparable; physical, emotional, social, cultural and spiritual needs are determined as equally important. We deal with each person for whom we provide care as a unique individual - we do not assume or expect; we determine needs based on conversation and exploration. Our goal is to enable maximum independence and facilitate choice through the provision of options and information.



### OUR VISION

**- what we believe should be ...**

Every person accesses and receives exceptional, personalised palliative care support at the right time, and in the right place.



### OUR MISSION

**- what we commit to doing every day ...**

To provide exceptional palliative care services that assure quality in life, dignity in death and support in bereavement.



### OUR VALUES

**- the behaviours that guide us ...**

Excellence;  
Respect;  
Integrity;  
Collaboration

We strive for **excellence** in everything that we do; we act with **integrity, respect** others always and our **collaborations** make us stronger and better, and....

*we never lose sight of what's important.*

## From our President and Executive Officer

Successful, dynamic businesses have a strong growth mindset; not just quantitative growth such as size, productivity and achievements, but also qualitative growth – areas that cannot be easily measured such as team strength and cohesiveness, degree of agility and flexibility, trust, patience and understanding, and personal and professional development. This year, Banksia has proven itself to be a very successful and dynamic business.

It has been a year like no other for Banksia, as it has been for everyone. Arguably, the challenges that have been faced across the world during the second half of the financial year, make our achievements and successes even more valuable, and the work and dedication of our team even more inspiring. During a time when everything changed, the one thing that remained consistent was that the entire Banksia team “never lost sight of what was important” – they continued to make it possible for the people in our region to receive specialist palliative care services in their homes – something for which we are very grateful and proud.

We started the year developing and implementing very four large service innovation projects, finalising our preparations to undertake our Organisation-wide Survey for Accreditation against the EQuIP Standards in October, ready for the uncertainty that the new Voluntary Assisted Dying (VAD) legislation may bring into our work, and preparing for the launch of our new brand, including our rejuvenated Vision, Mission, Values and logo in late November – all the while, managing steadily increasing client numbers and continuing growth in the size of our team.

We moved into 2020 with goals and plans aligned to our Strategic Plan, however very early in the year, as it did for the rest of the world, the COVID-19 pandemic became our focus. The need to be agile in every area across the business became evident very early. That all of our people – our Committee of Management, our staff, our volunteers, our health service partners and our clients and their carers, were compelled to redefine

what was “normal” in every element of their lives, meant the constant changes that were essential to manage and mitigate the effects of the virus were adopted and implemented effectively – all with the same primary focus, to ensure the safety and wellbeing of every person aligned to Banksia.

We have learnt so much during the year. We have all been reminded to be grateful for the simple pleasures that we take for granted, such as seeing our families and friends, going out for dinner, hugging, driving to the beach, travel... and so now we take this opportunity to express our gratitude to very special people who make a positive difference in the lives of others. We thank our Committee of Management for their time, expertise and guidance; we thank our Volunteers, who have remained patient and invested; we thank our health partners who have been collaborative and communicative, and we thank our supporters and donors whose diverse generosity is so essential to us being able to do that little bit more.

Lastly, we acknowledge our team and express our sincerest gratitude for their bravery, their trust, their flexibility and their unwavering dedication and compassion – they have given of themselves selflessly though they were experiencing their own challenges, and we thank them and commend them. We know we are very privileged to work alongside this group of inspiring people.



John Richardson  
President



Michelle Wood  
Executive Officer



# Our Strategic Plan – 2019-2023

The **Banksia Palliative Care Service Strategic Plan 2019-2023**, was the culmination of staff, volunteer and stakeholder feedback, operational knowledge and identified opportunities for growth and development. It addresses the goals and priorities of Victoria's *end of life and palliative care framework* - a framework developed by our major funder, DHHS, to guide end of life and palliative care in the state over the next decade.

Our Plan is engaging, precise, logical and achievable. It was developed to guide our decisions in relation to change, growth, improvement, communication, prioritisation and innovation. It gives direction and purpose and arguably most importantly, it unites us as we work toward achieving our mission.

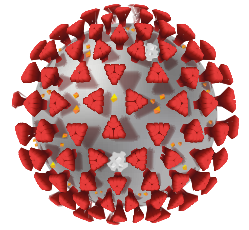
As we have worked through the COVID-19 pandemic, and the restrictions and challenges it has imposed, we have remained aligned to our Strategic Plan. We have used its guiding principles as we have adapted our processes and behaviours to suit the constraints of living and working in a pandemic. The Pillars, Outcomes and Priorities that were agreed well before the pandemic, have allowed us to progress our plan, albeit in a very different circumstances.

			
PILLAR:	Our People	Our Team	Our Business
OUTCOME:	Delivery of optimal end of life care, always.	A workplace that values staff and volunteers.	A productive, reputable and sustainable organisation.
PRIORITIES:	<ul style="list-style-type: none"><li>• Provide person-centered care for every person, every time.</li><li>• Expand our services to better suit the needs of our clients and carers.</li><li>• Connect with our partner health services to improve end of life care.</li></ul>	<ul style="list-style-type: none"><li>• Provision of a safe and healthy working environment.</li><li>• Promotion of a continuous improvement culture.</li></ul>	<ul style="list-style-type: none"><li>• Embed a business-minded mentality into culture</li><li>• Accountable operations and practices.</li><li>• Capability to achieve our outcomes.</li></ul>

# OUR PEOPLE

## COVID-19 Pandemic

The arrival of Covid-19 elicited an immediate and radical response Australia-wide, including from all health services and health providers. Major changes to routine processes were required – every practice and behaviour reviewed and altered very quickly to meet the Government Health Service recommendations of the day. Multiple restrictions in hospitals resulted in a significant increase in demand on community palliative care services – people who were quite unwell and would normally have been hospitalised remained at home, requiring a significant investment of expert care and support. At a time when direct access to medical specialists was decreasing, Banksia’s workload increased, meaning many peoples’ lives were better because Banksia’s staff worked every day, going into people’s homes to help and support them, their carers and their families as they dealt with the reality of their situation, which was heightened by fear of the unknown. The team’s ability to remain unwaveringly calm meant **not one client was compromised**.



### The quantitative impact:

During the first 6 months of 2020 (compared to the same time last year):

Referrals  
increased by  
**13%**

Admissions  
to the service  
increased by  
**26%**

Number of active  
clients increased  
by (average of)  
**23%**

Deaths at home  
increased by  
**15%**

**Over 80%**

of our clients died in their preferred site of death,  
which may have been at home, an aged care facility or as an inpatient in a palliative care ward

This time saw the implementation of unprecedented change across the Organisation. Almost every process was reviewed and altered to meet the requirements of living, and providing health services through a world-wide pandemic. Many measures were introduced to enable the primary focus of our entire team to be met – ensuring the wellbeing of EVERY person aligned to Banksia.

**Our goal**

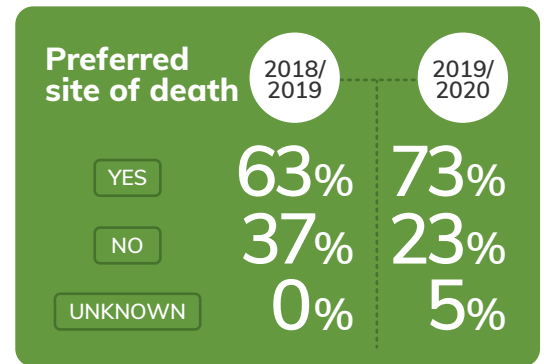
*Delivery of optimal end  
of life care, always.*

To Banksia, success is meeting our goal of “delivering optimal end of life care, always”. Our ability to be highly successful through this period was due to our dynamic, adaptable, and passionate team – our Committee of Management, who provided strong and informed guidance; our Management Team and senior staff who formed the “Incident Management Team”, and met daily to analyse every relevant piece of information and the recommendations of the Chief Medical Officer, and then worked very long hours to effectively develop and implement changes; our staff, who remained focused, and adapted to the situation, despite the challenges they faced every day, and our volunteers, who though restricted, were ready to provide assistance in any way possible.

Putting it simply, **our team are heroes**. They have bravely worked incredibly hard, making a real difference in peoples’ lives, flying well under the radar throughout the entire pandemic ... as community palliative care is prone to do.

# OUR PEOPLE – Our Impact

## General overview of our clients



## Referrals and admissions

### Client admissions

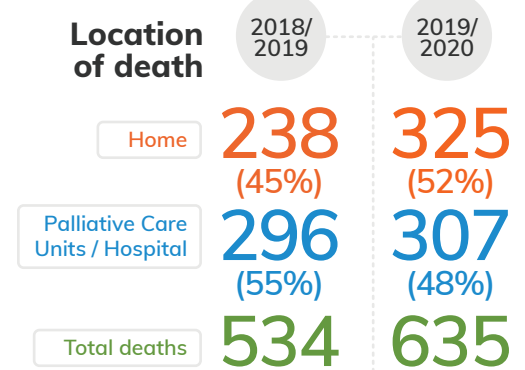
	2018/2019	2019/2020
<b>LGA</b>		
Banyule	248	293
Nillumbik	85	125
Whittlesea	325	348
Other	1	1
<b>Source of admitted referrals</b>		
Self/family	65	71
GP/Specialist	180	288
Hospital	365	300
Aged Care	33	74
Other	16	34

### Referrals

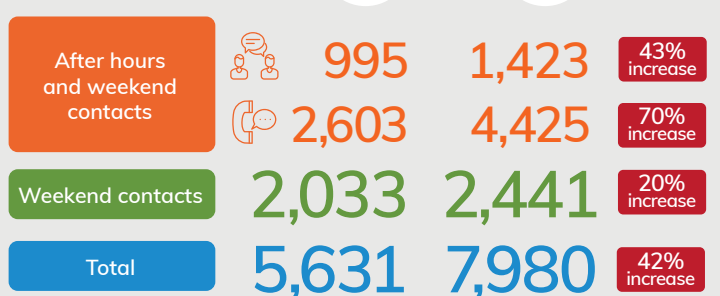
856 943



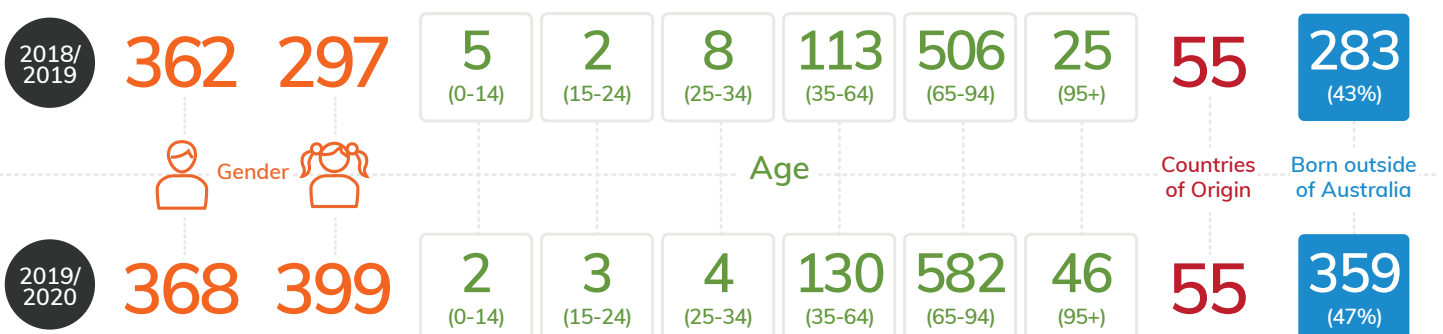
## Location of death



## After hours contacts



## Client demographics



## OUR TEAM

Our team are a group of unique individuals who come together as a highly functioning, cohesive, caring team every day, to make a significant difference in people's lives. Regardless of their role, they each encounter death and dying in their workplace daily - they are strong, dedicated, passionate, resilient and brave.

People who choose to work in palliative care, where they are regularly exposed to highly charged environments and emotions are often described as "special", and there is no doubt they are. Every day, we work with people who are distressed; we see pain, frustration, loss and fear...we see people who are vulnerable, who are tired and stressed. We also see so much more...we see hope, love, generosity, dedication, kindness, bravery, compassion, sensitivity and joy. We see people defy expectations and predictions, and do things that that they would never have thought themselves capable of; we see people mindfully living their best lives. While others think we are special, we know we are privileged.

The feedback that we receive about our work, says it all...



Tori, Yvette, Bevan and Claudia

"I really appreciate the support from the consultant and nurses in navigating a difficult situation in an aged care facility."

(GP Feedback)

"Banksia gave me the best support I could ask for. I could not manage to care for my husband without them. THANK YOU."

(Carer)



Cherrie, Ruth and Irene

"Please continue with your excellent work."

(GP Feedback)



Jane, Tamara, Lisa and Sarah



"Banksia was exceptional in their help to us in the care for our mother. All the staff we were in contact with were amazing human beings. We cannot thank you enough"

(Bereaved Carer)

Bridget, Cherrie, Claudia, Irene and Elise





Bridget, Elise, Anne, Matthew, Bevan and Mei

"I cannot speak too highly of the care and interest that Banksia has shown in me, though not needing any services at the moment but I am confident that they will be there when needed. Very much appreciated is your regular visits."

(Client)

"Thanks for your great support, from music therapy to medication support to admitting the client to Aged Care when needed. Client, partner and family all appreciated your care."

(GP Feedback)



Melinda, Joanna, Lee and Dea



John and Debra

"This is the first time since caring for my husband that I have felt fully supported."

(Client)



Nobuko, Sally, Matthew and Kylie



Mark, Ashley and Paul.

"All I can say is a very big THANK YOU to each and every one of you. Your encouragement, support and advice has been of great comfort to each of us and I don't know where we would be without it - again, thanks!!!"

(Carer)



Management Team – Cherrie, Kerrie, Sally, Kylie and Michelle

Our goal

A workplace that values staff and volunteers

## OUR TEAM - Committee of Management

As volunteers, our Committee of Management members donate their specialist skills, knowledge and expertise to govern Banksia, and to define and drive our strategic direction. They are committed and engaged. They act in the best interests of the organisation always, and ensure accountable, transparent governance and long-term business sustainability. We take this opportunity to recognise the efforts of our Committee members, and to thank them for their ongoing dedication and unwavering leadership.



**John Richardson**  
President

John's career in the Human Resource sector, spans almost 30 years, and has seen him hold very senior appointments with large companies such as North East Healthcare Network, Austin Health and Royal Automobile Club of Victoria (RACV). Along with his extensive professional expertise, John has a strong governance background, and as the President of the Committee he works very closely with the Executive Officer, providing consistent leadership and support.



**Paul Adcock**  
Vice President

Paul is the Chief Clinical Information Officer/eHealth Program Director at Eastern Health. Since graduating as a Nurse and specialising in Critical Care, he has held a number of senior operational, clinical and management roles in Public Health, Government and Private Consulting. Paul lives locally and volunteers at Banksia to support his community, and the valuable services Banksia provides.



**Debra Ward**  
Treasurer

Debra joined the Committee in 2014. Her diverse professional background includes Finance, Infrastructure/Purchasing, Human Resources, Information Technology management, consultancy and small business management.

Debra is passionate about community and aged care. As the Banksia Treasurer, she works closely with the Executive Officer and provides expert financial and governance oversight.

*"You matter because you are you, and you matter to the end of your life. We will do all we can not only to help you die peacefully, but also to live until you die"*

– Dame Cicely Saunders (1918 – 2005).



*"Seeing death as the end of life is like seeing the horizon as the end of the ocean."*

– David Searls



**Mark Rogers ASM**  
Committee Member

Mark is the Chief Operating Officer of Ambulance Victoria (AV) and joined the Committee in September 2018. He is a proven emergency services operational executive with demonstrated expertise in diagnosing business needs and driving significant productivity improvements. His strong leadership skills and diverse experience in community add to the governance capacity at Banksia. Mark was awarded the Ambulance Service Medal in January 2012 for distinguished service by a member.



**Paul Zanatta**  
Committee Member

Paul joined the CoM in 2014, and brings policy advocacy, senior strategic and operational management, business development, research, ethics and health practice (nursing) knowledge and experience to the Committee. His passion is to help vulnerable members of the community, so many of his roles have seen him work with homeless, aged, welfare and disability providers.



**Dr Sonia Fullerton**  
MBBS FRACP, FACHPM  
MHealthServManage  
Committee Member

Dr Fullerton joined the CoM in May 2019. She is a specialist physician in Palliative Medicine, having graduated from University of Melbourne with a Bachelor of Medicine, Bachelor of Surgery (MBBS) in 1995. Sonia completed training in palliative medicine and was awarded her Fellowship of the Royal Australasian College of Physicians (FRACP) and the Chapter of Palliative Medicine (FACHPM). Her diverse medical experience in healthcare, and her practical experience in palliative medicine bring a unique perspective to Banksia governance.



## OUR TEAM - Acknowledgements



Paul Zanatta and Dr Sonia Fullerton accepted the award at the Australia Day Celebration 2020.



Amanda Petricola (left) and Jane Matthes

### Our Award-winning Committee of Management

#### Kate Thwaites Jagajaga Community Volunteer Awards 2020

We nominated our Committee of Management for a Kate Thwaites Jagajaga Community Volunteer Award, to acknowledge the time, skills, knowledge and expertise they each donate to provide the essential Governance oversight of Banksia, and were thrilled when the nomination progressed to them receiving the Award.

### Service Awards – 5 years

We celebrate and thank Amanda Petricola (left) and Jane Matthes for their dedication and contribution to Banksia over their five years of service. Both Amanda, in her role as a Registered Nurse and Jane as the Finance Officer make a positive difference in people's lives every day, and we are very lucky to have them on our team.

*"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."*

- Maya Angelou



Tamara Powell and Ashley Lumsden

## Jenny Lumsden Award

Jenny Lumsden was a nurse who worked at Banksia for 15 years. Jenny died of cancer in 2015. To commemorate her, and her efforts not only for Banksia, but for all of the people that she cared for during her time here, “The Jenny Lumsden Award” was established.

Banksia staff nominate team members who consistently exhibit the values and qualities of compassion, empathy and caring at all times. The winner this year is **Tamara Powell**. Tamara is a Social Worker at Banksia, and was described by her team as “a quiet achiever – compassionate and so effective for our clients and their carers”; “warm, dedicated, goes above and beyond to help clients always”, and “always helpful, with a lovely, pleasant manner”. Congratulations Tamara, and thank you!



Tamara Powel (left) and Lisa Candia

## Banksia CoM Scholarship

Banksia defines an employer of choice as an “organisation that provides strong, consistent leadership, has a positive, engaged team culture, prioritises wellness, growth and development, and is successful in recruitment and staff retention” - Banksia is proud to be an employer of choice.

Our Committee of Management (CoM) is invested in the health, wellbeing and growth of our team. They strongly advocate for the provision of support to enable professional development, as they believe it is an integral component of workforce-wellness that deepens the collective knowledge within the team, supports individual and organisational growth, and increases job satisfaction.

At the 2018-2019 AGM, our President announced the **Banksia Scholarship** - funding to support the professional growth and development of our staff. Applications will be sought bi-annually for up to \$2,000.00 for recipients to use to undertake any development opportunity they nominate.

We congratulate Lisa Candia (Nurse Team Leader) and Tamara Powell (Social Worker), the inaugural recipients of the scholarship. Both are undertaking study that will enhance to the depth of our team, and therefore further increase our impact in the lives of our clients.

# OUR BUSINESS – At a glance

## PROJECTS

In mid-May 2019, DHHS invited services to submit applications for funding for Innovation and Infrastructure projects. Banksia submitted multiple applications and were extremely pleased to learn in late June 2019 that almost all of our applications, including two collaborations, had been approved.

Our successful Innovation Projects are:

### CIRP (Community In-reach and Review Program)

- Banksia will visit with client whilst still an inpatient and complete a partial admission to the service, and partner with ward staff to assist in discharge planning. When discharged, Banksia attends home visit to complete admission. Client has access to phone support from time of discharge.
- Development of specialist Palliative Care Outpatient's clinic run from Banksia head office.

### H2H (Hospital to Home)

- Specific partnership with Northern Health. Banksia will visit client whilst an inpatient as above.
- Development of Palliative Care Outpatient clinic facilitated at Bundoora Extended Care Campus with Banksia team members in attendance to review Banksia clients.

### Aged Care In-reach Program (ACIP)

- Partnership with Blue Cross.
- Banksia will have a greater presence in the Aged Care Facilities to support the staff in identifying and caring for deteriorating/palliative residents. Will also provide support for family and staff pre and post bereavement.

Our Infrastructure grants will fund the appropriation and maintenance of vital work tools for our staff, and equipment needed to deliver best care. These funds will support our rapidly and significantly expanding team, as well as upgrade essential client equipment, such as syringe drivers, hospital beds, and in-home equipment.



We are also very pleased to be partnering with the Eastern Melbourne PHN (EMPHN) on a project that will expand our service model. This partnership began when Banksia was successful in a tender application. The Client and Carer Support project (CCSP), enhances our services and of our medical resources through the development and implementation of a carer training program, which sees our new team educating carers about providing care in the home, and also funds our after-hours Medical Physician program..

## PARTICIPATION

- PCOC (Palliative Care Outcomes Collaborative) surveys – improvements achieved in each survey.
- CLiP (Clinical Indications for Pain) surveys – consistently exceeded state-wide average, often achieving perfect results.
- NEMIC Palliative Care project Steering Committee.
- VAD (Voluntary Assisted Dying) Community of Practise.
- Victorian Healthcare Experience Survey (VHES) – Palliative Care client and carers survey, sponsored by DHHS.
- Hosted and participated on expert panel for VAD forum.
- Greatly expanded social media presence, and following.
- Oceanic Palliative Care Conference, Perth 2019 - Banksia supported 5 staff to attend and delivered an oral presentation and a poster presentation.
- Banksia initiated and managed GP, Referrer, Client and Carer surveys – quality improvement opportunities identified and implemented.

NOTE: Due to Covid-19, the Innovation projects have been suspended since February 2020. We are fully committed to ensuring we meet the expectations of all of our stakeholders and will recommence as soon as the restrictions allow.

## ACCREDITATION

Banksia undertook our Organisation-wide Survey against the EQulP Quality Standards on 2nd October 2019. Two surveyors from ACHS (The Australian Council on Healthcare Standards) spent time with our team, enabling us to showcase the amazing work that we have done in the previous two years, building Banksia into an extremely productive and successful health provider.

The Surveyors informed our team at their summation that we have “much to be proud of, going through the degree of change that we have in a very short period of time so successfully is a great outcome”. One surveyor said she is “thinking about moving herself and her family into our region so that we can support them when palliative care is needed” – a great compliment, to receive from people who review many health services each year.

The result of the Survey was:

- The recommendation that Banksia maintain Accreditation for the next 4 years;
- That the recommendations received in the 2015 survey be closed, and
- NO recommendations in relation to our performance against the Standards!



## BANKSIA REBRAND

Brand is the proprietary visual, emotional, rational, and cultural image that people associate with a company or a product. With the growth of the team and the service over the last two years, the decision was made to update our messaging, our goals and our “look”, to reflect the Banksia that we are now.

We consulted with our team, and our community, and we developed a Vision, Mission and set of Values that have meaning to our team and people, and we designed a logo that is contemporary and bold. We intentionally chose colors and shades that symbolise growth, stability, strength, trust, prosperity and balance – qualities that accurately describe Banksia Palliative Care Service.



## EDUCATION and LEARNING

Banksia has been providing high quality palliative care education, via our Learning Centre for several years. We continue to empower clinicians, and members of our community with specific, specialist palliative care knowledge. Our Learning Centre contributes to our achieving our Mission - we believe the more health professionals with capacity in this vital area, the more people who will receive personalised care and treatment that will enable them to have “dignity in death”, whatever that looks like for that individual.

Late 2019 saw the development and implementation of a relationship with Blue Cross, which facilitated the Banksia Learning Centre providing palliative care education sessions to their staff – this was a new initiative for both Blue Cross and Banksia. In early 2020, due to the pandemic, this education, along with all other training that had been planned was suspended, however, we are not deterred, and will continue in our quest to increase knowledge of palliative care, and are looking at innovative options to support this goal.



## OUR BUSINESS - Our Donors and Supporters

Palliative Care teams work quietly – we make a very big difference in the lives of people every day. We do not seek, nor expect acknowledgement, and as we are reminded regularly that our community are generally unaware of our services until they need us, when people do acknowledge the work we do, it is all the more special.

At Banksia, we invest every donated dollar into making the lives of our clients better. We know that when people donate they want to make an impact, and so our donations go directly to our clients and carers, many of whom are often experiencing significant financial burden due to loss of income and mounting medical expenses. Donations to Banksia pay for medications, or utilities, or transportation for medical appointments, or car services, or equipment and medical supplies, or respite services – whatever our clients need.

*We extend our sincerest gratitude to the following supporters - your generosity and engagement makes a difference.*

### **Major Funder –**

**The Victorian Department of Health and Human Services**

**Eastern Melbourne PHN**

**Mrs Yvonne Mee**

**The Patchwork Gallery Quilt Group**

**Danaher's Mitre 10**

**Treasury Wine Estates - HotelCare**

**Old England Hotel**

**Sir Henry Barclay Hotel**

North & West Metropolitan Region Consortium

Neil Grant

Rita Ferguson

Troy Kantzidis

National Seniors Australia - Greensborough

Our Ladies of Mercy College

William Angliss Charitable Fund

Eltham Rural Group

Arden Crescent Uniting Church

Greensborough Bowling Club

Neon Moon Line Dancers

Streeton Park on Yarra

Frost Pharmacy

Rosanna Uniting Church

Woolworths, Heidelberg

Country Women's Association - Greensborough

Therese Desmond

Fiona Wilson

Jane Picton

Mary Ahern

Helen Pontarelli

Margaret Thompson

Sonia Gilderdale

Thelma York

Jillian Massey

Margaret McIntyre

Margaret Evans

Carmel and John Hart & family

John Lane

Carl Franke

Ivy Wall

Kathleen Foale

*And many, many families and friends in memory of our clients.*

### **A special thank you...**

**The Patchwork Gallery Quilt Group** have been supporters of Banksia for more than 10 years. This investment in our work and our team, has seen them raise in excess of \$10,000.00, make and donate beautiful, warm quilts that we are able to give to our clients in the colder months, hold exhibitions to raise funds, make gift bags – all done without hesitation, when asked.

This year, these wonderful ladies made in excess of 300 beautiful, colored face masks for us to give to our clients and staff, to assist preventing the spread of the covid-19 virus. To these wonderful people, we say a very special thank you – your support and dedication to our service is invaluable, and very much appreciated.



I say to people who care for people who are dying, if you really love that person and want to help them, be with them when their end comes close.

Sit with them – you don't even have to talk. You don't have to do anything but really be there with them.

Dr. Elisabeth Kübler-Ross

# OUR BUSINESS – Financials

## Independent audit report

To the members of Banksia Palliative Care Service Inc,

We have audited the accompanying financial report, being a special purpose financial report, of Banksia Palliative Care Service Inc. which comprises the Detailed Balance Sheet as at 30th June 2020, the Detailed Profit and Loss Account for the year then ended, and cash flow statement for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information

### Committee of Management responsibility for the financial report

The members of the Committee of Management are responsible for the preparation and fair presentation of the financial report and have determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the relevant Incorporated Associations Acts and the needs of the members. The Committee of Management's responsibility also includes such internal control as the members of the Committee of Management determine 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.

### Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Association's preparation of the financial report 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by Committee of Management, as well as evaluating the overall presentation of the financial report.

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

### Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

### Electronic publication of the audited financial report

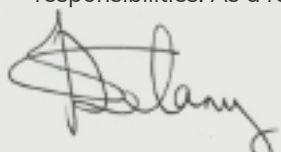
It is our understanding that the Banksia Palliative Care Service Inc. intends to electronically present the audited financial report and auditor's report on its internet website. Responsibility for the electronic presentation of the financial report on the Banksia Palliative Care Service Inc. website is that of those charged with governance of Banksia Palliative Care Service Inc. The security and controls over information on the website should be addressed by the Banksia Palliative Care Service Inc. to maintain the integrity of the data presented. The examination of the controls over the electronic presentation of audited financial report on Banksia Palliative Care Service Inc. website is beyond the scope of the audit of the financial report.

### Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Banksia Palliative Care Service Inc. as at 30th June 2020 and of its financial performance and its cash flows for the year then ended on that date and complies with Australian Accounting Standards to the extent described in Note 1.

### Basis of accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling Committee of Management reporting responsibilities. As a result, the financial report may not be suitable for another purpose.



R J Sanderson & Associates Pty Ltd  
Certified Practising Accountant  
18th August 2020



## Banksia Palliative Care Service Inc.

### Declaration

The Committee of Management has determined that the entity 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.

The Committee of Management declares that:

1. The financial statements and notes present fairly the entity's financial position as at 30th June 2020 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements;
2. In the Committee of Management's opinion there are reasonable grounds to believe that the entity will be able to pay its debts as and when they become due and payable.



Signed by the John Richardson - President of the Committee of Management



Signed by Michelle Wood - Chief Executive Officer

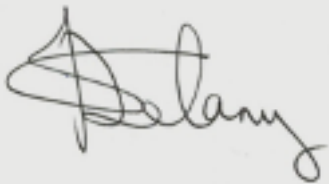
Date - 30 August. 2020

## Auditor's Independence Declaration

### UNDER SECTION 307C OF THE CORPORATIONS ACT 2001

I declare that, to the best of my knowledge and belief, during the year ended 30th June 2020 there has been:

- (i) No contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- (ii) No contraventions of any applicable code of professional conduct in relation to the audit



R J Sanderson & Associates Pty Ltd  
18th August 2020

**Banksia Palliative Care Service Inc.**  
**Detailed Profit and Loss Statement**  
**For the year ended 30 June 2020**

	2020 \$	2019 \$
<b>Income</b>		
Interest received	65,280	49,907
Grants - recurrent funding	3,973,281	3,143,590
Grants - other	124,491	100,979
Donations	30,552	17,515
Memberships	240	320
Other income & reimbursements		437
Learning centre income	66,936	40,084
Rebates and refunds	30,031	7,101
ATO cash flow boost	62,500	
Total income	4,353,311	3,359,933
<b>Expenses</b>		
Asset write off		5,887
Audit and bookkeeping fees	11,094	18,167
Bank fees and charges	1,201	1,570
Cleaning & maintenance	20,260	13,291
Client equipment, interpreting & respite	85,977	66,578
Computer expenses & software	64,972	41,423
Consultants fees	18,547	76,570
Depreciation	20,575	31,470
Depreciation - leasehold Improvements	16,632	16,632
Depreciation - right of use asset	227,247	
Fringe benefits tax	4,230	3,428
Insurance	11,676	12,072
Interest charges on right of use asset	14,529	
Meeting costs	384	
Minor equipment	1,624	511
Marketing	7,639	
Motor vehicle expenses	20,976	18,161
Motor vehicle - lease		45,697
Office occupancy costs	12,701	
Notional insurance premium	2,651	2,742
On call costs	67,898	67,917

**These financial statements are audited. They must be read in conjunction with the attached Auditor's Report and Notes which form part of these financial statements.**

**Banksia Palliative Care Service Inc.**  
**Detailed Profit and Loss Statement**  
**For the year ended 30 June 2020**

	2020 \$	2019 \$
Program expenses	874	660
Postage	7,130	4,637
Printing & stationery	16,058	10,961
Provision for annual leave	36,670	42,273
Provision for long service leave	57,661	20,829
Public relations	3,115	2,438
Rent on buildings & associated costs		168,892
Salaries, wages & costs	2,799,917	2,223,174
Specific grant outgoings	114,808	13,447
Security	2,231	1,727
Staff development & support	35,336	32,951
Staff recruitment	2,622	2,450
Subscriptions & books	17,052	23,141
Sundry expenses	564	1,133
Superannuation	261,411	197,535
Telephone & utilities	52,429	45,024
Workcover premiums	31,091	31,775
Workplace amenities	4,658	3,891
Total expenses	4,054,440	3,249,054
<b>Net Profit from Ordinary Activities</b>	<b>298,871</b>	<b>110,879</b>

**These financial statements are audited. They must be read in conjunction with the attached Auditor's Report and Notes which form part of these financial statements.**

**Banksia Palliative Care Service Inc.**  
Detailed Balance Sheet as at 30 June 2020

	Note	2020 \$	2019 \$
<b>Services' Funds</b>			
Opening balance		2,777,092	2,666,213
Net profit		298,871	110,879
<b>Total Services' Funds</b>		<b>3,075,963</b>	<b>2,777,092</b>
<b>Represented by:</b>			
 <b>Current Assets</b>			
<b>Cash Assets</b>			
Bank - Bendigo operating account		1,274,272	3,366,722
Bank -Bendigo wages account		75,506	105,183
Bank - Bendigo cash management account		91	4,962
Bank- Bendigo term deposit		678,819	667,242
Bank - Bendigo term deposit		677,668	663,931
Bank- Bendigo term deposit		520,942	512,223
Bank- Bendigo term deposit		2,711,520	
Bank - Bendigo bond account		15,422	15,214
Cash on hand		500	500
		<u>5,954,740</u>	<u>5,335,977</u>
<b>Receivables</b>			
Trade debtors		32,780	1,540
Amounts receivable - FBT		50	856
Other assets & prepayments		32,221	29,849
Accrued income		14,844	9,208
Short Term Loan- Staff			1,050
		<u>79,895</u>	<u>42,503</u>
<b>Total Current Assets</b>		<b>6,034,635</b>	<b>5,378,479</b>

These financial statements are audited. They must be read in conjunction with the attached Auditors Report and Notes which form part of these financial statements.

**Banksia Palliative Care Service Inc.**  
Detailed Balance Sheet as at 30 June 2020

	Note	2020 \$	2019 \$
<b>Non-Current Assets</b>			
<b>Property, Plant and Equipment</b>			
Heidelberg - leasehold improvements		631,295	631,295
Less: Heidelberg - landlord contribution		(381,818)	(381,818)
Less: Heidelberg - accumulated depreciation		(161,838)	(145,206)
Office relocation & set up costs - Heidelberg		59,165	59,165
Less: accumulated depreciation		(15,392)	(13,919)
Plant, equipment & vehicles		282,405	282,405
Less accumulated depreciation		(233,564)	(214,462)
Plant & equipment - video		3,476	3,476
Less: accumulated depreciation		(1,397)	(1,397)
Right of use -leased assets		603,337	
Less: accumulated amortization		(227,247)	
		558,422	219,539
<b>Total Non-Current Assets</b>		<b>558,422</b>	<b>219,539</b>
<b>Total Assets</b>		<b>6,593,057</b>	<b>5,598,019</b>

These financial statements are audited. They must be read in conjunction with the attached Auditors Report and Notes which form part of these financial statements.

**Banksia Palliative Care Service Inc.**  
Detailed Balance Sheet as at 30 June 2020

	Note	2020 \$	2019 \$
<b>Current Liabilities</b>			
<b>Payables</b>			
<b>Unsecured:</b>			
Trade creditors		52,945	1,964
Creditors - GST/PAYG withholding		147,385	224,128
Provision for auditors fees		11,004	9,241
Accrued expenses		87,572	97,413
		298,906	332,746
<b>Financial Liabilities</b>			
<b>Unsecured:</b>			
Credit Card		4,578	
Lease liabilities - Principal repayment		220,742	
		225,320	
<b>Provisions</b>			
Provision for annual leave		176,943	128,468
		176,943	128,468
<b>Other</b>			
Deferred Income		2,500,167	2,260,657
		2,500,167	2,260,657
<b>Total Current Liabilities</b>		<b>3,201,336</b>	<b>2,721,872</b>

These financial statements are audited. They must be read in conjunction with the attached Auditors Report and Notes which form part of these financial statements.

**Banksia Palliative Care Service Inc.**  
Detailed Balance Sheet as at 30 June 2020

	Note	2020 \$	2019 \$
<b>Non-Current Liabilities</b>			
<b>Financial Liabilities</b>			
<b>Unsecured:</b>			
Lease liabilities - Principal repayment		170,847	
		<u>170,847</u>	
<b>Provisions</b>			
Provision for long service leave		144,911	99,055
		<u>144,911</u>	<u>99,055</u>
<b>Total Non-Current Liabilities</b>		<u><b>315,758</b></u>	<u><b>99,055</b></u>
<b>Total Liabilities</b>		<u><b>3,517,094</b></u>	<u><b>2,820,927</b></u>
<b>Net Assets</b>		<u><u><b>3,075,963</b></u></u>	<u><u><b>2,777,092</b></u></u>

These financial statements are audited. They must be read in conjunction with the attached Auditors Report and Notes which form part of these financial statements.



**Banksia Palliative Care Service Inc.**  
**Statement of Cash Flows**  
**For the year ended 30 June 2020**

	2020 \$	2019 \$
<b>Cash Flow From Operating Activities</b>		
Receipts from customers	4,250,638	5,672,032
Payments to suppliers and employees	(3,687,205)	(3,127,850)
Interest received	65,280	49,908
Interest and other costs of finance	(14,528)	
Net cash provided by (used in) operating activities (note 2)	614,185	2,594,090
<b>Cash Flow From Investing Activities</b>		
<b>Payment for:</b>		
Payments for property, plant and equipment		(40,206)
Net cash provided		(40,206)
<b>Cash Flow From Financing Activities</b>		
Proceeds of borrowings - credit card balance	4,578	
Net cash provided by (used in) financing activities	4,578	
Net increase (decrease) in cash held	618,763	2,553,885
Cash at the beginning of the year	5,335,977	2,782,093
Cash at the end of the year (note 1)	5,954,740	5,335,977

These financial statements are audited. They must be read in conjunction with the attached Auditors Report and Notes which form part of these financial statements.

**Banksia Palliative Care Service Inc.**  
**Statement of Cash Flows**  
**For the year ended 30 June 2020**

**2020**

**2019**

**Note 1. Reconciliation Of Cash**

For the purposes of the statement of cash flows, cash includes cash on hand and in banks and investments in money market instruments, net of outstanding bank overdrafts.

Cash at the end of the year as shown in the statement of cash flows is reconciled to the related items in the balance sheet as follows:

Bank - Bendigo operating account	1,274,272	3,366,722
Bank -Bendigo wages account	75,506	105,183
Bank - Bendigo cash management account	91	4,962
Bank- Bendigo term deposit	678,819	667,242
Bank - Bendigo term deposit	677,668	663,931
Bank- Bendigo term deposit	520,942	512,223
Bank- Bendigo term deposit	2,711,520	
Bank - Bendigo bond account	15,422	15,214
Cash on hand	500	500
	5,954,740	5,335,977

**Note 2. Reconciliation Of Net Cash Provided By/Used In Operating Activities To Net Profit**

Net profit	298,871	110,879
Depreciation	37,207	53,989
Inclusion of AASB 16 - leases for office premises and vehicles	(376,090)	
Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:		
(Increase) decrease in trade and term debtors	(37,393)	22,098
Increase (decrease) in trade creditors and accruals	(33,840)	243,436
Increase (decrease) in other creditors	239,510	2,100,586
Increase (decrease) in lease liabilities	391,589	
Increase (decrease) in employee entitlements	94,331	63,102
<b>Net cash provided by operating activities</b>	<b>614,185</b>	<b>2,594,090</b>

The accompanying notes form part of these financial statements. These statements should be read in conjunction with the attached Auditors Report.

# Banksia Palliative Care Service Inc.

## Notes to the Financial Statements

### For the year ended 30 June 2020

#### Note 3: Summary of Significant Accounting Policies

This financial report is a special purpose financial report prepared in order to satisfy the requirements of Banksia Palliative Care Service Inc. to prepare a financial report. The entity has determined that the entity is not a reporting entity.

The financial report has been prepared in accordance with applicable Australian Accounting Standards and the relevant Incorporated Associations Acts.

The financial report is prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report:

##### (a) Property, Plant and Equipment

Property, plant and equipment are included at cost, independent of the Services' valuation. All assets, excluding freehold land and buildings are depreciated over the useful lives of the assets to the entity.

##### (b) Inventories

Inventories are measured at the lower of cost and net realisable value. Costs are assigned on a first-in first-out basis and include direct materials, direct labour and an appropriate proportion of variable and fixed overhead expenses.

##### (c) Provisions

Provisions are recognised when the Service has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reasonably measured.

Provisions recognised represent the best estimate of the amounts required to settle the obligation at reporting date.

##### (d) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities on the balance sheet.

##### (e) Revenue and Other Income

Revenue is measured at the value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised using the effective interest rate method, which, for floating rate financial assets, is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Revenue recognised related to the provision of services is determined with reference to the stage of completion of the transaction at the reporting date and where outcome of the contract can be estimated reliably. Stage of completion is determined with reference to the services performed to date as a percentage of total anticipated services to be performed. Where the outcome cannot be estimated reliably, revenue is recognised only to the extent that related expenditure is recoverable.

All revenue is stated net of the amount of goods and services tax (GST).

##### (f) Accounting for Leases – AASB 16

The mandatory application and implementation of Accounting Standard AASB 16 has caused the following alterations to the presentation of the financial accounts.

Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the Service are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Leased assets are depreciated on a straight-line basis over the shorter of their estimated useful lives or the lease term.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses on a straight-line basis over the lease term.

##### (g) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

##### (h) Going Concern – ASA 570

The Accounting standard ASA570 requires the auditor to assess the appropriateness of management's going concern assumption for the relevant period for a period of at least twelve months from the date of the financial statements.

After due investigation and supply of evidence, it has been established, that in the absence of any subsequent abnormal event, the Service passes the going concern criteria.

30 August 2020

To Whom It May Concern,

Subsequent to the finalisation and reporting of the Financial Statements for the year ended 30<sup>th</sup> June 2019 for Banksia Palliative Care Service Inc., it was discovered that there had been an inadvertent editing oversight in the Statement of Cash Flows for the Service.

This editing oversight resulted in the understatement of incoming receipts and outgoing payments which were reported in the Statement of Cash Flows. This did not affect the reporting results or values as shown in the Profit and Loss Account and Balance Sheet for the year.

It is to be noted that the inadvertent editing oversight was in no way, caused by actions of staff, officers, or Committee personal of Banksia Palliative Care Service Inc.

An amended Statement of Cash Flows has been provided for reference.

Sincerely,



**Graeme Delany**  
Registered Auditor  
On behalf of R J Sanderson & Associates Pty Ltd.



Perhaps they are not stars but rather  
openings in heaven where the love of our  
lost ones pours through and shines down  
upon us to let us know they are happy.

*Inuit Proverb*

[www.banksiapalliative.com.au](http://www.banksiapalliative.com.au)