



Ipswich Hospice Care Ltd.

Annual Report

2022-2023

Phone: 07 3812 0063

Fax: 07 3812 0232

admin@ipswichhospice.org.au

www.ipswichhospice.org.au

37 Chermside Rd, Eastern Heights, QLD 4305

Ipswich
Hospice
Care



Table of Contents

| | |
|---|-----------|
| About Ipswich Hospice Care | 3 |
| Board of Directors | 5 |
| Report from the Board Chair | 8 |
| Report from the CEO/DON | 10 |
| Inpatient Clinical Services Snapshot | 15 |
| Report from the Treasurer | 18 |
| Financial Report | 23 |





ABOUT IPSWICH HOSPICE CARE

OUR STORY

Built on the foundations of community comradery and volunteerism - the loss of a daughter and the experience of a special kind of social caring - the inception of Ipswich Hospice was driven through a vision and foresight that remain ever strong today.

From the first idea to build a hospice for the community in the 1980's, to its opening in 1995, the community of Ipswich and surrounds committed their time and efforts to see this community asset come to fruition. The story of Ipswich Hospice is built on the belief that every person and their family have the right to choose how they die, and to enjoy their life to the full, right through until their final breath. Our compassionate and caring staff know how important this is, and are committed to this driving principle to this very day.

At Hospice, we create a place where everyone is welcome, everyone has a voice, and everyone is part of our community. Our home-like environment creates feelings of warmth, trust and friendship, supporting every guest and their family to feel connected, peaceful, and safe.

OUR MISSION

To provide dignified, compassionate end of life care, and to support families and bereaved members of the community and their preference to be 'at home'

OUR VISION

A community where all people have access to personalised, high quality end of life care and bereavement services in ways that matter most to them.

OUR VALUES

COMPASSION

Defined through attributes of dignity, humanity, respect and empathy, compassionate behaviour requires sensitivity to another person's true nature and value, combined with responding in ways that are most meaningful to them. Compassion is highly reciprocal in how we work with one another and how we care for others.

INCLUSION

People and their families are the centre of all care; we respect that each of us faces death in our own way, as uniquely as we lead our lives, and are committed to respecting individual autonomy and cultural needs through how we communicate, care and work. We recognise that community is the fundamental fabric of society, and the foundation of all connections that build strong, diverse, and lasting partnerships.

PARTNERSHIP

We actively encourage family, friends, volunteers and other organisations to be partners in care, and we stay connected to the communities in which we serve.

TEAMWORK

We are committed to teamwork. Caring for guests and their families involves a multidisciplinary team of nursing, medical and allied health staff, support staff, volunteers and partners focused on personalised physical, spiritual, psychosocial and mental well-being.

2022-23 Board of Directors

Mr Greg Jensen

*Director since March 2021
Chairman since November 2021*

Over 30 years' experience in both the healthcare and not-for-profit sectors. He is a Director of award-winning medical innovation company Cardio-Jenic Pty Ltd and has significant experience in fundraising in the healthcare, education and social services sectors. He currently sits on other not-for-profit Boards and committees. Greg grew up in Ipswich and is an Old Boy of Ipswich Grammar School.

Ms Patricia Evatt OAM

*Director since September 2014
BAppSc (Psych), Dip Psych, MOP, AICD Dip
Corporate Governance & Risk Management Committee
Chair*

Worked as a psychologist in the disability sector before moving into the corporate sector where she specialised in organisational psychology. Pat was Director of Livingstones Australia for over 15 years and has held numerous Board positions in a variety of organisations, including the West Moreton Hospital & Health Services Board of which she is a current serving member.

Mr Gary Gilchrist

Director since Nov 2021, Vice Chair since Dec 2022

Grew up in Ipswich and began working life in Ipswich City Council as a Cadet Civil Draftsman. Forty year involvement in the sport of Volleyball holding numerous Board positions at both state and national level. Forty plus year history of volunteer involvement with various community groups. Currently working for Urban Utilities in a customer facing role.

Dr Robert Illingworth

*Director since March 2021
MBBS, FACRRM, Cert. Musculoskeletal Medicine, BSc
Clinical Council Member*

A General Practitioner and Musculoskeletal Medicine Practitioner in Ipswich as well as a Visiting Medical Officer for Ipswich Hospice. Takes an active role in the medical community.



Ms Rosemary Laidlaw

Director since September 2017

ICU/CCU/PC Cert, Dip Nursing Adm, Grad Dip Hospital Admin, Grad Dip Gerontology, Master of Gerontology Safety & Quality Committee Member

Has over 50 years in healthcare from two states in Australia. Rosie came to Queensland in 1995 and worked at Ipswich Hospital for 18 years in Nursing Services. She has a broad and diverse clinical background with specialties in cardiac, intensive care and studies in palliative care. Has travelled widely with health including being part of a World Health team. In the later years of her career, introduced Advance Care Planning into the health arena in Queensland.

Ms Pamela Lane

Director since September 2000

Safety & Quality Committee Chair

Diploma of Applied Science Nursing and Unit Management, Bachelor of Administration (Nursing), Certificate in Quality Management, Masters of Health Administration, Graduate Certificate in Interprofessional Leadership AICD

Was the District CEO of the Darling Downs West Moreton Health Service District and held senior leadership positions within the public health system for 17 years. Pam has a clinical background in Nursing and Midwifery and a commitment to the continuous improvement of the quality of health services.

Ms Lynda Maybanks

Director since August 2022

Bachelor of Communication, Graduate Certificate in Policy & Governance

Lynda has over 8 years' experience in both Aboriginal Community Controlled and the public health sector, in public policy and program management roles. Lynda also has over 12 years' experience in various community governance roles in Ipswich, as a Traditional Custodian of the Yugara peoples. Lynda now runs a family business in conservation and land management and a First Nations health community engagement consultancy where she continues to advocate for the First Nations voice in the health sector.

Ms Melinda Parcell

Director since March 2021

AICD, Master of Management (Innovation & Change), Bachelor of Health Management, Registered Nurse & Midwife, Corporate Governance & Risk Management Committee Member

A Health Care Executive, Virtual Health Transformation Specialist, with 30 years of experience in nursing and midwifery. Is passionate about healthcare and the provision of clinical services that are consumer focused. Has served on several health service and community not-for-profit Boards and committees in the local region.





Mr Gerard Pender

*Director since September 1994
Corporate Governance & Risk Management Committee
Member*

Is a partner in the region's largest legal firm, Walker Pender Group, and has been actively involved in community affairs for many years, participating in numerous community organisations. He is a former Councillor with the Ipswich City Council and has been the President of the Rotary Club of Ipswich North. He has a passion for and strong interest in community affairs in the Ipswich region.

Mr Paul Saba

*Director since September 2016, Treasurer since 2016
BCom CPA (Retired)
Corporate Governance & Risk Management Committee
Member*

Retired from a career in public accounting that spanned almost 35 years. Commencing as an employee in local and Brisbane based firms before commencing as a sole practitioner in the Ipswich area and then merging his practice with RW Ramsey & Co where he became a practicing partner for approximately 17 years. Paul brings business and accounting knowledge together with an ethic of service to the community.

Dr Mark Waters

*Director since February 2017
MBBS, FRACGP, MHA, FRACMA, FACHSM, Dip RANZCOG*

Over 30 years experience in both public and private health sector management, including various positions at Ipswich General Hospital. Mark and his family lived in Ipswich for 18 very enjoyable years during which time he was involved with the community through both schools and sporting organisations.

Narelle Spithill

Company Secretary

Narelle joined the Ipswich Hospice Care Business Team in February 2022 and was appointed as Company Secretary in August 2022. Narelle has previously worked in the areas of banking, finance and education and has qualifications in business, accounting and not-for-profit governance.





“It is the forging of long-standing relationships that ensures Ipswich Hospice can continue to provide an exceptional level of care to guests at the end of their life.”

Ipswich Hospice Care has continued to enjoy close connections with individuals and community groups across the Ipswich and broader West Moreton area. It is the forging of long-standing relationships that ensures Ipswich Hospice can continue to provide an exceptional level of care to guests at the end of their life. The combined efforts of Hospice staff, our organisational partners and volunteers has seen the bed occupancy rates of Hospice reach record levels.

In addition to maximising the support to our community, Hospice has also enjoyed a very stable financial year, which is reflected in the Treasurer's report by Paul Saba. Paul provides expert assistance to the Board as Treasurer and is ably supported by the Hospice Business Manager, Tyson Walker. This financial success is due to the generous donations, bequests and fund-raising activities that have engaged our community. We are also very appreciative of the funds that are provided to Hospice by the State and Commonwealth Governments.

This year, Hospice successfully negotiated a new Service Provision Agreement with West Moreton Hospital and Health Services which ensures that there remains smooth transition for guests from hospital care to hospice care. We are cognisant of the need to continue to make prudent financial decisions, to continue to build community funding partners and to have strong relationships with government funding bodies.

This year we were also pleased to expand our partnership with Brothers Leagues Club Ipswich who have supported the creation of a number of nursing scholarships for our staff. At Hospice our aim is to support staff to continue to grow their skills in end-of-life care and these scholarships assist in directly achieving this goal via post graduate studies. We were delighted to award scholarships to Hospice staff members Ann Arce and Christine Tronc.

I would also like to recognise and thank Ipswich Grammar School Engineering Pathways students who presented Hospice with a well-appointed and functional 'Happy Hour' drinks cart. This new addition to Hospice ensures guests can enjoy a beverage of their choice each afternoon.

This year Hospice's deep relationship with Dr Geoff Mitchell was recognised as we invited Dr Mitchell to receive a life membership award. As many of you may recall, Dr Mitchell is a leading Clinician in the field of end-of-life care and has worked in Ipswich Hospice since its inception as well as continually working to promote Hospice across our community.

2022-23 was a year of achievement for our Chief Executive Officer/ Director of Nursing, René Adams, who obtained her Nurse Practitioner qualification. As a Nurse Practitioner, René is able to support our medical team in the delivery of clinical care to our guests. Congratulations René in achieving this professional milestone.

I would also like to take this opportunity to thank Greg Jensen who was the Hospice Board Chair throughout the year and who has recently stepped down from the Board. Greg was a strong advocate for expanding Hospice's community partnerships. During the year Melissa Austernin stepped down from the Company Secretary role. Melissa had worked enthusiastically and with distinction as the Company Secretary for Hospice and I would like to thank her formally for the time, energy and attention to detail that she put into this role. Melissa remains a member of Hospice.

Overall, 2022-23 was another successful year at Ipswich Hospice Care. A big thank you and congratulations to our very experienced and dedicated Board, management team, clinical team, Hospice staff and volunteers, recognising that this outcome is only achieved through the ongoing relationships and partnerships with our wonderful community.



Melinda Parcell, Board Chair





“It is clear that the need for our services is growing and will continue to grow over the next few years.”

During the past 12 months, the team at Ipswich Hospice Care (IHC) has consolidated inter professional relationships and worked collaboratively to further build on the high quality of services provided at Hospice.

Clinical Services Report:

We are pleased that the majority of our specialist nursing team chose to remain working at Hospice during the last year.

Based on my interactions with our nursing and medical teams, I can truly say that the wellbeing and comfort of our guests and families are central to the team's approach and decision making. We continue to receive very positive feedback from our guests and their families, almost daily, about the high quality of clinical services and care provided at Hospice.

Ann Arce, our Clinical Nurse, plays a valuable role in the coordination of clinical services, audits and quality improvement.

Our nursing team continue to build on their specialised palliative care knowledge, by engaging in everyday enquiry and learning in the clinical setting. Three of our Registered Nurses are currently completing formal post graduate study courses at university level, with a few others also having expressed an interest in pursuing further studies in the palliative care field. We are extremely thankful to Brothers Leagues Club Ipswich for funding five nursing scholarships over four years to support the acquisition and retention of highly qualified staff caring for the community.

At the end of 2022, I obtained a Nurse Practitioner qualification, which enables me to support our medical team in the delivery of the clinical care to our guests. I wish to thank the Board for supporting this service, and the Business Team for assisting me with operational and fundraising functions to enable me to dedicate sufficient time to clinical care.

We would not be able to function without the support of our medical team at Hospice, who in true community spirit dedicate their time to ensure that our guests receive care of the highest standard. We extend our heartfelt appreciation to Dr Ross Cruikshank who leads medical services at Hospice as Palliative Care Physician and our visiting General Practitioners; Doctors Rob Illingworth, Geoff Mitchell, Jason Dawson, Scott Kirton, Evie Rank, Tu Huynh and Nyree Swan.

We achieved a bed occupancy rate of 2,350 days during the 2022-2023 year. This equates to a 92% occupancy rate. Public patients used 65% of our occupied bed days and private patients 35%. As per previous years, the

majority (76%) of our patients were referred by and admitted from West Moreton Health. Our average length of stay was 22.2 days.

Our waiting list has seen a significant increase of 28% in referrals coming through, which we suspect is an underestimation of the increased need for our services. The reason for this is that hospital referrals are usually only made once referrers have confirmed that there is a strong possibility of a bed becoming available in the next few days. Sadly, 60 referred patients never made it to Hospice after they were referred, due to a lack of room availability.

It is thus clear that the need for our services is growing and will continue to grow over the next few years.

Please see the dashboard on page 15 for a breakdown of:

- Referral Sources for both waitlisted and admitted patients
- Number of admissions per quarter over the last 12 months and average lengths of stay
- Public versus private guest ratios
- Male and female guest ratios
- Principal Diagnosis data
- Separation data (deaths, discharges, transfers)

We were sad to say goodbye to our social worker Tiina Jukka at the beginning of 2023 after many years of dedicated service. Tiina has decided to expand her practice outside of palliative care and grief and bereavement services. We acknowledge the valuable contribution Tiina made to Hospice and wish her well with her future career plans. Lauren Spilsbury has been appointed into the role of Social Worker and has rapidly integrated herself into our team. Lauren is highly experienced and with her empathetic approach has already made a valuable contribution to psychosocial services at Hospice.

We are extremely thankful to our group of volunteer counsellors Deanna Booth, Carolyn Smith and Donna Gonsalves, who continue to dedicate their time to the delivery of grief and bereavement services to members of the Ipswich Community.

It is concerning that even though bereavement support is recognised as an essential component of palliative care services, it is not offered by the vast majority of government health palliative services, and even amongst other Hospices, due to a lack of funding.

Hospice is proud to continue investing in and offering this valuable service, made possible by the continued support of our community.

Under Lauren's leadership, a new program is being offered for people struggling with grief due to the loss of a loved one, namely Seasons for Growth. Seasons for Growth enables people to learn knowledge, skills and attitudes to understand and respond to experiences of change, loss and grief.

Lauren and her team also continue to offer Dignity Therapy to our guests at Hospice. Dignity Therapy involves providing patients with life-limiting illness opportunities to express their most significant memories, moments of pride,

meaningful roles, and requests for remembrance, which are documented for their surviving family members.

Lauren is also engaging in learning more about Narrative Therapy for First Nations People, which enables those who are grieving the opportunity to share their stories in a group with loved ones. We are excited at the prospect of potentially expanding our programs to include this form of therapy to First Nations People of Ipswich.

Please see the dashboard for Hilda's House Grief and Bereavement data on page 17 outlining:

- Total client numbers
- Children versus adult client ratios
- Counselling service attendance numbers

In addition to the grief and bereavement services offered at Hilda's House, Lauren and her team of volunteers also continue to provide much needed psychosocial support to our inpatient guests, and support networks.

Business and Operational Services Report:

Tyson Walker has proven himself to be a highly capable and efficient Business Manager. Tyson has been key in securing grants to fund much needed facility upgrades and facilities for our guests. We are continually amazed at Tyson's attention to detail, and skills in the field of information technology which has enabled us to modernise our systems and processes to ensure optimum efficiency and real time reporting.

Adele Allan has continued to support Hospice to coordinate fundraising events such as Trivia Night and Golf Day, in addition to her responsibilities in Facility and Hospitality Service coordination. We are very thankful to Adele for her willingness to step in and take on event coordination responsibilities in times of need, which she has done excellently. Narelle Spithill has taken on the role of Board Secretary this year, in addition to her role as Finance Administrator. Narelle consistently demonstrates a high level of competence, and a willingness to support the rest of the team in any way possible. Narelle manages and delivers the Happy Hour Trolley Round during which our guests are served with beverages of their choice, supported by Yvonne O'Brien who volunteers her time once a week or more. Many visitors would have encountered our lovely Karen Wade at reception, who brightens many a day with her bright smile and caring nature.

We appointed Marianne Nahuysen as Quality and Education Coordinator in 2022, who has done an excellent job in ensuring that our accreditation compliance, quality and risk management systems and processes are maintained at all times. Marianne also coordinates internal education delivery to our staff to ensure the delivery of evidence based nursing care, supported by Ann Arce, our Clinical Nurse.

Our Food Services Team continue to excel in the delivery of 'home cooked' meals, in accordance with guest preferences. Our Food Services Team, led by Carol Hayes, has continued to not only meet Food Safety Standards, but

receive many expressions of gratitude for the care that they put into providing culinary enjoyment to our guests.

Our Cleaning Services Team, managed by Adele Allan, do an excellent job in maintaining the cleanliness of our environment.

Volunteer Services:

Beverley Gouws has been appointed as Volunteer Coordinator earlier this year to support our much-valued volunteers. Beverley, in the true Hospice team spirit, has also been supporting Adele Allan with event coordination, in addition to helping out in other roles as required.

We thank all volunteers for their invaluable support of Hospice and our guests. Thank you to Laurel Christian, Alison Brown, Robyn Aitcheson, Erin Falvey, Margaret Weier, John Kathage, John MacFarlane, Don Kohn, Graham McGeary, Allan Walsh and Neville Von Kistowski for maintaining our gardens and creating a wonderful space for our guests. Thank you to Karen Hobbs and the craft ladies for providing us with handmade items for our guests, and also raising much needed funds. Ted Wedmaier is our maintenance volunteer and does many 'fix it or hang it' jobs for us. Carol Nevin and Liz Griffiths volunteer their time to assist in our kitchen every week. Our fundraising and event planning efforts are well supported by Marianne Marshall, Margaret Bodetti, Yvonne O'Brien, Helen McMurtrie, Leslie Cooper-Wares, Ethel Turner, Chris and Jan White, Glenn Seage and John Brown. Warren Martens is a long-standing volunteer in guest wing and provides our inpatients with support. Our consumer representatives Leanne Roberts, Yvonne O'Brien and Jan White provide us with valuable advice on several internal committees. Adele Allan and Narelle Spithill have roped in their respective husbands Elmo and John as volunteers as well, thank you to both these men.

Fundraising Report:

The Ipswich Community continues to provide much needed financial support to Hospice, in the way of bequests, donations and participation in fundraising events.

During the previous financial year, we have received \$409,502 in donations. Our annual Golf Day in October 2022 was well supported and raised \$21,546. Peter McMahon supported Hospice to raise \$18,215 through soft drink sales to the end of June.

We are extremely grateful to Tour de Cure which awarded Ipswich Hospice Care with a grant to the value of \$110,000. The funds will be used towards a refurbishment project at Hospice, to ensure a comfortable, tranquil and fit for purpose environment for our guests.

Ipswich Grammar School students built a 'Happy Hour' trolley for Hospice, used to serve beverages of choice to our guests.

The Treasurer's report will highlight our largest donors.

In closing...

I am honoured and blessed to work with a conscientious, caring and professional team who are dedicated to fulfilling IHC's mission and values. As a community not-for-profit organisation, without a wide range of departmental support teams typically found in large organisations, our staff are required to work together cohesively, and fulfill a broader range of responsibilities. I continue to be amazed at this wonderful team who excel in multifaceted roles, support and mentor one another and are willing to pitch in during emergencies to achieve the excellent results we achieve at Hospice.

Thank you to the Board of Directors who continue to guide, mentor and support me and everyone who works towards making IHC the organisation it is. Jointly, Directors on the Board have a wide range of expertise across different specialties. My experience has been that no matter how complex the situation is, there is always one or more of the Board Directors who are able and willing to provide expert advice. Our Board Directors truly believe in our mission and have long established ties and loyalty towards members of the Ipswich Community, who they continue to advocate for in the palliative care setting.

Population projection data for the West Moreton region shows that demand for Hospice services is expected to more than triple over the next 2-10 years. We continue to collaborate with Palliative Care Queensland, Queensland Health and government representatives to raise an awareness of how Hospice is placed to not only deliver quality palliative care for inpatients, but also, if desired, in the homes of community members. By growing our services, we will be able to support members of the community to exercise their right of receiving quality palliative care in a setting of their choice, whilst at the same time reducing pressure on overburdened acute health care services.

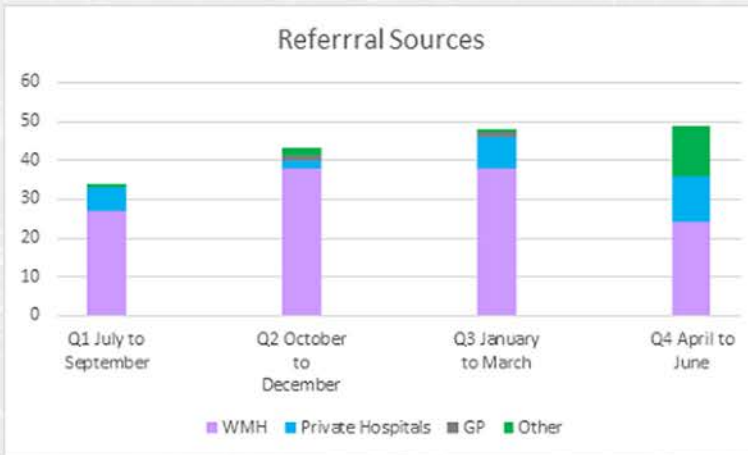
Whilst we are grateful for the partial government funding we currently receive; we continue to advocate for increased sustained funding from our partners and funding bodies such as Queensland Health. We aim to continue building on our decade long collaborative relationship with West Moreton Health to ensure a streamlined journey between our services for patients living with a life limiting illness.

We look forward to the coming years as we work with the Ipswich Community to fulfil our mission of providing dignified, compassionate end of life care, and to support families and bereaved members of the community and their preferences to be 'at home'.



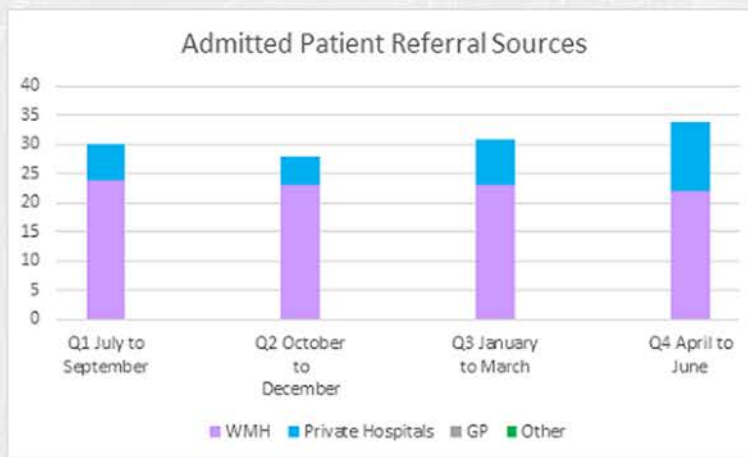
RENÉ ADAMS
CHIEF EXECUTIVE OFFICER
DIRECTOR OF NURSING

INPATIENT CLINICAL SERVICES SNAPSHOT 2022-2023



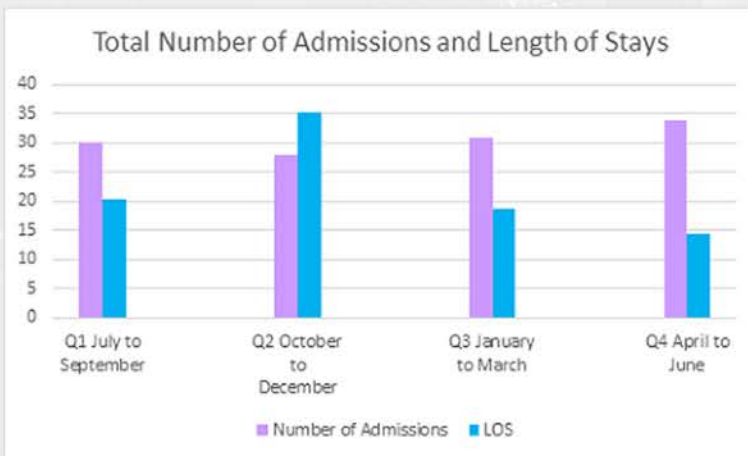
Waitlist referral sources

West Moreton Health continues to be our biggest referral source with 74% of referrals coming from the local hospital. This is followed by referrals from private hospitals at 17%, followed by self-referrals at 8% and General Practitioners at 1%.



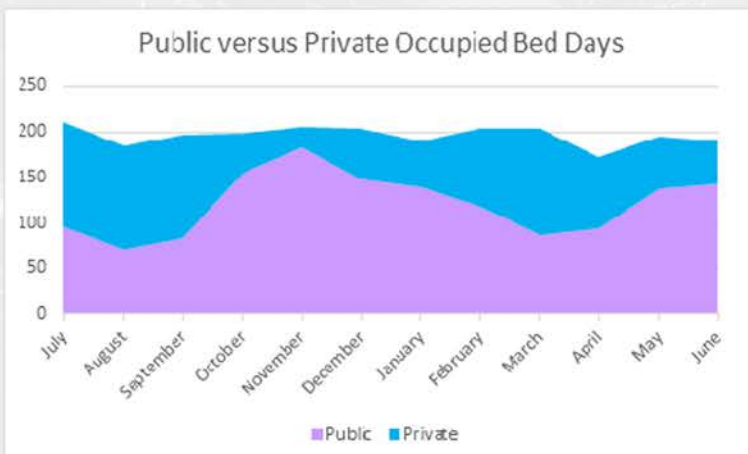
Admitted patient referral sources

The majority (76%) of our patients were referred by and admitted from West Moreton Health.



Total number of admissions and length of stays

We admitted a total of 123 guests with an average length of stay 22.2 days.

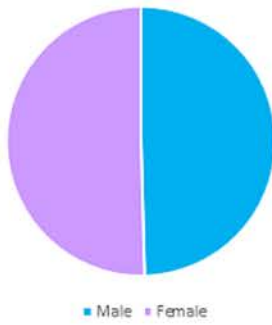


Public versus private guest ratios

Public patients made up 61% of our guest numbers, whilst private patients made up the remaining 39%.

INPATIENT CLINICAL SERVICES SNAPSHOT 2022-2023

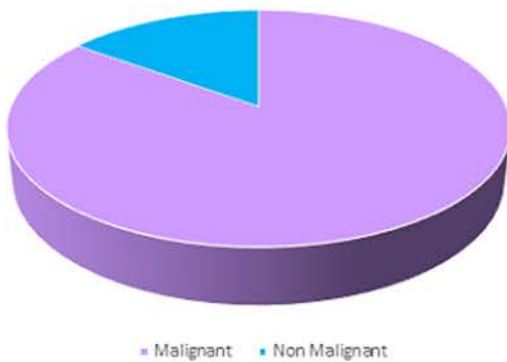
Male vs Female Patients



Males versus female ratios

Out of 123 patients, female guests comprised 50.4% and male guests 49.6%.

Principal Diagnosis

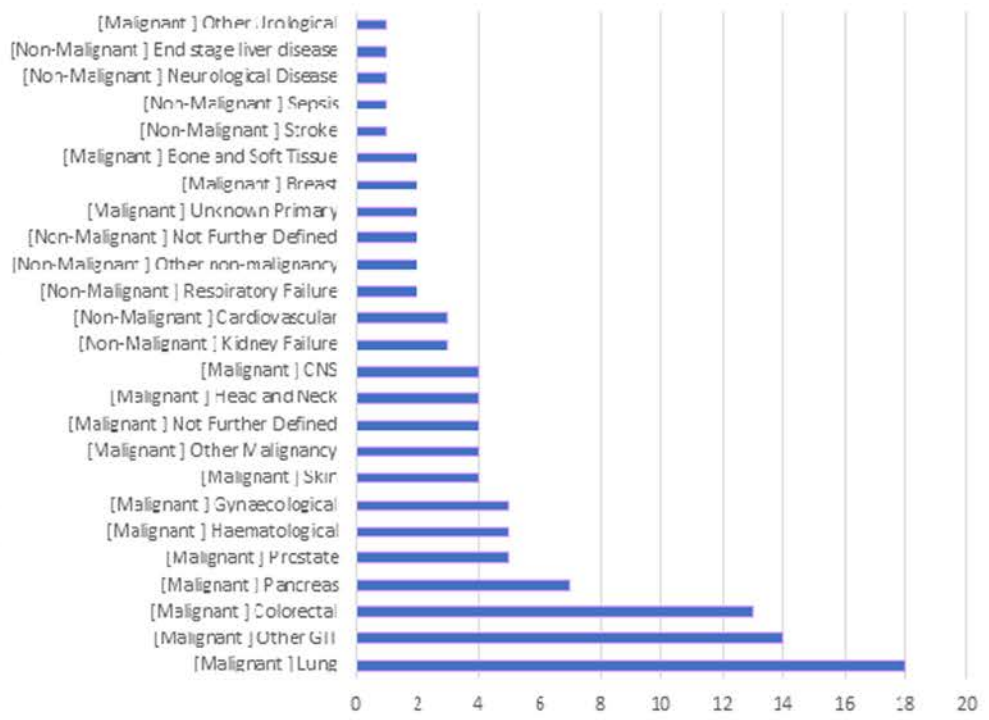


Principal Diagnosis

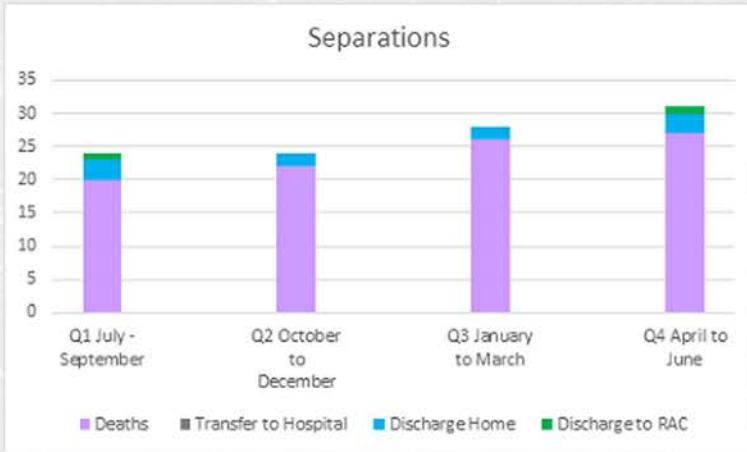
Eighty five percent of guests were admitted for malignant disease and the remaining 15% for non-malignant conditions.

Of admissions for malignant disease, lung cancer is the most prevalent, followed by gastro – intestinal cancers, then pancreatic and prostate cancers.

Principal Diagnosis Prevalence



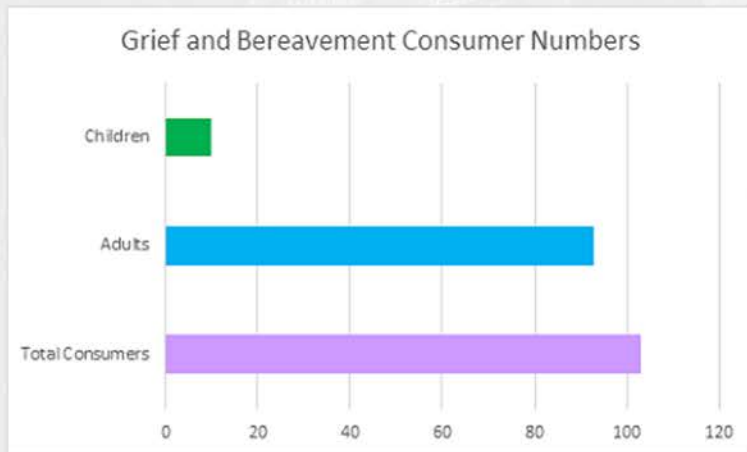
INPATIENT CLINICAL SERVICES SNAPSHOT 2022-2023



Separations

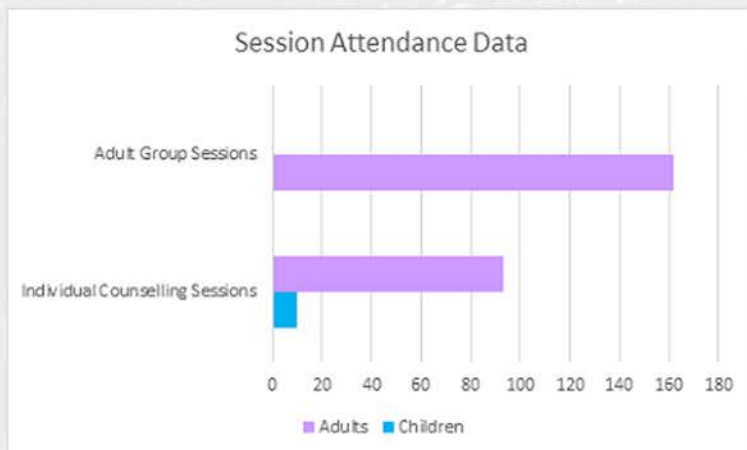
Eighty nine percent of separations were due to death, 9% due to discharges to home, 2% due to discharge to Residential Aged Care (RAC). Importantly no patients were transferred to other hospitals which indicates that Hospice was able to effectively manage the complex clinical care of all admitted patients, including complications.

GRIEF & BEREAVEMENT SERVICES SNAPSHOT 2022-2023



Total consumer numbers

Total client numbers supported by the service were 103, with 93 adults and 10 children accessing Hilda's House services.



Client Attendance Numbers

Ninety three adults and 10 children attended individual counselling sessions. Adult group sessions were very well attended with 162 participants.



“The Statement of Financial Position shows a strong net equity position of \$5,590,850 compared to \$4,311,831 last year.”

It gives me great pleasure to deliver the Treasurer's Report for the year ended 30 June 2023. The following figures have been extracted from the annual accounts.

Statement of Profit & Loss (pp 7 Financial Report)

| | 2023 | % | 2022 | % |
|--|-------------|----------|-------------|----------|
| Revenue | 3,253,593 | 98.5 | 2,987,796 | 99 |
| Other Income | 52,804 | 1.5 | 30,318 | 1 |
| Total Income | \$3,306,397 | 100 | \$3,018,114 | 100 |
| | | | | |
| Depreciation | 119,581 | 3.62 | 122,293 | 4.05 |
| Employee Benefits | 2,272,640 | 68.73 | 2,142,435 | 70.99 |
| Other Expenses | 488,855 | 14.79 | 431,436 | 14.29 |
| Total Expenses | \$2,881,076 | 87.14 | \$2,696,164 | 89.33 |
| | | | | |
| Net Surplus for the year | \$425,321 | 12.86 | \$321,950 | 10.67 |
| | | | | |
| Revaluation of Land & Buildings | \$853,698 | | 0 | |
| Total Income for the year | \$1,279,019 | | \$321,950 | |

Income & Expenses: (pp 19 Financial Report)

Grant income, both State & Federal, totaled \$2,160,783. This represents 65.35% of total income and 75.00% of total expenditure. Although this funding sets the floor for our services; Hospice could not function without ongoing community support in the form of donations and fundraising and our sincere thanks must go to the following for their support:

McMahons Soft Drinks \$30,445 net sales
St Edmund's College, Skool to Schoolies event \$18,000

It is a testament to Ipswich Hospice that it is deemed worthy by individuals and business organisations within the community to receive donations. In recognition of this, I offer my thanks to the following:

| | |
|---|----------|
| JBS Australia employee payroll deductions | \$59,121 |
| The Estate of the Late John England | \$50,000 |
| Ipswich Community Charity Fund Inc | \$37,700 |
| Anzac Park Sport & Recreation Committee | \$35,000 |
| The Secondo Day Respite Association | \$35,000 |
| Joan Corby, in memory of Brett Roughley | \$20,000 |
| Helene Shephard | \$10,000 |

We also thank supporters of the Heels for Hospice and Golf Day events, and many other individuals and community groups for their numerous smaller contributions.

Overall, Gifts and Donations increased 72% and I thank all contributors for their continued generosity and support.

It should be obvious to all; the situation Ipswich Hospice would be in without this ongoing community support.

Income remained comparable to last year but, unfortunately, fundraising costs increased approximately 40%.

Expenses totalled \$2,881,076 this year compared to \$2,696,164 last year; an increase of \$184,912 (6.86%).

Payroll & on costs:

Employee benefits represent 68.73% of our total income (70.99% last year). Although this is undoubtedly our major cost; it should be noted that this expenditure is on our major asset; our Staff.

I take this opportunity to thank the Staff of Ipswich Hospice for the professional and caring way they conduct themselves in attending to their daily duties.

Overall, the net surplus for the year of \$425,321 is a very good result given the uncertainties confronted during the year due to COVID and other issues.

In keeping with the Hospice Board's directive, Hospice property is revalued every three years.

You will notice that the Asset Revaluation Reserve has been increased this year by \$853,698 to reflect the most recent valuation as determined by independent valuation.

Adding this increase to the yearly surplus gives a total Comprehensive Income for the year of \$1,279,019.

STATEMENT OF FINANCIAL POSITION (pp 8 Financial Report)

The Statement of Financial Position shows a strong net equity position of \$5,590,850 compared to \$4,311,831 last year.

The measure of a company's immediate health is its ability to pay its debts as and when they fall due. This is generally measured by the excess of current assets over current liabilities which at 30 June 2023 was as follows:

| | |
|-----------------------|-------------|
| Current Assets | \$2,137,054 |
| Current Liabilities | \$380,324 |
| Excess Current Assets | \$1,756,730 |

This excess, coupled with the Line of Credit facility of \$200,000 demonstrates that Ipswich Hospice is in a strong liquid asset position and able to pay its debts as and when they fall due.

I also refer you to note 4 page 19; Cash & Cash Equivalents:

You will notice that Term Deposits have reduced dramatically while Cash At Bank has increased accordingly. This situation arose due to term deposits maturing just prior to 30 June. It was considered prudent to hold off the renewal of these term deposits until the following month in anticipation of interest rates increasing. This strategy gained Hospice an extra 0.8% on the renewed deposits.

I would also like to inform Members of the Board's thinking in establishing these Term Deposits. We have an Employee Benefits Reserve Fund totalling \$284,343, which as the name implies, is set aside to cover Employee Benefits owing, which at 30/6/2023, as per Note 9 page 21, totalled \$188,264.

Some years ago, the Board thought it prudent to establish a Contingency Reserve Fund, which would be contributed to from profits as and when available. It was hoped to build this fund into a corpus equivalent to half of the Hospice expense budget, which this year would be \$1,440,538. It is hoped that this reserve fund will provide the necessary resilience to Ipswich Hospice in times of adversity.

The other term deposits on hand therefore represent the Contingency Reserve Fund of \$796,274. This amount is made up of the Contingency Reserve Fund \$217,418, a Bequests Fund \$428,856 and a Term Deposit of \$150,000.

In Conclusion:

I take this opportunity to thank the Board for its guidance; and the Staff and Volunteers for their continued effort, which has contributed to Ipswich Hospice being in this position of strength.

This Board instils a great deal of confidence in me, and I thank fellow Board Members for their diligence, professionalism, and enthusiasm.

It is a pleasure to work with committed individuals; whether they be Volunteers, Staff, or Board Members; all striving toward a common goal.

I also offer a sincere thank you to Tyson Walker and the Business Team; with whom I have a close working relationship; for the support and assistance given to me during the year.

My thanks also go to the Staff and Volunteers for their efforts, which I know are held in high esteem throughout the community.

A handwritten signature in black ink, appearing to be 'P. Saba', written on a light-colored rectangular background.

PAUL SABA, BOARD TREASURER

