ANNUAL REPORT

2023 - 2024

Banksia
Palliative Care Service

“
You matter because you are you. You matter to the last moment of your life, and we will do all we can, not only to help you die peacefully, but also to live until you die.
— Dr Cicely Saunders
”

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From our President and Executive Officer

> *Challenge yourself; it's the only path that leads to growth.*
>
> — Morgan Freeman

Banksia Palliative Care: A Year of Change and Renewal

The 2023-24 year has been one of profound growth, change and renewal for Banksia Palliative Care Service (Banksia). This year saw us transition out of a life and perspective-changing pandemic; navigate significant and continuous growth in demand for our services and adapt to the complexities of the ever-evolving healthcare landscape.

Banksia experienced continuous growth – growth in size, demand, capacity and maturity. We moved from a small to a medium-sized business, having almost quadrupled our employee numbers and tripled our client numbers over the last six years. Growth demands change and bravery. Change can cause discomfort and we felt that discomfort as we identified our needs to manage a larger post-covid business with greater demands. We changed our organisation structure and, in doing so, increased expertise within the business, and we are proud that we have emerged with a brave, passionate and engaged team with the skills and capability that we need to take Banksia into the future.

Throughout any hardship that we faced, including unrelenting growth in service demand, funding challenges or the ever-changing complexities of the health system, our intent never wavered - we enhanced the quality of life of individuals living with progressive terminal illnesses and supported their families. This goal defines us. This year's Annual Report reflects that Banksia has regenerated and emerged bigger and better; we have continued to be a positive, supportive and deeply caring presence in the lives of the people who need our expertise and skills. We are proud of our achievements, which include successfully managing the growth and demand, gaining full Health Care Accreditation (without any recommendations), implementing a new Aged Care Team, developing a new-look website, and further strengthening our relationships.

We have remained strongly engaged with our partners, and value the diverse and robust network of health providers that surround us, and we have invested in those relationships, both through

active and open care coordination for our clients and carers, and by participating in projects and clinical trials that benefit the people we support. We have provided expert education to our health colleagues and have hosted many to experience community palliative care first-hand, through programs designed to increase capacity and awareness.

Our commitment to community engagement remained a priority and we actively participated in community-based events, forging stronger relationships. We educated the public, demystifying our services and clarifying the often-misunderstood differences between palliative care and terminal care. That goal was greatly enriched by the surprising and greatly appreciated support and endorsement of comedian Stephen K Amos, who brought palliative care and Banksia's services into the international spotlight through the television hit "I'm a Celebrity, Get Me Out of Here."

We have drawn on strength and bravery throughout what at times has been a tumultuous year and have been inspired repeatedly in how it has been willingly given. From our Committee of Management, who provide calm and competent support and governance and our Consumer Advisory Panel, whose enthusiasm and passion are inspiring, to our dedicated staff and volunteers who embody resilience, knowledge, and compassion every day - each member of the Banksia "village" played a vital role in our success.

As we move forward, we remain committed to continuing this journey of change – we will regenerate and re-invent ourselves however needed, to be able to continue to fulfill our purpose. As our predecessors have done before us, we will ensure that every person in our region living with a progressive terminal illness can approach their challenges with dignity, and on their terms.

Thank you for being part of our journey.

John Richardson and Michelle Wood

John Richardson
PRESIDENT
Committee of Management

Michelle Wood
EXECUTIVE OFFICER

About Us

Who we are

Banksia Palliative Care Service (Banksia) is a not-for-profit, independent Incorporated Association, governed by a volunteer Committee of Management. Funded by the Victorian Department of Health, Banksia has been providing specialist community-based palliative care services within the Victorian local government areas of Banyule, Whittlesea and Nillumbik, in metropolitan Melbourne for 35 years.

What we do

Our team provides specialist coordinated, holistic and individualised care to people and their carers, who are living with a progressive terminal illness in their homes – regardless of where, or what their home is. Our client base is diverse and our model is inclusive – all people who reside in our catchment, regardless of age, gender, religion, ethnicity or financial circumstances are eligible for our services, which are provided at no cost.

Our definition of Palliative Care

Care which is active and supportive and enables people with a progressive terminal illness or condition to live their best life. Without assumption or judgement, we treat our clients as individuals. Services are uniquely person-centred and based on individual beliefs, preferences and priorities.

With a true commitment to holistic care, we address the physical, psychological, social, emotional and spiritual needs of the person we are caring for, and we support their families and carers as we recognise their importance as they navigate what is often new and unknown.

Our Vision

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

Our Mission

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

Our Values

Excellence
Respect
Integrity
Collaboration

We strive for **excellence** in everything we do; we act with **integrity**, **respect** others always and our **collaborations** makes us stronger and better, and ... *we never lose sight of what's important.*

Our History

35 years serving our Community

Banksia Palliative Care is a dynamic, professional, focused business which has a distinct purpose – to enable all of our clients to live their best life by providing specialised, holistic end-of-life care, that respects personal preferences, values and beliefs, and prioritises the dignity of the individual.

The history of Banksia is a story of people; at the centre of the story is the client who faces the confronting knowledge that they have a progressive terminal illness; alongside them are the carers, families and friends who support them, making it possible for them to be at home surrounded by those they love and to decide their place of death; then there are the health services, workers and volunteers who provide holistic palliative care to the client and family/carer unit.

Banksia came into being **35 years** ago when medical and local leaders identified a need and acted to have that need met – they rallied the community, lobbied politicians and held countless meetings, influencing people to make this service a reality. At a speech in 1990, one of our pioneers, Dr Michael (Taffy) Jones said *"It is time that we stopped denying the need for terminal care and stopped continuing the myth that somehow science and medicine will defeat death or provide an escape from death as the natural end of our lives. We must help people to die a good death; to provide a positive approach to the end of their lives, and to do this we must support the family as the primary carers both before, and after they are bereaved"*.

This year, two of those influential leaders, who gave many, many hours and great energy and persistence to make community palliative care in our region a reality in 1989, died. Two people who were influencers in their time; who were integrally involved in Banksia at the beginning, and stayed involved as Members and contributors, until their deaths. Katherine Kingsbury RN OAM and Dr Michael (Taffy) Jones AM PSM have left large shoes to fill, and footsteps to follow. They showed us the way, and we have every intention of living up to their expectation and example - we will consider what impact we can make, and what our footprint at Banksia, and on the lives of our client and colleagues, will be. As Taffy said, "...we must help people to die a good death (and) provide a positive approach to the end of their lives" – that is our remit, and our strong, diverse and passionate team will continue to make a positive and significant difference into the future, just as our predecessors have done.

Thank you and Vale, Katherine and Taffy – you are missed.

Katherine and Taffy

Staff are always professional, friendly and respectful. The nurses and social workers are very good at identifying mums' needs. Reception staff are always friendly and helpful.

– Banksia Carer

Just seeing one of your staff on a regular basis is such emotional support. I value this service a great deal.

– Banksia Client

Our Team

Richard Rupapara

Elise Savage

Management

Our Senior Management Team and our Leadership Team combine strengths and experience in management, business, quality and safety, finance, operations, compliance and clinical services, to ensure a strong, robust and solvent business that provides a safe, secure and responsible work environment for staff and volunteers, resulting in the provision of exceptional care to our clients and carers.

Our business growth required a structure redesign which saw the existing Clinical Manager role divided into the Nursing and Medical Services Manager and Support Services and Wellbeing Manager roles, and the employment of an Accountant into the Finance and Business Manager role. This restructure has seen significant benefits, and will continue to support the renewal and evolution of Banksia into the future.

Administration and Support Services

Our administration team are the lynchpins of our very productive and successful organisation. Their vast responsibilities include reception, equipment supply and maintenance, provision of administrative expertise, engaging with consumers and stakeholders and supporting education in the community - this team is essential to ensuring our client-facing staff have everything they need to do their work, and that our business functions optimally in every aspect.

Aligned to the overall business growth, this team has also grown. We have more administration staff than ever before to fill the needs and demands of a medium business. This increase has enabled investment of expertise in specific areas, such as clinical intake, quality and finance support, seeing greater productivity and improved outcomes.

Richard Rupaparae

Finance and Business Manager

Nursing and Medical Services

Participating in the delivery of holistic care, our Nursing and Medical Services Team have exceptional knowledge and expertise in managing the clinical complexities aligned to caring for people who are living with a terminal diagnosis. Their combined skills, dedication and relentless determination to achieve the best outcomes for every client, results in people being able to remain in their homes, living their best lives, with carers who feel informed, valued and supported.

Over the past year, the growth and development of team has been integral to our success. We have expanded in size, welcoming several new team members who bring fresh perspectives, along with a wealth of clinical and educational experience. Equally important has been the strengthening of relationships—both within our team and with our clients and stakeholders.
A key highlight of the year was the successful completion of our research project, which explored how positive relationships with healthcare partners can enhance the care provided to clients in aged care. This focus on growth, collaboration, and the combined expertise of our experienced aged care and specialist palliative care nurses has enabled Banksia to effectively meet the increasing demands of the sector. It has also allowed us to expand our reach and build stronger, more sustainable partnerships with aged care facilities, ensuring long-term success and positive outcomes for all.

Elise Savage

Nursing and Medical Services Manager

Support and Wellbeing

Our Support & Wellbeing Team are an engaged and passionate group of allied health professionals who work together to provide compassionate person-centered care, focused on improving and maintaining the quality of life of our clients and their families. They aim to help clients achieve goals and continue doing the things that are important to them, by offering assistance with a range of practical, physical and psychosocial concerns, facilitating and guiding end of life planning and difficult conversations, advocating for clients, and supporting families through grief and loss. Their support allows clients to feel safe, heard and empowered on their journey.

In 2023-24, Banksia expanded our holistic care model by introducing art therapy and physiotherapy services. These additions reflect our commitment to addressing the diverse needs of our clients, with art therapy offering a creative outlet to express emotion, and physiotherapy providing an alternative to manage pain, and improve mobility, enhancing the overall quality of life.

Julia Garside

Duty Social Worker

Julia Garside

Our Committee of Management

Our Committee of Management are a diverse, knowledgeable, skilled and dynamic group who donate their time and expertise to govern Banksia, and to define and drive the strategic direction. They are caring, committed and engaged volunteers, who ensure accountable, transparent governance and long-term business sustainability. Through a strong relationship based on trust and common passion, they work closely with the Executive Officer, willingly sharing their knowledge and providing support and guidance.

John Richardson
PRESIDENT

John's career in the Human Resources sector spans more than 30 years, and includes executive-level appointments with large organisations including Austin Health and the Royal Automobile Club of Victoria (RACV). John operates a HR advisory service, providing support to a range of small and medium sized businesses, and a number of Victorian public sector organisations. Along with his extensive professional expertise, John has a strong governance background and is a graduate of the Australian Institute of Company Directors. As the President of the Committee, he works very closely with the Executive Officer, providing leadership and support.

Paul Adcock
VICE PRESIDENT

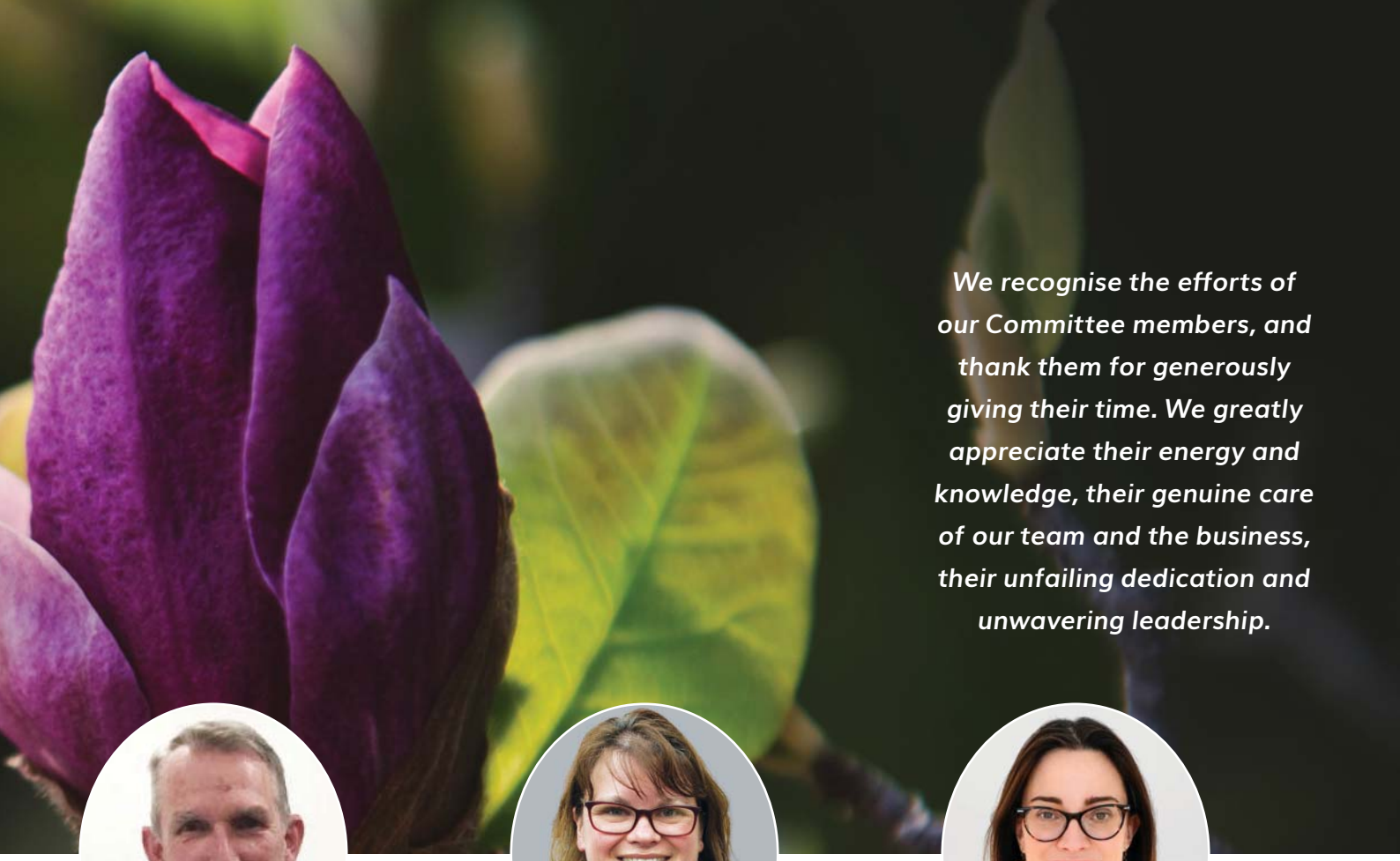
Paul is the Executive Director of Digital Health at Eastern Health. Since graduating as a nurse and specialising in Critical Care, he has held a number of senior operational, clinical and managerial roles in Public Health, Government and Private Consulting, resulting in the gain of a considerable range of expertise and skills within the health sector.

Paul lives locally and volunteers at Banksia to support his community, and because he values the essential services Banksia provides.

Debra Baxter
TREASURER

Debra's diverse professional background includes finance, infrastructure/purchasing, HR, IT management and consultancy - she is currently the Founder and Director of specialised home care software.

Debra is passionate about community and has a particular interest in aged care, having worked in the sector for several years. As the Banksia Treasurer, she works closely with the Executive Officer and provides invaluable expert financial advice and support, along with governance oversight.



We recognise the efforts of our Committee members, and thank them for generously giving their time. We greatly appreciate their energy and knowledge, their genuine care of our team and the business, their unfailing dedication and unwavering leadership.

Mark Rogers ASM
COMMITTEE MEMBER

Mark is the former Executive Director of Operational Strategy and Integration at Ambulance Victoria (AV). He is a proven emergency services operational executive with demonstrated, extensive expertise in diagnosing business needs and driving significant productivity improvements. His strong leadership skills and diverse experience in community, along with his knowledge of government and health service demands and expectations add significantly to the governance capacity at Banksia.

Mark was awarded the Ambulance Service Medal in January 2012 for distinguished service by a member.

Dr Sonia Fullerton
MBBS FRACP FAChPM MHealthServManage
COMMITTEE MEMBER

Sonia is the Acting Chief Medical Officer and a Consultant in Palliative Medicine at Peter MacCallum Cancer Centre in Melbourne. She holds a Bachelor of Medicine and Bachelor of Surgery (MBBS) from the University of Melbourne, and after studying palliative medicine, gained her Fellowship of the Royal Australasian College of Physicians (FRACP) and the Chapter of Palliative Medicine (FAChPM). Her interests, which include patient-centred decision making, end of life care plans and health IT, along with her practical experience in palliative care in hospitals and the community, bring a unique and valuable perspective to Banksia governance.

Melanie Harper
COMMITTEE MEMBER

Melanie is an experienced health and commercial lawyer and is committed to the lawful, ethical, and compassionate delivery of public healthcare. Prior to commencing in her current role as the General Counsel for the Peter MacCallum Cancer Centre, Melanie worked as Legal Counsel, and Senior Legal Counsel at Eastern Health, and had a substantial career in private practice. Melanie brings her legal knowledge and unique view of health service complexities, which have greatly benefited Banksia through governance and advice to the Executive Officer.

To all of our Volunteers

Thank you for all you have given. Thank you for all you are still giving. Thank you for all that you will give as we continue to do the important work we do together, and Thank you for choosing Banksia...

We are so grateful to you, and feel so very privileged that you choose to share your time, energy and passion with us – it is such a gift...

— Banksia Palliative Care

Our Volunteers

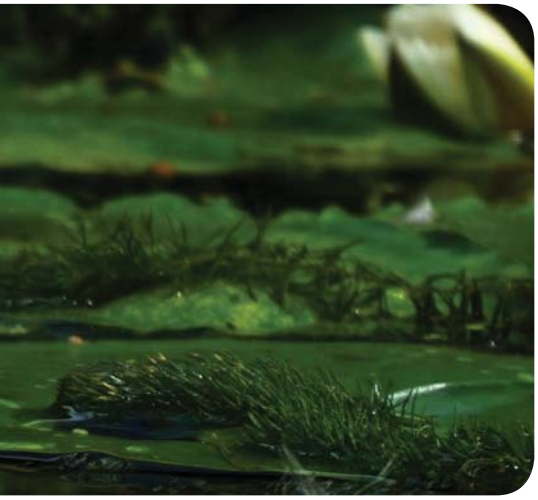
Consumer Advisory Panel (CAP)

We remain inspired and motivated by our active and engaged Consumer Advisory Panel (CAP). They provide us willingly with their time, giving useful and beneficial insight into areas such as:

- The impact of the words, and the aligned feelings, when a terminal diagnosis is given – for the client and family.
- The impact of being told that palliative care is recommended and what their impression of palliative care was.
- How it feels to have a healthcare provider arrive at the house – having a "stranger" come to the home; having to wait for them (us) to arrive; the anticipation of new "bad" news that may be delivered; how it feels if there isn't a connection between the clinician and the family...
- Managing family dynamics – what happens behind the scenes, when there are different opinions, different demands and different needs within the family.
- Education and information for carers that would be useful.

We added to our small team this year, and so now have four dynamic, brave, independent and generous women that we have the pleasure of calling our "CAP".

Thank you Jo, Di, Alix and Ros – you make a real difference



Service Volunteers

In 2023-24, Banksia experienced significant growth and renewal, not only by expanding our holistic clinical care model, but also through the remarkable increase in our volunteer base. Our dedicated volunteers, who are passionate and compassionate, have become an integral part of our organisation, playing vital roles that enrich the lives of our clients and support our operations.

This year, our volunteers made invaluable contributions across various aspects of our services, including our bereavement services. Their compassionate support has been a cornerstone in helping families navigate the emotional challenges following the loss of a loved one. By providing a listening ear and a comforting presence, including at our two Remembrance Services, our volunteers eased the burden of grief for many in our community.

Our client-services volunteers made meaningful connections with our clients and carers, visiting them in their homes, providing companionship. Their presence also enables much-needed respite for carers, allowing them time to run errands or simply take a break. These warm relationships, built on trust and compassion, are a testament to the volunteers' dedication.

Behind the scenes, our office administration volunteers worked diligently, supporting our busy team with enthusiasm and positivity. Their efforts, often quiet but always reliable, kept our operations running smoothly and brought smiles to our faces each day.

We celebrated the incredible work of our volunteers during Volunteer Week, bringing the team together for lunch and laughter. This event was a wonderful opportunity to recognise their contributions and the difference they make in the lives of those we serve.

As always, the presence of our volunteers has provided reassurance, support, and comfort to individuals and families living with progressive terminal illnesses. Their passion and dedication have strengthened our community, increasing the impact we have on the lives of those in our care.

Our Client Statistics

Client Referrals

1,349

13.5% ↑

Daily
Active Clients

437

14.3% ↑

Admissions

1,121

13.4% ↑

Diagnosis:

Malignant

539

(48%)

Non-Malignant

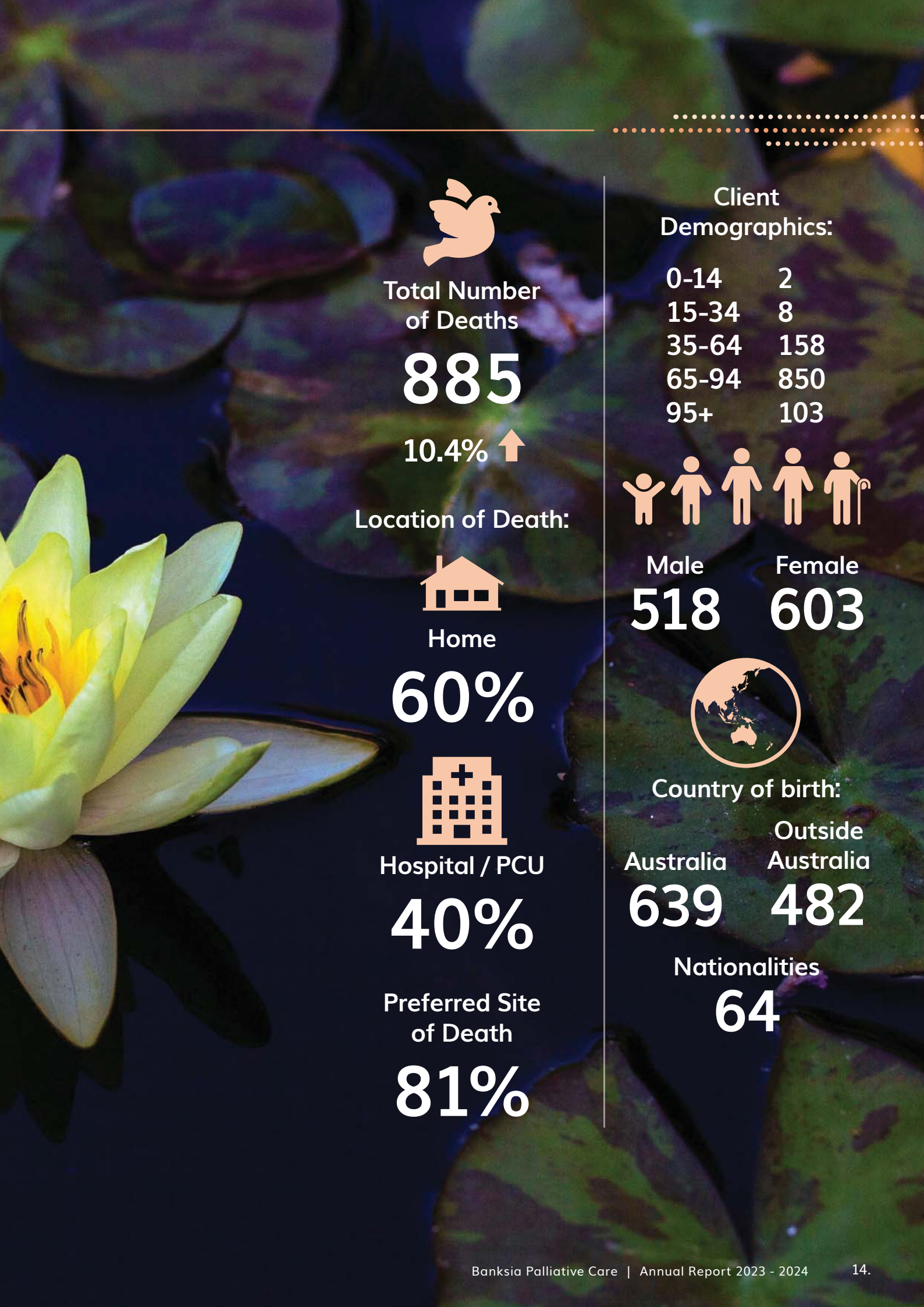
582

(52%)

Contacts and
interactions

92,514

6% ↑



Total Number of Deaths

885

10.4%

Location of Death:

Home

60%

Hospital / PCU

40%

Preferred Site of Death

81%

Client Demographics:

0-14	2
15-34	8
35-64	158
65-94	850
95+	103

Male **518**

Female **603**

Country of birth:

Australia **639**

Outside Australia **482**

Nationalities **64**

Our Team Acknowledgements

Jenny Lumsden Award

Jenny Lumsden was a nurse at Banksia for 15 years. When she died in 2015 after a long illness, her family were determined that her dedication and genuine passion for her work were not forgotten. After discussion with the then Banksia management, in commemoration of her and the effort, care and compassion she gave to clients and carers during her time here, "The Jenny Lumsden Award" was established.

Throughout the year, Banksia staff nominate team members who consistently exhibit the values and qualities that Jenny showed in her work - compassion, empathy and caring at

all times. This year, the recipient is registered nurse, **Parisa Alai**, who is known for her calm manner, gentle approach and sincere investment in the wellbeing of our clients and carers; Parisa emulates Jenny's values and qualities and is a worthy winner of this award.

Congratulations and thank you for your efforts and care, Parisa – you make a difference.

Banksia Scholarship

We recognise the importance of our team and the work that they do. We believe in personal and professional development - the acquisition of knowledge and are committed to supporting our team members to grow and learn as they choose.

Our Committee of Management (CoM) have been awarding the Banksia Scholarship since 2019. Applications are sought for up to $2,000.00 for recipients to undertake any development opportunity they nominate.

This year, the recipient of our Scholarship funding was **Fumie Hattori**, a registered

Fumie Hattori and Wendy Palmer

nurse undertaking her Masters of Palliative Care. Fumie is one of our Aged Care nurses, and she demonstrates commitment to our clients, carers, Banksia and our partners every day. We are pleased to support her in increasing her expertise, and happy to have her on our team.

Very Special People

Bev Boulter, who is a Life Member of Banksia has been an active, dedicated and committed volunteer of Banksia Palliative Care for **20 years!** Twice a week, Bev comes into the office and makes a difference! She is selfless, humble, generous, kind, reliable, dedicated and she genuinely cares – she epitomises everything that volunteering embodies. Bev shows us all how to be better

– she gives willingly, without any expectation of acknowledgement or gratitude. We know exactly how lucky we are to have her on our team.
Thank you Bev.

Lorraine Taylor – this year we acknowledge and celebrate Lorraine, who has been a volunteer at Banksia for **10 years!** Initially, Lorraine was a client-support volunteer – she would travel to client homes and provide companionship, support and respite for carers. Over the last few years, she has been a constant presence in the office every Friday, where she donates her valuable

Lorraine with Ruwani, Lisa and Michelle

time to supporting our team with various tasks. Lorraine is kind, caring and generous and we are very lucky to have her on our team.
Thank you Lorraine.

5 Years of Service

We sincerely thank Dr Ruwani Mendis, Dr Chien-Che Lin, Wendy Palmer and Lisa Rossi-Foster for their dedication and contributions to Banksia over their five years of service

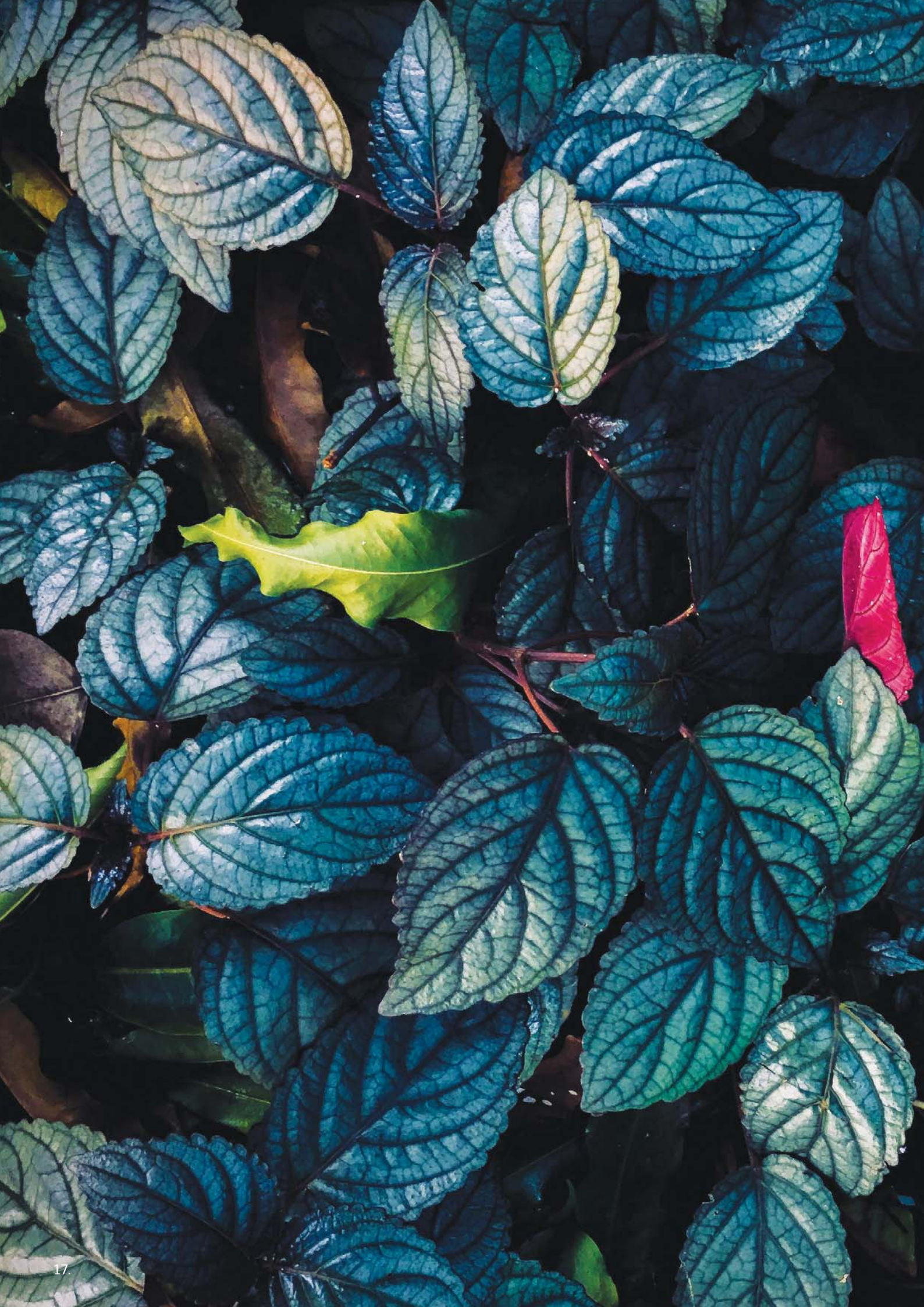
Dr Ruwani Mendis is a palliative care physician and a medical oncologist, who works closely with our specialist nursing and allied health team providing medical expertise and symptom management to our clients, in their homes. She is a generous and engaged senior member of our team, who willingly shares her knowledge, both within our team, and with other care providers, such as GPs. She is engaged in palliative care research and is passionate about early involvement of good palliative care, which she believes optimises quality of life.

Dr Chien-Che Lin is one of our caring and engaged palliative care physicians, and is known for his passion, innovation and unrelenting energy for palliative care. As an avid advocate for the palliative care sector, Chien shares his time and enthusiasm across a number of forums, initiating conversation related to palliative care, and increasing knowledge and awareness.

Wendy Palmer is now our educator, however she started with Banksia as a community palliative care, registered nurse. With a significant amount of experience working in the community, Wendy joined our team at a time when we were much smaller, and her calm, insightful and quiet confidence was an asset immediately. Her passion for ensuring our clients live their best lives, and willingness to share her knowledge, led to her moving from providing care to becoming responsible for the education of her colleagues and the community. In this role, her reach and influence are wide, which is a benefit to the palliative care sector.

Lisa Rossi Foster is one of our most senior and experienced palliative care nurses and shares the position as one of Nurse Team Leaders. She is passionate and dedicated, and her clinical expertise and genuine care and compassion for her colleagues, as well as our clients and carers, are great assets to our organisation.

> *We are very grateful to have all of these people on our team, and thank them again for their efforts, support and commitment.*



Unity is strength... when there is teamwork and collaboration, wonderful things can be achieved.

— Mattie Stepanek

Engaging with our Community

We cannot change the outcome, but we can affect the journey.

— Unknown

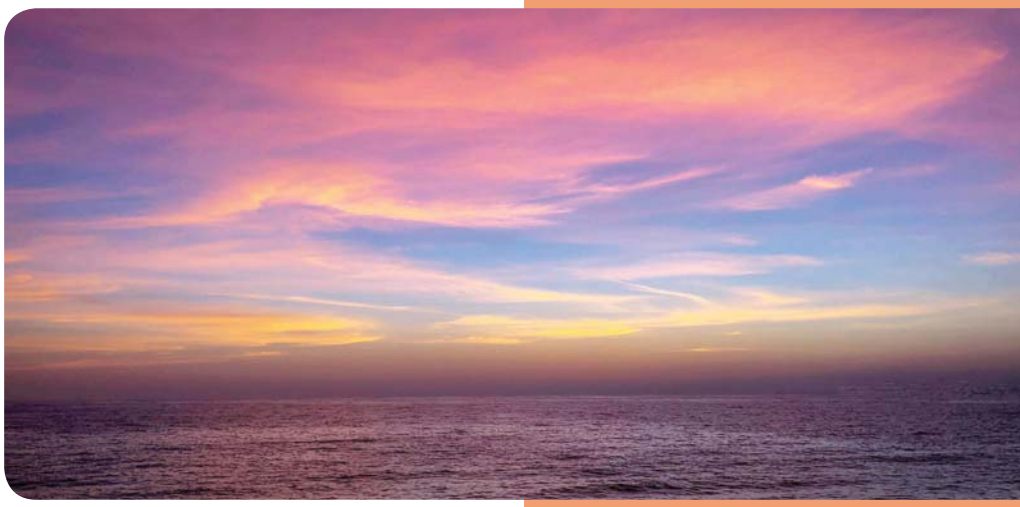
Our Aged Care Community

Banksia, along with other community palliative care services, received a non-recurrent grant to enable the improvement of access to palliative care for aged care (AC) residents. This funding formed part of a range of initiatives associated with the joint Australian and Victorian government funded Comprehensive Palliative Care in Aged Care (CPCiAC) national project agreement. The CPCiAC Measure is a 2018 Commonwealth budget commitment aimed to improve palliative care and end of life care outcomes for older people living in residential aged care facilities (RACFs).

We opted to use these funds to:

- Develop and implement a dedicated Aged-Care Team.
- Collaborate with Residential In Reach (RIR) services at Northern and Austin Health.
- Provide structured education sessions.
- Increase capacity of the Aged Care workforce by promoting and hosting PEPA placements, and
- Developing and piloting an effective and sustainable "Dementia-specific" arm to the existing service model.

Our ability to invest additional resources led to the strengthening of already trusting relationships. We have increased our presence in ACFs, delivered education sessions to staff, residents and their family-members, and seen a significant increase in AC resident referrals, resulting in demonstrably improved end-of-life outcomes.



Our Palliative Community

Banksia supported four members of the interdisciplinary team to join national and international members of the palliative care community attend the Oceanic Palliative Care Conference in September 2023 in Sydney.

The conference theme was "With the end in mind – shaping stronger health systems, delivering quality palliative care", and featured a range of keynote speakers, workshops, and panel discussions led by experts in the field of palliative care covering:

- Critical issues in Palliative Care
- International perspectives and education
- Models of Care and Health System reform
- Clinical Care, Cultural diversity and safety
- Caring for diverse populations, and
- Spirituality and Bereavement.

Our team engaged in thought-provoking discussions about improving client quality of life, enhancing family support, and integrating multidisciplinary approaches to care. They also had the chance to network with fellow healthcare professionals, share experiences, and explore innovative solutions to the challenges faced in palliative care. The knowledge and insights gained from the conference will be invaluable in helping our team continue to provide the highest standard of care to our clients and loved ones.

Wendy Palmer

Training and Development Coordinator

Wendy, Silbie, Narelle and Fumie

> *Individually, we are one drop. Together, we are an ocean.*
>
> — Ryunosuke Satoro

Engaging with our Community

Our Local Community

Our ongoing commitment to community engagement remains a priority for us. We have actively participated in various community-based events, forging stronger relationships through increased awareness and understanding of palliative care. Our efforts have been directed towards educating our colleagues and the public, demystifying our services, and clarifying the often-misunderstood differences between palliative care and terminal care.

Banksia both supports and is supported by our community. Our philosophy is strengthened by our relationships with our colleagues, our sector, community organisations and individuals.

Our community involvement has taken many forms, always with the belief of "strengthening our community," with support, knowledge and confidence in the palliative space. Many people don't know about services such as ours until they need us, and that is at a time when they are vulnerable, fearful and often overwhelmed. We believe it is essential for us to engage with our community, to strengthen capacity, and to de-mystify the notion some have of palliative care, so we can improve the lives of people, whether clients or carers, who live with terminal illness.

Whittlesea Ageing Well Expo

We were very pleased to again to participate in the Whittlesea Council Ageing Well Expo at the council offices, providing council residents with the opportunity to gain information about services and supports available to them, to enable safe and positive ageing.

Hurstbridge Memory Café

We were guests at the Hurstbridge Memory Café, which provides a social meeting place for carers of those living with dementia to gather and enjoy a coffee/tea and conversation with each other, while the person living with dementia participates in planned activities in a separate space – it is a chance for carers to meet to share experiences, debrief and gain advice from people who truly understand.

Nillumbik Positive Ageing Advisory Committee

We remain on the Committee of the Nillumbik Positive Ageing Advisory Committee, which provides a formal mechanism for Council to consult with community representatives, to enable community participation in initiatives, policies and strategies concerning opportunities and challenges related to positive ageing in Nillumbik.

Aged Care Needs Rounds

Exceptional palliative care in Aged Care is critical. Many people who live in Aged Care Facilities (ACFs), will die there, and they should, without exception, have access to expert knowledge and support of palliative care professionals. Palliative Care Needs Rounds (PCNR) are meetings held at ACFs each month between Banksia nurses and ACF staff including GPs. Residents who have conditions or illnesses that are progressing are discussed in details and plans for care are agreed. This ensures residents who may be at risk of deteriorating and potentially dying, have a strong plan in place.

Advance Care Planning sessions

These sessions were offered by our team upon request to community groups across Banksia's municipalities as well as in our office. Discussions focused upon the importance of planning for future health decisions, to ensure individuals are getting their wishes and preferences placed at the centre of their end-of-life conversations.

Educating our Community

Banksia continued to provide high-quality palliative care education via our Learning Centre Team. Through our education sessions, we empowered clinicians, and members of the community with specific, specialist palliative care knowledge. Our education is facilitated by highly trained and experienced clinicians and educators, with qualifications and expertise in all areas of palliative care.

We have provided palliative care education to:

- Individual clinicians and members of the public.
- Residential Aged Care Facilities and DHHS Supported Residential Services.
- Private and public health services.
- Councils.
- Culturally and Linguistically Diverse community groups.
- Regional Palliative Care Consortiums.

GP education sessions

Banksia delivered a series of webinars to GP's in collaborations with EMPHN to demonstrate the benefits of partnerships between GP's and Community Palliative Care Services in achieving the best outcomes for clients, carers and service providers. These evening, online sessions were written and presented by our physicians, nurses and social workers and were delivered over 5 consecutive weeks, covering subjects such as complex symptom management, initiating and holding difficult conversations and the role of the GP in caring for palliative clients. The sessions were well received, and well attended and will be continued.

Palliative Care Essentials education program

We again delivered quality palliative care training to the wider community. Our virtual sessions are expansive, and include a comprehensive introduction to palliative care, managing the psychosocial components that are common within palliative care, general and complex symptom management and care at the end of life.

The sessions have been attended by a wide range of clinicians from across the country, and feedback from participants is generally very positive, with many saying they have increased both their knowledge and confidence in palliative care.

Aged Care-specific Education

Educating staff in aged care is crucial to the optimal delivery of palliative care in an aged care setting. It is essential that staff (all staff, including kitchen, leisure, PCA's and nurses) can identify deterioration, and that trained staff can engage in essential conversations with families and understand treatments available to residents to minimise pain and manage symptoms so that every person experiences their version of a 'good death'.

Our aged care-specific training modules, which were delivered online and in person are very well-received. We tailor the information to suit the individual requirements of facilities to gain the best possible outcomes.

Our Donors and Supporters

We extend our sincerest gratitude to all our donors and supporters - your generosity and engagement makes a real difference

Palliative Care teams impact people's lives every day, without expectation of acknowledgement. We work quietly and highly effectively, knowing that our community are largely unaware of our services, so when people recognise the work we do, and make the effort to support us, it is special.

At Banksia, **we invest every donated dollar into making the lives of our clients better.** Recognising that when people donate, they want to make a real impact, we ensure that every donation goes directly to benefiting our clients and carers. The generosity of our donors and supporters allows us to decrease some of the pressure and burden our people face, and it matters. Donations this year have purchased new medical equipment, paid medical bills and for medications; paid for grocery hampers and vouchers for families to buy food and clothes; paid utility bills and for respite services – every donation has made the lives of our clients, better.

We acknowledge our committed and consistent supporters, who we greatly value. Thank you to the lovely and inspiring **Neon Moon Dancers**, who donate the funds they make dancing throughout the year; to the **National Seniors Australia, Greensborough Branch**, who invite us to receive a cheque at their AGM each year; to **Danaher's Mitre 10** who let us use their car park for our fleet vehicles; and the **Payne Family**, who generously donate to us each year – we are grateful to you for your support and generosity.

We acknowledge and thank our major funder – The Victorian Government, Department of Health

Thank you to the following donors and supporters - your generosity, support and engagement makes a real difference...

- Grangers Foundation
- Sir Henry Barkley Hotel
- The Old England Hotel
- Danaher's Mitre 10
- National Seniors Australia, Greensborough Branch
- Estate of Katherine King RN OAM
- Neon Moon Line Dancers
- Eltham Rural Group
- Our Ladies of Mercy College
- North and West Metropolitan Region Palliative Care Consortium

- A G Bate
- A Lin
- A Salamastrakis
- A.L.M Bonaguro
- Alan Hopla
- Alice Elms
- Alison E Durrant
- Andrea Rodriguez
- Antony McManus
- April De Castro
- Arden Cres Concert Series
- Arthur Petronio
- Benjamin Hosking
- Benjamin Travers
- Beryl Horton
- Bev Cox
- Brayden J Germaine
- Briana Ciavarella
- Bronwyn Cook
- Brund and Nina Brazzale
- C Lowther
- Carmel M Collins
- Carol Johnston
- Chaoyan Zhang
- Cheryl Howie
- Christine Lowther
- Ciara Gibson
- Dal Masetto Family
- Damian Neylon
- David Eales
- David Wetton
- Deidre McClelland
- Diana Bird
- Donald L Muir
- Donna Purcell
- DSR Caravans
- E Hattam
- Eileen Bell
- Elena Ladlow
- Eltham Rural Group
- Estate of Katherine King RN OAM
- Fiona C Baxter
- Frank Brazzale
- Frank Menicheli
- Freya P Jones
- GA Black
- Gail Stewart
- Gaye Dyason
- Greensborough Bowling Club
- Heather Slater
- Italian Elderly Citizens Group
- Ivano Forte
- J&O Protelli
- J&P Beaton
- James Bundey
- Jena Gigante
- Jenny Muir
- Jillian Massey
- Jing Lin
- Joan Del Mundo
- John & Ombretta Portelli
- Joshua Kingston-Lee
- Judd Goldstein
- Julie Adams
- Justin D Simpson
- Kate Koneska
- Katrina S Grgat
- Kay Perkins
- Kayoko Sasaki
- Kellie Williams
- Kelly Y Penn
- Kenneth H Mahon
- Kristy J Shields
- Leanne Ribbans
- Lewis j Hill
- Lisa-Marie Parisienne
- Lord Mayors Charitable Fund
- Lorene Congdon
- Louise Moss
- Lumsden Family
- Lyn Clarke
- Margaret O'Leary
- Maria Eliza M Masinloc
- Marianne Goggin
- Marilena Rossi
- May Ahern
- Megan Metcalfe
- Mertens Family
- Michael Daly
- Michael G Tancredi
- Michael Lancaster
- Michael Liefman
- Michelle Gibbs
- Nadia Macri
- Nadia Poloniato
- Narelle Micallef
- Northern United Holy Church
- ObiSat Pty Ltd
- Olivia De Bruyn
- R J Topping
- Rachel Sabatino
- Raymond Dagastine
- Renee G Taylor
- Rita Dall'Oglio
- Robert Chard
- Robert G Pearson
- Roger S Williams
- Rosanna Uniting Church
- S Acevedo Bates
- S Larkin
- Sally J Canny
- Sam J Licata
- Scott Gazeas
- Serena Mertens
- Shelby Harrigan
- Sonia Gilderdale
- Stephen K Amos
- Steven Lea
- Tarek Moughanie
- Tess Brazzale
- The Dal Masetto Family
- The Granger Family
- The Strickland Family
- Therese Desmond
- Thomas J Payne
- Vincent T Vaccaro
- William Eberbach

Special thank you to

Stephen K Amos

In 2019, we were fortuitously linked with international comedian, Stepehen K Amos, and his partner, Hugh. At that time, Stephen was performing in the Melbourne Comedy Festival, and due to his personal experiences with palliative care services in the UK, he was using his shows as a way to raise awareness and raise funds for palliative care services. Stephen is a comedian, and a twin brother and a son...and in a short period of time, his mother and twin sister, who was also his "best friend", died. He bravely chose to speak openly at his shows about his experience and the impact palliative care workers had on his family. He raised $5,334.00 for Banksia, then.

It was a huge surprise when Stephen brought palliative care, and Banksia, into the international spotlight when he decided to join the 2024 cast of "I'm a Celebrity, Get Me Out of Here". He again braved vulnerability, and shared heartfelt advocacy for palliative care – he told his story during the program, and in doing so, educated the public about the critical importance of our work. His efforts raised almost $6,995.00 for Banksia.

We were pleased to host Stephen and Hugh for a morning when he completed the show. They were both kind, humble and genuinely interested as we explained our work, introduced them to some of the team and volunteers and thanked them both for all they have done for Banksia and palliative care.

Thank you Stephen, for your efforts in raising awareness and funds, helping to demystify our work and continuing your efforts to reach a broader audience.

One of our special families...

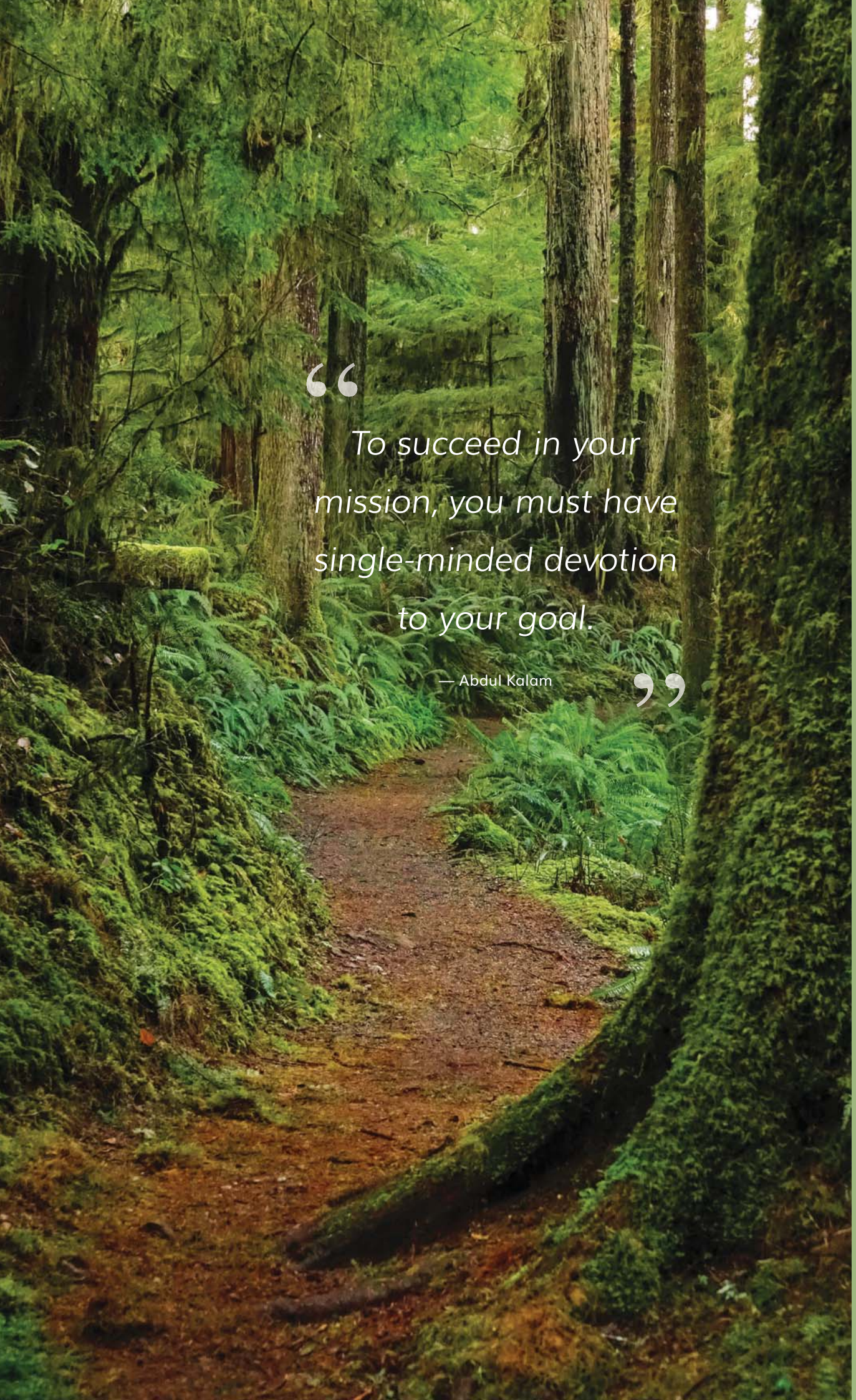
We provided care to a lovely man, Peter Mertens. As we are every day, we were inspired by the love, support and endless effort that Gulcin, Peters' wife and other members of the family provided him, particularly when he became very unwell and dependent on them for his care and wellbeing.

When Peter died, his 17-year-old step-daughter, Serena who had gone through so much, in a show of selflessness and kindness, set up a "GoFundMe" page for Banksia and raised $1,780.00. We met with Gulcin to express our gratitude and asked her how they would like us to spend the funds they raised – she said that they wanted to "do something for carers".

Having an in-depth understanding of the challenges that carers face, they decided that giving carers a gift to acknowledge their efforts, and also to encourage them to take a minute for themselves to mindfully relax and regroup, was what they wanted, and so the Carer Packs were created.

The picture below shows all of the items that are included in the packs. We started with 60 packs, which we distribute to very grateful carers, and this has now become embedded in our program, with Banksia now funding the packs from our donated funds.

Thank you Serena and Gulcin – these packs are genuinely appreciated by people who truly deserve them.


“
To succeed in your mission, you must have single-minded devotion to your goal.
— Abdul Kalam
”

Growth and Movement

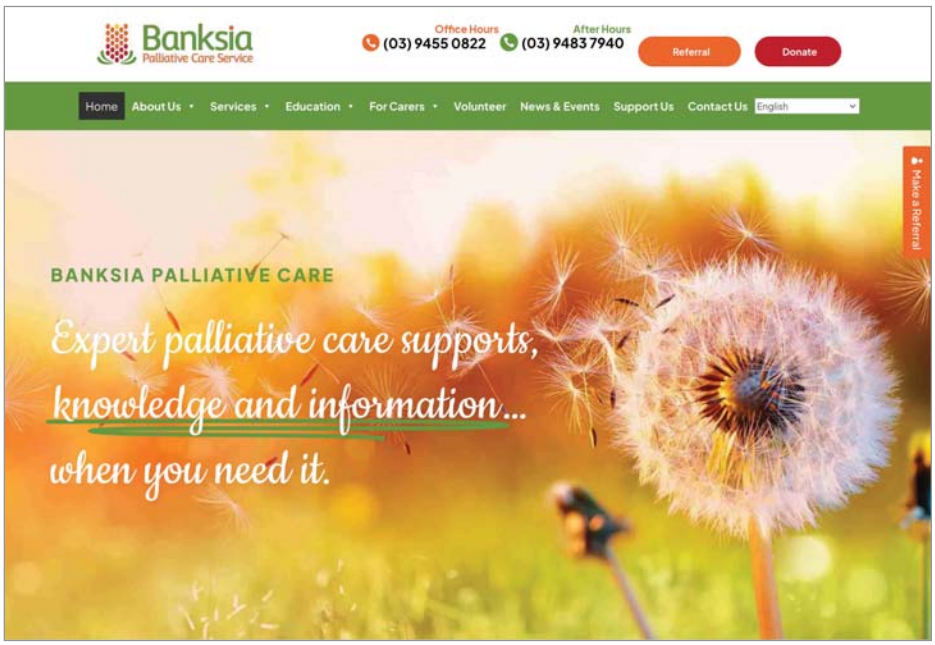
The growth in demand and in team size and structure, necessitated growth across the business infrastructure.

We undertook a review of our IT needs – with our client files based in the cloud, our larger team required a platform that would enable greatest efficiency by provider faster download and upload speeds. This saw us convert our internet to fibre-optic from NBN to ensure it was able to meet not only the current business requirements, but also our future needs.

We moved to a new fleet management company who are better able to meet our increased vehicle requirements. We increased the size of our carpool and upgraded our existing pool as most of our car leases expired. This was a significant undertaking, with cars remaining a challenging commodity to acquire as a result of the pandemic. We are continuing to use vehicles with high safety rating, and as we look to work toward decreasing our impact on the environment, choose hybrid models which suit our needs and use less petrol.

In an effort to ensure that we are able to provide our team with appropriate work tools, we have undertaken a review of our work tools – we have upgraded our laptops and mobile phones as we have purchased more, to ensure we have equipment that is reliable and user-friendly in the community.

And finally, we commenced a full re-deign of our website. We mindfully moved our theme to one of nature and calm – we believe that though there is much more involved, dying is a natural occurrence. We have moved that thought to action, choosing calming, safe and natural images across the site. While this is still a work in progress, we are proud of what we have achieved and feel it is the perfect reflection of who we are.



Our Evidence

At Banksia, providing high-quality care and ensuring the safety of our clients and staff are at the core of our mission and values. As a palliative care service provider, we are constantly working to improve the care we offer, foster a culture of safety, and meet the evolving needs of the communities we serve. This year, we've continued to build on these values by integrating key practices such as audits and feedback to drive improvement and ensure that we remain accountable to the highest standards.

One of the cornerstones of our quality improvement efforts has been the use of regular audits across the clinical and operational areas, which include:

- Internal audits – monthly audits and review of internal processes, such as appropriate management of medication allergies, consent form completion, client records, preferred site of death, etc.
- Participation in external benchmarking such the Victorian Department of Health Clinical Indicators for Pain audit where we continuously match, or better the state-wide results.
- Palliative Care Outcomes Collaboration (PCOC) benchmarking process where our results demonstrate steady improvement in our provision of care for our clients and their carers.

Equally important to our improvement efforts is the feedback we gather from our clients, carers, staff and partners. This feedback which is both spontaneous and gathered via surveys, is invaluable in helping us understand experiences, and identify opportunities to enhance the care we provide.

To the Banksia Palliative Care Team,

Thank you so much for the incredible service you provided to June in the last weeks of her life.

The gentle care, patience & support you provided to June & all of us ensured June could die peacefully at home which is what she wanted.

Thank you so much,

Healthcare Accreditation

We are excited to share that Banksia was again awarded accreditation against the Australian Council on Healthcare Standards EQuIP6 Evaluation and Quality Improvement Program. With very positive feedback from the Assessors, which included "*It was evident to the assessment team that the services being provided by BPCS offer expert care to relieve clients of physical symptoms, respond to their social, emotional, cultural, and spiritual needs, and support these clients with life-limiting illness and their carer / families to live, die, and grieve well*" and being given no recommendations for improvement, we could not be more proud of our team.

Achieving this accreditation is a significant achievement that validates the quality of care and services we provide. It demonstrates the rigorous standards we reach in areas such as patient safety, clinical outcomes, and overall operational excellence.

Belinda Muir

Quality and Safety Coordinator

FINANCIAL STATEMENTS 2023/2024

Independent audit report to the Members of Banksia Palliative Care Service Inc.

Opinion

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 2024, 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.

In our opinion, the accompanying financial report of the Association is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

(i) giving a true and fair view of the Association's financial position as at 30 June 2024 and of its financial performance for the year ended; and

(ii) complying with Australian Accounting Standards and Division 60 of the Australian Charities and Not-for-profits Commission Act 2012.

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 auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) and 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 other 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.

Basis of accounting

Without modifying our opinion, we draw attention to Note 3 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.

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 3 is appropriate to meet the requirements of the relevant Australian Charities and Not-for-profits Commission Act 2012 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.

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 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 the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional skepticism 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 directors.
- Conclude on the appropriateness of the directors' 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.

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 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.

Independence

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

Jaco Vorster, CA

On behalf of R J Sanderson & Associates Pty Ltd
60 Robinson Street, Dandenong VIC 3175

Banksia Palliative Care Service Inc.

Detailed Profit and Loss Statement
for year ended 30 June 2024

	2024 $	2023 $
Income		
Dividends received	178,440	179,280
Distribution received	74,155	27,700
Interest received	144,778	31,180
Other income	651	2,150
Grants - recurrent funding	4,912,750	4,190,755
Donations	69,556	30,061
Memberships	178	160
Other income & reimbursements	125,607	146,026
Realised Gains	(23,240)	29,548
Unrealised Gains	259,161	230,497
Learning Centre Income	27,265	43,418
Rebates and Refunds	9,617	9,668
Total income	5,778,918	4,920,443
Expenses		
Audit and bookkeeping fees	10,508	8,419
Bank fees and Investment charges	51,594	40,549
Cleaning & maintenance	29,995	28,421
Client equipment, interpreting & respite	82,642	76,296
Computer expenses & software	24,889	15,655
Consultants fees	19,577	27,469
Depreciation	17,570	11,164
Depreciation - leasehold Improvements	16,632	16,632
Depreciation - right of use asset	197,849	182,462
Doubtful Debts	1,308	
Donation Expenditure	10,817	10,112
Fringe benefits tax	6,553	3,248
Insurance	17,080	19,155
Interest charges on right of use asset	19,060	21,979
Meeting costs	1,933	833
Minor equipment	1,142	2,333
Marketing		708
Motor vehicle expenses	43,214	30,248
Motor vehicle - lease	58,934	49,745
Office occupancy costs	19,473	16,218
Notional insurance premium	9,617	9,668

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 year ended 30 June 2024

	2024 $	2023 $
On call costs	93,196	74,194
Postage	2,640	5,275
Printing & stationery	15,789	15,669
Provision for annual leave	31,991	58,412
Provision for long service leave	(2,589)	33,966
Public relations	1,265	2,002
Rent on buildings & associated costs	5,278	455
Salaries, wages & costs	3,963,119	3,275,650
Security	3,975	3,831
Staff development & support	32,304	29,781
Staff recruitment	4,747	2,127
Subscriptions & books	47,127	54,293
Sundry expenses	2,877	9,244
Superannuation	430,645	328,231
Telephone & utilities	45,205	41,009
Travel Allowances & Refunds	1,457	1,157
Volunteer Expenses	1,576	2,108
Workcover premiums	70,887	37,490
Workplace amenities	4,180	2,380
Total expenses	5,396,056	4,548,588
Net Profit from Ordinary Activities before income tax	**382,862**	**371,855**

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 2024

	Note	2024 $	2023 $
Proprietors' Funds			
Opening balance		3,502,236	3,130,381
Net profit / (loss)		382,862	371,855
Less:			
Total Proprietors' Funds		**3,885,098**	**3,502,236**
Represented by:			
Current Assets			
Cash Assets			
Bank - Bendigo operating account		2,354,918	1,455,477
Bank -Bendigo wages account		3,583	12,797
Bank - Bendigo cash management account		25,546	4,727
Bank - Bendigo term deposit		522,540	500,000
Bank - Bendigo bond account		16,459	15,865
Cash on hand		500	500
		2,923,546	1,989,366
Receivables			
Trade debtors		4,978	2,090
Less: Provision Doubtful Debts		(1,308)	
Other assets & prepayments		21,768	17,073
Accrued income		91,461	52,557
		116,899	71,720
Other Financial Assets			
DMP Asset Management		6,891,631	6,419,505
		6,891,631	6,419,505
Total Current Assets		**9,932,076**	**8,480,591**

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 2024

	Note	2024 $	2023 $
Non-Current Assets			
Property, Plant and Equipment			
Heidelberg - leasehold improvements		631,295	631,295
Less: Heidelberg - landlord contribution		(381,818)	(381,818)
Less:Heidelberg - accumulated depreciati		(228,366)	(211,734)
Office relocation & set up costs - Heid		59,165	59,165
Less: accumulated depreciation		(20,798)	(19,517)
Plant, equipment & vehicles		331,495	308,242
Less accumulated depreciation		(281,361)	(265,291)
Plant & equipment - video		3,476	3,476
Less: accumulated depreciation		(2,818)	(2,599)
Right of use - Leased assets		1,052,314	885,315
Less: Accumulated amortization		(394,298)	(196,449)
		768,286	810,085
Total Non-Current Assets		**768,286**	**810,085**
Total Assets		**10,700,362**	**9,290,676**

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 2024

	Note	2024 $	2023 $
Current Liabilities			
Payables			
Unsecured:			
Trade creditors		76,455	90,183
Creditors - GST/PAYG withholding		198,469	111,352
Provision for auditors fees		10,700	10,692
Accrued expenses		19,008	10,847
		304,632	223,074
Financial Liabilities			
Unsecured:			
Credit Card		1,787	943
Lease liabilities - Principal repayment		225,957	179,800
		227,744	180,743
Provisions			
Provision for annual leave		282,966	250,975
		282,966	250,975
Other			
Deferred Income		5,357,687	4,419,751
		5,357,687	4,419,751
Total Current Liabilities		**6,173,029**	**5,074,543**
Non-Current Liabilities			
Financial Liabilities			
Unsecured:			
Lease liabilities - Principal repayment		443,081	512,154
		443,081	512,154
Provisions			
Provision for long service leave		199,154	201,743
		199,154	201,743
Total Non-Current Liabilities		**642,235**	**713,897**

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 2024

	Note	2024 $	2023 $
Total Liabilities		**6,815,264**	**5,788,440**
Net Assets		**3,885,098**	**3,502,236**

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.

Statement of Cash Flows
for the year ended 30 June 2024

	2024 $	2023 $
Cash Flow From Operating Activities		
Receipts from customers	6,528,186	5,955,593
Payments to Suppliers and employees	(5,225,192)	(4,488,927)
Interest received	144,778	31,180
Interest and other costs of finance	(19,060)	(21,979)
Net cash provided by (used in) operating activities (note 2)	1,428,712	1,475,867
Cash Flow From Investing Activities		
Shares in other companies	(472,126)	(1,910,455)
Payments for Property, Plant & Equipment	(23,251)	51,313
Net cash provided by (used in) investing activities	(495,377)	(1,859,142)
Cash Flow From Financing Activities		
Proceeds of borrowings	845	9,158
Net cash provided by (used in) financing activities	845	9,158
Net increase (decrease) in cash held	934,180	(374,117)
Cash at the beginning of the year	1,989,366	2,363,483
Cash at the end of the year (note 1)	2,923,546	1,989,366

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.

Statement of Cash Flows
for the year ended 30 June 2024

	2024	2023
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	2,354,918	1,455,477
Bank -Bendigo wages account	3,583	12,797
Bank - Bendigo cash management account	25,546	4,727
Bank - Bendigo term deposit	522,540	500,000
Bank - Bendigo bond account	16,459	15,865
Cash on hand	500	500
	2,923,546	1,989,366
Note 2. Reconciliation Of Net Cash Provided By/Used In Operating Activities To Net Profit (Loss)		
Net profit (loss)	382,862	371,855
Depreciation	34,202	27,796
(Profit) / Loss on sale of property, plant and equipment	30,847	72,302
Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:		
(Increase) decrease in trade and term debtors	(45,179)	(11,537)
Increase (decrease) in trade creditors and accruals	81,558	(25,446)
Increase (decrease) in other creditors	937,936	1,077,868
Increase (decrease) in lease liabilities	(22,916)	(129,349)
Increase (decrease) in employee entitlements	29,402	92,378
Net cash provided by operating activities	**1,428,712**	**1,475,867**

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.

Note 3: Summary of Significant Accounting Policies

In the opinion of those charged with Governance, the Association is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the Australian Charities and Not-for-profits Commission Act 2012.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 Presentation of Financial Statements, AASB 107 Statement of Cash Flows, AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors and AASB 1054 Australian Additional Disclosures.

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

Core funding received from grants are recognised under AASB 120: Accounting for Government Grants and Disclosure of Government Assistance. Grant revenue is recognised at fair value where there is reasonable

assurance that the grant will be received and all grant conditions will be met. Grants relating to expense items are recognised as income over the periods necessary to match the grant to the costs they are compensating. Grants relating to assets are credited to deferred income at fair value and are credited to income over the expected useful life of the asset on a straight-line basis.

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.

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.

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:

1. 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.
2. 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.
3. Leased assets are depreciated on a straight-line basis over the shorter of their estimated useful lives or the lease term.
4. 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.

The lease for the building in Heidelberg has been renewed in April 2022 for a further 5 years which accounts for the increase in the Asset and Liabilities for AASB 16 Right of Use of Assets and Lease liabilities - Principle repayments.

(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.

Independent Audit Report

Auditor's Independence Declaration under Section 307C of the Corporations Act 2001 to the Committee of Management of Banksia Palliative Care Service Inc.

I declare that, to the best of my knowledge and belief, during the year ended 30th June 2024 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.

Jaco Vorster, CA

On behalf of R J Sanderson & Associates Pty Ltd
60 Robinson Street, Dandenong VIC 3175
November, 2024

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 3 in 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 2024, and its performance for the year ended on that date, in accordance with the accounting policies described in Note 3 in 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.

Chairperson of the Committee of Management

Chief Executive Officer
November 2024

There are only two days in the year when nothing can be done. One is called ***yesterday****, and the other is called* ***tomorrow*** *...* ***today*** *is the right day to*

Love, Believe, Do and Live.

— Dalai Lama

Banksia
Palliative Care Service

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