



ANNUAL REPORT

2021 - 2022



Banksia
Palliative Care Service



Excellence
Respect
Integrity
Collaboration

Contents

From our President and Executive Officer	1
About Us	3
OUR CARE	
Providing Care	5
Proving We Care	7
Supporting Carers	9
Our Work	13
PEOPLE WHO CARE	
Our Committee of Management	17
Our Management Team	19
Staff Recognition	19
Our Caring Volunteers	21
Our Consumer Advisory Panel	23
Extending Care - Education	25
Our Donors and Supporters	27
FINANCIAL STATEMENTS	
	31



From our President and Executive Officer



John Richardson
PRESIDENT
Committee of Management

The Collins Dictionary defines language as “a system of communication which consists of a set of sounds and written symbols, which are used by the people of a particular country or region, for talking or writing”. Words are sounds and written symbols that we use every day to communicate, and in every language, they have meaning when used alone, and meaning when placed together. Joining two or more words provide a meaning or concept – *palliative care* is an example of this. Those two relatively small words have different connotations when used separately, than when placed together.



Michelle Wood
EXECUTIVE OFFICER

So often when palliative care is discussed, the emphasis usually falls on the word ‘palliative’, and the words “life-limiting” and “no cure” that are aligned to its definition, not the concern, support and comfort that are aligned to the definition of ‘care’! Care is a small, but important word. It is in our name and the title of the work we do – it’s a word we use regularly every day without truly considering its significance, therefore in this report, we focus on ‘care’ and how we provide it.

At Banksia Palliative Care, our team provides care, and we do care. Throughout the second of what has been the most challenging two years of our history, our team of staff and volunteers relentlessly and selflessly provided care –

we ensured the health, welfare, wellbeing, and protection of every client and carer, and of each other. We also demonstrated repeatedly how much we care. We were affected by the pandemic, the resultant lockdowns and health-service code-browns, and saw the impact on our community. We understood that people were feeling scared and at times, alone, so we made it our priority to make them feel safe, secure and supported. As in the previous year of the pandemic, our staff came to the office every day, and then went into the community to care for people, providing help, relief, comfort, encouragement, equipment, hygiene assistance, information, financial aid – whatever the client needed. We

were unwavering in our focus, even during times of uncertainty when covid was rampant in the community. As was the case in the first year, not one person who was referred to us was missed, and the word “yes” remained the main theme in our communication, demonstrated by the fact that we reached our highest-ever client numbers in the first half of this financial year.

While delivering on our Mission, we also cared about our impact in the community, and our business. We expanded the provision of our education sessions, increasing palliative care knowledge in our health and aged care colleagues. Special initiatives were undertaken such as working with the Disability sector to increase capacity, and developing new programs that provide additional supports to the carers of our clients. We presented at the Oceanic Palliative Care Conference, developed and implemented a rapid response process for crises management and undertook a Periodic Review with ACHS, receiving high praise for our work. Volunteer services

were expanded and our Consumer Advisory Panel reinvigorated. New positions were created, and new staff, who join our engaged and passionate team, recruited, to help us take Banksia forward.

It is true that it takes very special people to work in palliative care – it is an emotional and confronting space. Death and dying is not generally considered until people are affected by it – our people, regardless of their role, through their choice to be with Banksia, are reminded almost daily of the frailty of life, and of their own mortality.... it takes great courage to do what they do, and great personal strength to do it with so much care.

We sincerely thank these caring people - our Committee of Management for their unwavering support and guidance and their willingness to give their time and share their expertise. Our invested volunteers, who are passionate, flexible and engaged and who give so much, so generously, along with our Consumer Advisory Panel who bravely open themselves up, re-living and sharing their experiences

so we can learn. We gratefully acknowledge our colleagues and health partners who have endured through the pandemic; our major funder - the Department of Health - and every supporter and donor, whose generosity is so valued and essential to us being able to do what we do. We are immensely grateful to you all, and thank you for caring.

Finally, as always, we salute our employees – a group of inspiring, like-minded individuals who provide so much care, in all facets of the word’s definition. Every day, these outstanding humans work in extraordinary circumstances to make people’s lives better. We greatly appreciate this group who have been brave, loyal, trusting and steadfast – they are true unsung heroes, who have worked quietly and relentlessly. They give of themselves selflessly, and we commend them, and reiterate the privilege that it is to support and work alongside them.



About Us

Who we are:

Banksia Palliative Care Service (Banksia) is not-for-profit, independent Incorporated Association, governed by a volunteer Committee of Management. A Service Agreement with the Victorian Department of Health, sees Banksia funded to provide specialist community-based palliative care services within the Victorian local government areas of Banyule, Whittlesea and Nillumbik, in metropolitan Melbourne.

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.

What Palliative Care is, to us:

Care which is active and supportive and enables people with a life-limiting illness to live their best life. Without assumption or judgement, the person is treated as an individual. Services are uniquely person-centred and based on individual beliefs, preferences and priorities.

Understanding the importance of 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

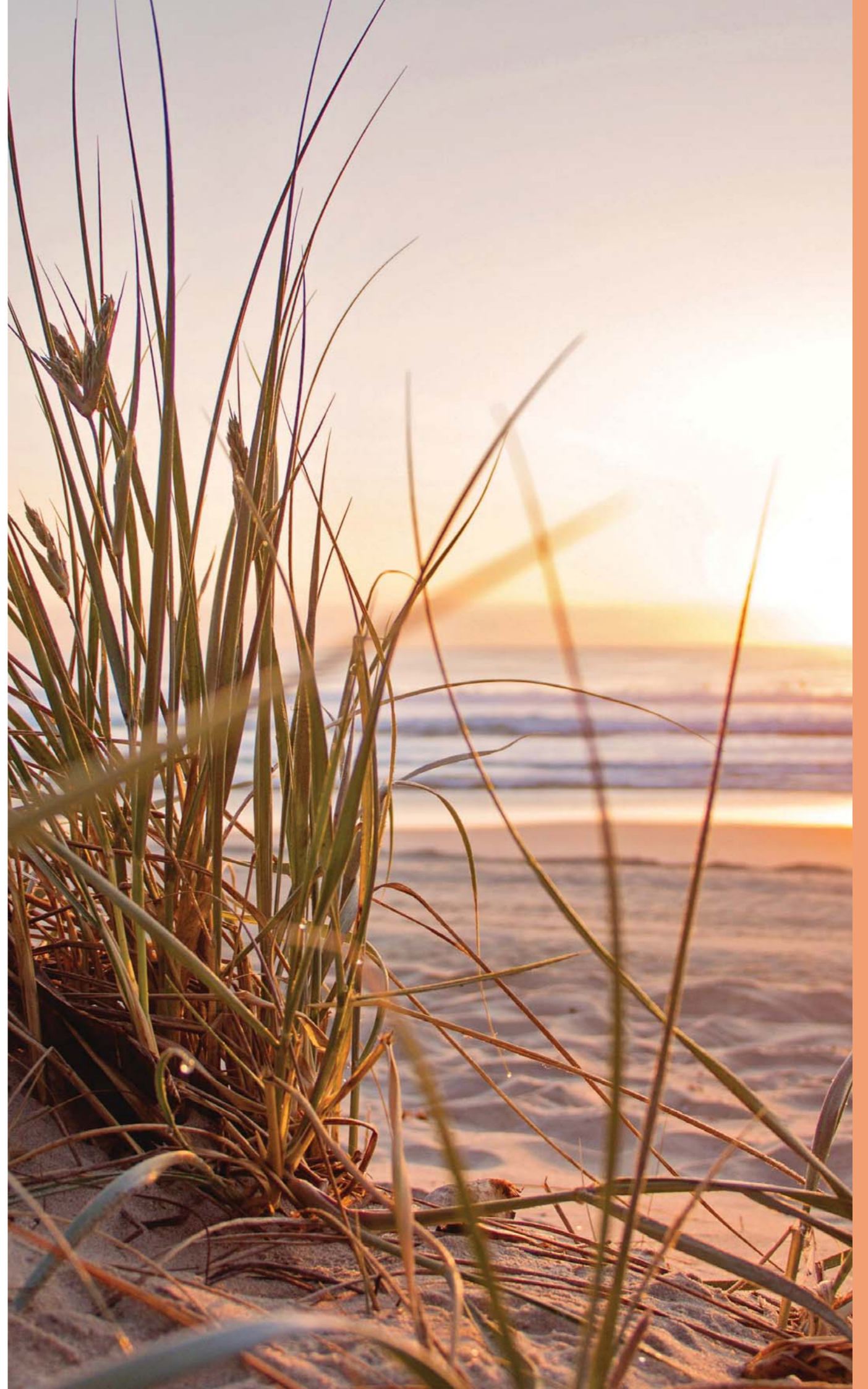
To provide exceptional palliative care services that assure quality of life, dignity in death, and support in bereavement.

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.*

Banksia came into being as the result of inspiring community collaboration and focus – this history of people who care, uniting to make a difference, shapes the culture, and a strong, dynamic, effective community-focused organisation remains a priority.





Kylie Johnson
CLINICAL OPERATIONS
MANAGER

Providing Care

The clinical team at Banksia provides practical supports and assistance, to enhance the well-being and care of a person who has a life limiting illness, supporting them to remain at home in life and death, and minimising the need for presentation or admission to hospital. They do this 24 hours/day and they do it with genuine care.

We focus on establishing strong relationships with our clients, as well as their family/carer network and all of the health professionals involved in our client's care. We are proudly holistic in our approach and treat the person as a individual – we don't assume anything – we ask because we care about what matters to our client. We consider their physical, emotional, social and spiritual wellbeing and we ask them what they want and what they need from us. Our intention is to walk alongside our clients to ensure their care needs are met, with emphasis on supporting their goals of care.

I am confident in saying our clinical team, 'never lose sight of what's important'. Our clients, and our community receive optimal palliative care supports and services, as our values ooze

through everything we do - we strive for excellence; act with integrity, respect others always and our collaborations makes us stronger and better.

I am very proud of every person in our clinical team and of everything we do – our team is exceptional. One area of our service that has grown hugely since we introduced it in 2019 is our Client and Carer Support Program (CCSP) which has supported many, many clients and carers by preventing unnecessary trips to hospital related to carer-burden. The overarching philosophy of the program is to provide education and support to Banksia's carers; we believe that providing them with tools and information to support them to have confidence and capacity to care for their loved one at home, will decrease stress and anxiety, and also decrease

those moments when it feels too hard to continue. Our CCSP team educates carers about practical care and safe manual handling practices – they teach things like helping someone stand or sit, moving someone in bed, providing hygiene in bed, changing linen, skin and mouth care, and much more.

I would like to share a short story which articulates their impact. The CCSP team was asked to support a young gentleman at home who was rapidly and unexpected deteriorating. The client wanted to be cared for and die at home, and his family were willing to support him in this. As his condition deteriorated, our CCSP team members attended his home and showed his family how to look after him – they showed them how to provide bed-based care and how to safely move him, which increased their confidence to provide end-of-life care at home therefore fulfilling his wish to die at home. In the last few days of his life, our CCSP team visited daily to provide hygiene and care for the client, which allowed

the family to rest, and have quality time with their loved one.

Some of our CCSP team members were present when our client died. They helped the family in the moments after the death, and enabled them to be able to sit with our client comfortably until the funeral directors took over his care. The family were extremely grateful that the client died at home as he had always wished.

This is just one example of the amazing work that our team does every day. We have in excess of 350 clients aligned to our service on any given day, and many more hundreds of carers. We never know who will need us from day to day – our business is unpredictable, to say the least, but what we do know is that we will be there regardless of pandemics, weather, time or the day of the week. Whether we are on the phone to give advice or support, in the house providing care, visiting at 4.00am to manage a pain crisis or sending a doctor, nurse and social worker together

to a house to manage a crisis and prevent a hospital presentation utilising our newly formed and highly successful BRAT (Banksia Rapid Assessment Team) – we are there, caring, and I am immensely proud of that.

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

— Maya Angelou



Sally Brown
QUALITY AND DEVELOPMENT
MANAGER

Proving We Care

Our clients and their carers are at the forefront of all our planning and decisions about how to deliver the best outcomes for people with a life-limiting illness. Banksia has a strong commitment to proving safe, high-quality, person-centred care.

One way we evidence this is through our accreditation program – we are surveyed against the Australian Council on Healthcare Standards EQuIP6 Standards, and in 2021 undertook a Periodic Review where we were assessed against the 16 mandatory criteria. We received very positive feedback from the surveyors - *“During the Assessment, management and a multidisciplinary clinical care team demonstrated a strong commitment to the delivery of safe, high-quality care for clients, carers and families.”* - and had no recommendations for improvement.

Another is through benchmarking our service against other community palliative care services through the Palliative Care Outcomes Collaboration (PCOC), and the Victorian Department of Health Clinical Indicators for Pain (CLiP) audit. Results from both of

these programs show that Banksia is consistently achieving results that are higher than those of other ‘like-organisations’ in Victoria. This is especially apparent in our PCOC results over this Report period which saw us reach 3 of the 4 benchmarks for our ‘anticipatory and responsive management of a client’s pain’, which is significantly higher than the statewide result.

We are very proud of these achievements which evidence in quantitative measures the value of the work that our team do with our clients, and the improvements that our expertise brings to their lives – our results in all of our measurable platforms are a testament to our team, and their commitment, investment and importantly, their care.

Knowing our Care shows:

We formally collect regular feedback from our clients, carers and clinical partners (such as GPs), through surveys, which we ask them to complete at regular intervals. Our Clinical Governance Committee seriously considers comments or suggestions provided, and will initiate quality improvement opportunities wherever possible.

This is where we know if we are living our values – this confirms whether our striving for excellence is being achieved; if we are perceived as having integrity, have our clients, carers and colleagues’ respect and if our collaborations are robust. Comments, such as the following indicate that we are on the right track.



COLLEAGUE COMMENTS:

“Excellent on all fronts.”

“Communication was friendly and clear.”

“Thanks for your involvement and support.”

“Wonderful service provided to our residents at Blue Cross Aged Care. We are very satisfied with the care and compassion provided.”

CARER COMMENTS:

“Banksia provides an excellent service.”

“Congratulations Banksia for the way staff have been trained. All staff we have encountered have been professional and empathetic. You are SO appreciated by all of us. Thank you”

We also very often receive spontaneous feedback from clients and carers, expressing the impact that our care has made in their lives. This feedback is where we know that our clients and carers know that we care, and that the care that we provide makes a true difference in people’s lives. This feedback comes verbally, often with people making phone calls to express their appreciation, or written, in cards and notes.





Nadia Gudic
VOLUNTEER CO-ORDINATOR
Empowering Carers Program



Supporting Carers

Banksia supports carers of a wide and diverse demographic. Our carers are young adults, mature adults, elderly; multicultural, linguistically diverse; employed, retired, between jobs or not looking; supported, unsupported, of varying socioeconomic statuses, active, inactive...the one thing that they all have in common, is that a person that they care for, has a life-limiting illness and is going to die.

We recognise how very difficult it is to be the carer of a person at home, 24 hours/day. Research shows carers are prone to physical and psychological morbidity, financial disadvantage and social isolation. Carer stress and burden is often the reason for the client being hospitalised, and so this year, we have made a concerted effort to increase the already extensive supports that we provide carers. We believe that due to their role in the situation in the home, they are arguably as important as the client.

In an effort to investigate whether relieving carer fatigue and burden, even for short periods to focus on themselves would make a difference to their feelings of wellness, and on receiving a grant from the Victorian Government Department of Families, Fairness and Housing 'Supporting Carers Locally'

program, Banksia was able to implement the Empowering Carers Program, dedicated to the health and wellbeing of our client's carers.

We established a focus group consisting of staff and volunteers to research and develop social and educational programs that increases the opportunity for carers to:

- Improve their physical, emotional and mental health, and stamina.
- Gain support from health professionals and other carers.
- Share personal experiences; socialise and form relationships.
- Share and learn new skills; increase knowledge and confidence in caring for another person.
- Remove themselves from the caring role (for a short time), allowing them to prioritise themselves.

We surveyed our carers to ensure we would offer what they were seeking, and then we developed the program, which though impacted by the pandemic, included walking groups, an online book club, and the Carers Circle afternoon teas, where carers came together to socialise with our team and other carers.

The survey indicated carer education sessions were sought, and so we developed a new program, which was well attended. Facilitated monthly by our expert staff (either in person or online), these sessions provided information to enhance knowledge, provide support, teach new skills and improve confidence. They also included 'What to expect', which provided honest information in relation to the changes that occur as a person deteriorates.

This has been a pilot program, which is due for review in December 2022. The feedback from carers who have participated has been that this program has been incredibly valuable.

PARTICIPANT FEEDBACK:

"The education session was very informative and the presenters were very empathic and knowledgeable. I feel like I finally have someone I can turn to, other than family."



Covid prompted on-line sessions with Volunteers and Carers. This was part of our Empowering Carers Program; we chatted - all things books, movies and TV.

Note the beautiful hand-made blankets and quilts on the shelf, donated to Banksia for our clients, by some of our wonderful supporters.



Kylie Johnson
CLINICAL OPERATIONS
MANAGER



Claudia Moratto
GRIEF AND BEREAVEMENT
COUNSELLOR

Supporting Carers

In another effort to support carers, Banksia developed the Banksia Rapid Assessment Team who will respond to any crisis phone calls received in the office, where there is sudden deterioration, uncontrolled symptoms, heightened emotional distress or significant carer burden and where the outcome, without immediate intervention, would be a hospital presentation.

The role of this team is to go to the home to provide support, advice and action, with a goal of ensuring the issue is addressed, and plans are implemented to decrease the chance of recurrence, thereby easing carer distress and enabling the client to remain in the home, if that is appropriate.

The team members who attend will be decided based on the situation, and will include doctors, nurses and/or social workers. They use their expertise to assess the situation and will include other health partners, such as GPs in conversations and planning.

This has been an extremely successful addition to our service model, with more than 87% of these visits achieving a positive resolution.

Caring for our Bereaved Carers

The immediate and comprehensive bereavement follow-up, following the death of a loved one remains a strong and embedded practice at Banksia. Bereavement care is an integrated and essential part of palliative care services. The purpose is to support families and carers following the death of a loved one, in their adjustment to the loss – it encompasses a range of clinical and social support services. We have always taken our responsibility related to bereavement care very seriously, and our covid-inspired redesigned and expanded services have not only continued, but grown this year.

Our commitment to our carers commences at admission of our client, who is the person they care for and about, and continues for

more than a year after the death of the client – we are there for them to support their grief and help them to find their 'new normal'. We do this through the provision of:

- Face-to-face or telehealth grief and bereavement counselling for individuals and families (including children) which targets the specific needs of the person / family.
- Information and education sessions, specifically related to what to expect, and how to manage grief and bereavement.
- Remembrance Services, which are held bi-annually, and very successful.

“Working with families and carers has been a major focus of my working life and it’s an area of work that I highly value. If we see our lives on a developmental continuum, then all of us will at some point, be responsible for the care and support a family member and/or friend. Indeed, providing care and being cared for, is central to all human life. It connects us to each other and encourages reciprocal bonds that form the basis of our social world. What could be more important?”

Working in palliative care has highlighted the deep commitment and devotion of many of our families and carers and continues to inspire me to do my best work. Being part of a highly skilled and committed team of health professionals is a great privilege. Together, with each of us contributing our own unique expertise and experience, our team provides health care which personally I feel proud to be part of”.

Claudia Moratto – Grief and Bereavement Counsellor



Remembrance Service



Client Referrals
1,000



Average Active Clients
345



Admissions
837

Diagnosis:



Malignant
529
(63%)

Non-Malignant
308
(37%)



Total Number of Deaths
716

Location of Death:



Home
60%



Hospital / PCU
40%

Client Demographics:

0-14	3
15-34	4
35-64	121
65-94	662
95+	47



Male	Female
415	422



Country of birth:

Australia	Outside Australia
456	381

Nationalities
53

Client feedback

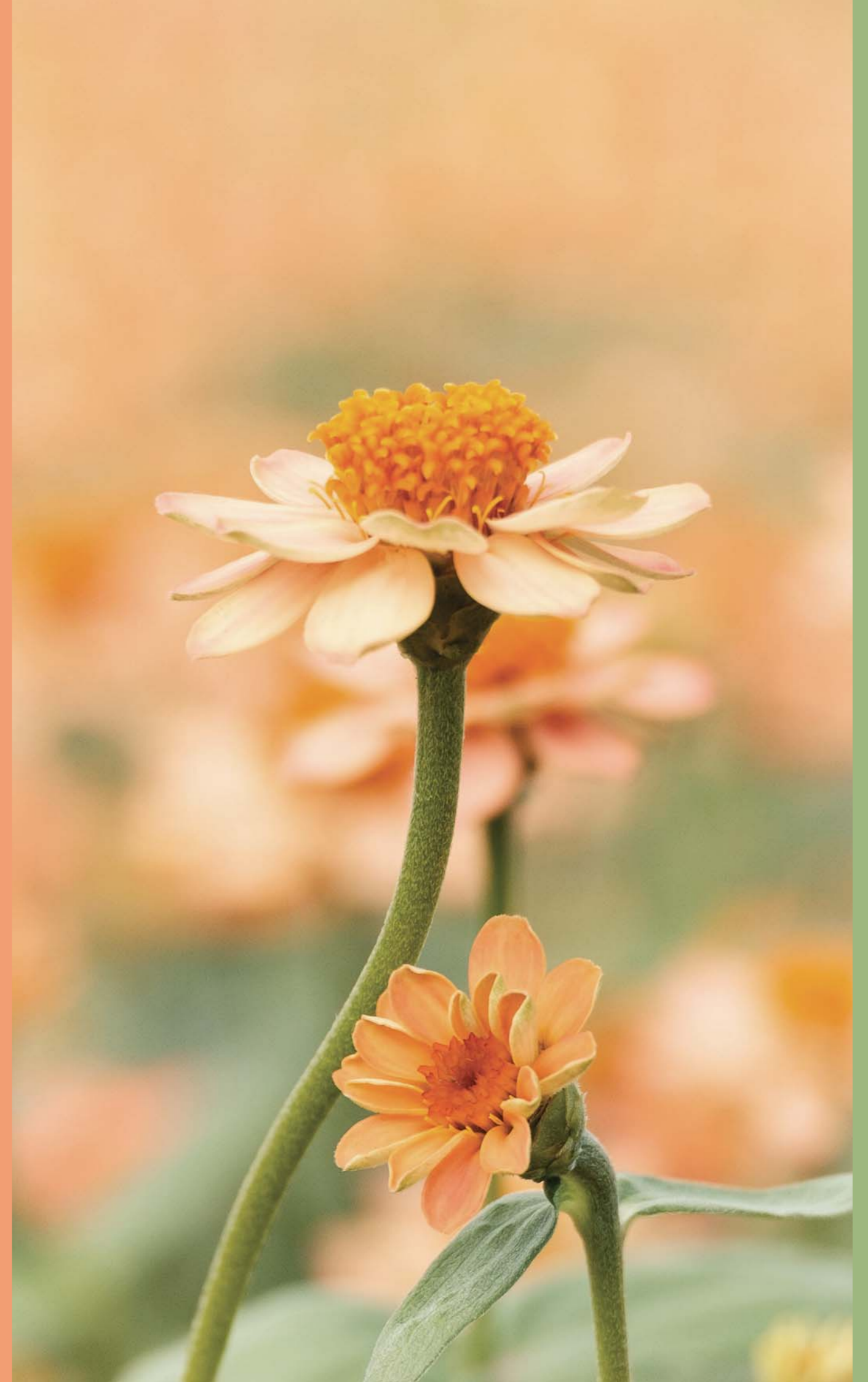
"A great group of wonderful human beings – compassionate, truthful, genuine, professional and understanding! Thank you for looking after me!"

"The service and care I received through Banksia was more than I had anticipated. Excellent communication and care level from each person I had contact with. Cannot thank you enough."

"I find that reassurance and encouragement provided by the contact are much appreciated by myself and family and I look forward to the regular connection. Keep up the good work."

"Your services and staff are amazing. You all as a team are doing an amazing job and we as a family value each and every one of you. Thank you."

"Always ready to listen, offer encouragement and understand not only the patient but their carers."



Our Committee of Management

We take this opportunity to recognise the efforts of our Committee members, and to thank them for their genuine care of our team and the business, their unfailing dedication and unwavering leadership.

As volunteers, our Committee of Management members donate their specialist skills, knowledge and expertise to govern Banksia, and to define and drive our strategic direction. They are caring, committed and engaged. They act in the best interests of the organisation always, and ensure accountable, transparent governance and long-term business sustainability.



John Richardson
PRESIDENT

John's career in the Human Resources sector spans 30 years, and has seen him hold executive appointments with large organisations including Austin Health and the Royal Automobile Club of Victoria (RACV). Currently, 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 consistent leadership and support.



Paul Adcock
VICE PRESIDENT

Paul is the Executive Director Information Technology & Capital Projects (acting) at Eastern Health. Since graduating as a Nurse and specialising in Critical Care, he has held a number of senior operational, clinical and management roles in Public Health, Government and Private Consulting. Paul lives locally and volunteers at Banksia as a way to support his community, and because he values the essential services Banksia provides.



Debra Ward
TREASURER

Debra has a very diverse professional background which includes Finance, Infrastructure/ Purchasing, Human Resources, Information Technology management and Consultancy, and is the Founder and Director of home care software.

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



Mark Rogers ASM
COMMITTEE MEMBER

Mark is the Executive Director of Operational Strategy and Integration at Ambulance Victoria (AV). He is a proven emergency services operational executive with demonstrated expertise in diagnosing business needs and driving significant productivity improvements. His strong leadership skills and diverse experience in community add 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 Deputy Chief Medical Officer and a consultant in palliative medicine at Peter MacCallum Cancer Centre in Melbourne. She graduated from University of Melbourne with a Bachelor of Medicine and Bachelor of Surgery (MBBS) in 1995. Sonia completed training in palliative medicine and was awarded her Fellowship of the Royal Australasian College of Physicians (FRACP) and the Chapter of Palliative Medicine (FACHPM). Her interests, which include patient centred decision making, end of life care plans, social media in health 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.





Our Management Team

The Banksia Senior Management Team is a group of like-minded leaders who form a high-functioning, effective and cohesive team. They are united in their commitment to the organisation and their genuine care for our people – our staff, volunteers, clients, carers and partners.

They combine their strengths and experience in management, business, quality and safety, finance, operations and clinical services, to ensure a strong and robust business that provides a safe, secure and nurturing work environment for staff and volunteers, resulting in the provision of exceptional care to our clients and carers.



Kylie Johnson, Clinical Operations Manager; Jane Matthes, Business and Finance Manager; Sally Brown, Quality and Development Manager; Michelle Wood, Executive Officer.

Staff Recognition

JENNY LUMSDEN AWARD

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

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's recipient of the recognition is registered nurse, Shanna Love. Shanna says, "I also provide the whole family with love, support and guidance as they navigate some of the hardest times of their lives. The most rewarding aspect of my job is simply knowing that I am helping families during the most painful times of their lives. Families are counting on me for support and love and I strive to give this every day".

Congratulations and thank you Shanna – we and our clients and their carers are very lucky to have you.



Shanna Love

BANKSIA SCHOLARSHIP

Being an employer of choice is a priority for us. We are a very small organisation, and we recognise the importance of our team and the work that they do. We prioritise wellbeing, and believe personal and professional development, and the acquisition of knowledge are important aspects of growth.

Our Committee of Management (CoM) is invested in the health, wellbeing and growth of our team. They believe professional development, should be encouraged and nurtured, as the benefits are significant; it provides workforce-wellness that deepens the collective knowledge within the team; it supports individual and organisational growth, and it increases job satisfaction. Since November 2019, our CoM have been awarding the Banksia Scholarship – funding to support the professional growth and development of our staff. Applications are sought bi-annually for up to \$2,000.00 for recipients to undertake any development opportunity they nominate.

This year, the scholarship funds were split between three very valuable and deserving staff members - Wendy Palmer, Mekail Arafat and Carley White.

5 YEARS OF SERVICE

Kylie Johnson and Claudia Moratto:

We acknowledge and sincerely thank Kylie Johnson and Claudia Moratto for their dedication and contributions to Banksia over the five years of their service.

Kylie is our Clinical Operations Manager. As the Manager of our clinical team, she has a very big role in the organisation. Kylie is a consistent, dedicated and very supportive leader, who cares greatly about our clients and carers, and especially about our team. Claudia has a dual role – she is one of the Support and Wellbeing Team Leaders and a Grief and Bereavement Counsellor. Claudia is calm and present – she is dedicated to her work with bereaved carers and she is a positive, approachable leader. We are very fortunate to have both of these people on our team, and thank them again for their commitment.

Volunteer John Francis:

This year we thank and congratulate John Francis for his commitment and dedication over five years of volunteer service.

John became interested in volunteering with Banksia when his daughter told him about the service - he wanted to be useful in the community and felt he could be a companion to people "in their time of need", which he feels is a very special privilege. John is passionate, engaged, adventurous and inspiring and we are very grateful for his time, energy and efforts.



Wendy Palmer



Mekail Arafat



Carley White



Kylie Johnson



Claudia Moratto



John Francis



Our Caring Volunteers

We value and appreciate every minute our volunteers contribute. We are forever in awe of their gifts of time, experience, interest and care, all of which they give willingly. We appreciate them and thank them immensely for choosing to volunteer with Banksia.

Volunteer update 2021 – 2022

As had been the case the previous year, during Melbourne’s lockdown periods, Banksia’s Volunteer team remained connected, enthusiastic and inspiring in their willingness to assist our team, clients and organisation in any way possible. Though during lockdowns and restrictions, meetings, training and focus groups pivoted to an online platform for part of the year, they were well attended and the energy was high.

Despite challenges through some periods of the year, we successfully recruited and trained new volunteers. Adding these additional people and their skills, experiences and flexibility to our existing highly-functional team, enabled us to continue to provide our clients with companionship in the home, where they may play games, read books, do craft or assist in the development of a biography – all dependent on the preferences of the individual. While engaging with our clients, our Volunteers are also providing respite opportunities for our carers, who may choose to rest at home during the visit, or leave

the home for a time, knowing there is support if needed.

We are also grateful to our dedicated team of administration volunteers who continued to provide support in our office. Their competence and infallible reliability as they provide assistance with duties including filing, data entry, monitoring of medical supplies, and mail outs are greatly valued by the office team.

We also, again thank Fiona Wilson, who has steadfastly continued to volunteer with us, coming to the office each week to provide support for our clinical team. Fiona retired from nursing and Banksia in 2019, and then early in 2020, realising the impact of the pandemic, and the support she could provide during such an unsettled time, she offered to volunteer her knowledge and expertise in the clinical office “for a few months, until we see what happens” – Fiona has maintained her APHRA Registration and has continued to volunteer. She is a very valuable and much-appreciated part of our team, and we are very grateful to her.

Some of our wonderful team – staff and volunteers



Fiona Wilson





Our Consumer Advisory Panel

A fixed cohort in our world, are the carers – the people who know and love the person who is our client; the people who feel and see the loss every day, and whose role changes from husband, wife, child or friend to care-provider, without choice or control. These people become the person who manages the day-to-day, whatever that looks like, and who also becomes the nurse, therapist, driver, advocate and expert.

We re-built our Consumer Advisory Committee this year, and with a new group, came a new name - the Consumer Advisory Panel (CAP). We have four very dynamic, and quite different carers who give their time, share their opinions, and re-live their experiences, as difficult and painful as that often is, so we can learn. Their generosity, guidance,

honesty and courage help us to understand the realities of their role, so our information, and decisions are informed.

We sincerely thank Jo, Alix, Dianne and Hemla – a daughter, a mother and 2 wives for all that they bring to Banksia, and the difference that they make.



One Carer's story...

Sofia was eight years old when she was referred to Banksia, 16 months after being diagnosed with a very rare form of cancer. We cared for Sofia, in conjunction with our partners at the Royal Children's Hospital, until she died at home with her family. Following is our story with Sofia, in her mum's words:

"My experience with Banksia has been positive since I was referred to them. When my daughter was sick and needed some assistance for her final days on this planet, Banksia visited us at home and offered support. My husband and I decided we wanted our daughter to stay at home until her last day, as the hospital was not the place for her - she did not want to be there. We also have another daughter and wanted to stay close to her as well; we wanted to still feel as a family no matter the circumstances. Our whole family wanted to be close to beautiful, Sofia - my nieces, my sister and her husband, my mum and auntie, we all wanted to be there for her.

I had contact numbers from Banksia to ask for assistance when needed; and when needed, they were there at my house daily, helping to keep my daughter comfortable and free of pain. The nurses were beautiful, even brought a little present to my daughter that my mum still has. They were there to listen to my recommendations as I was the best person to talk on behalf of my daughter, and together we made some decisions to be able to talk to the doctors from the hospital.

After my daughter passed, Banksia also offered some support to me with counselling sessions that were most appreciated, and finally after a couple of years and as I offered to help where I could, Banksia approached me to work on a group that could benefit from my experience with palliative care. A group that we now call Consumer Advisory Panel (CAP) and together, with the Banksia team and other volunteers who have lost different family members, we are working on a booklet to support families who accompany their love ones in their last days of life in this planet. I have grown to understand

palliative care and I would like to share that it should not be scary. It is something we should all learn about from an early age, to make peace with it and to see the benefits it brings.

I am sure that wherever Sofia is, in her beautiful new world, she must be proud of all of us for using our experiences to share with others and for trying our best to provide support to whoever needs it."



Sofia



Extending Care – Education

We believe that the more people who are educated about palliative care, the more people who will receive quality care when they are palliative, regardless of their location. This is why we have remained invested in education and training, which is provided through our Learning Centre. This is an imperative part of our business, and an area that we care a great deal about.

Despite the difficulties incurred as a result of the pandemic, we have continued to provide education to healthcare professionals working, or interested, in palliative care. We held our 8-week Palliative Care Virtual Education Course four times over the year, with 70 attendees registering and completing the course. Along with our Victorian participants, we had registrations from Broken Hill, Newcastle and Brisbane, with feedback related to the content and format being very positive.

We care about our colleagues in Aged Care Facilities and are committed to increasing their capacity in relation to the provision of quality palliative care, and so we invest heavily in achieving this. We're aware of the complexities in Aged Care, and believe our role in this partnership is to provide support, expertise, advice and care

to the residents, their families, and the staff. Our aged care-specific education sessions foster a greater awareness of the pathways to a 'good death'. We are proud to have expanded the number of Aged Care Facilities to whom we provided tailored sessions, across multiple staffing disciplines – clinical and non-clinical. We have reached literally hundreds of staff across the state, and we know they have greater knowledge in areas such as identification of deterioration and dying, pain management, common palliative medications, participating in essential conversations and providing quality care at end-of-life.

We submitted three abstracts to the Oceanic Palliative Care Conference and all three were accepted. The conference was held entirely online. We had 2 poster presentations and Michelle, our EO was asked to provide a 20

minute presentation called "Unsung Heroes" In this, she spoke about not only community palliative care, but was also able to describe the unwavering commitment and passion that our team displayed during the pandemic, caring for people every day without acknowledgment or recognition just doing what they do so well – quietly, reliably and very effectively providing palliative care.

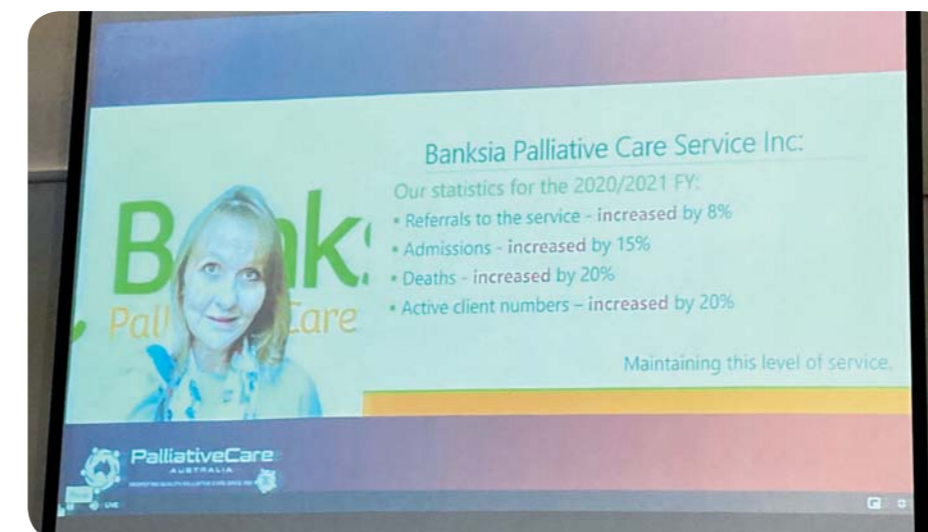
Our partnership with Nillumbik Council continues to grow. We facilitated and participated in

multiple sessions with them, all of which coincide with dates that are relevant to palliative care – Advance Care Planning Week, Palliative Care Week and Dying to Know Day. All these sessions were well attended and continue to receive positive feedback from the community members who attend.

We hosted Enrolled Nursing Student placements again this year. This cohort had their course completion delayed by covid – some for almost 2 years, so we were delighted to be able to support them during

their final placement. We hosted 19 students, and the team were very supportive, providing them with a rich experience of both palliative care, and community work.

Many of our team participate in the provision of education, and we could not do what we do without their interest and investment. We thank each team member who has supported the Learning Centre this year – they make our education robust and relevant, and make us proud of the impact we have.



EO, Michelle Wood, presenting at the Oceanic Conference, online.

“
Education is the most powerful weapon you can use, to change the world.
”
— Nelson Mandela



CWA South Morang Night Owls.

Our Donors and Supporters

We work quietly. We make a big difference in the lives of people every day, and some people notice...wonderful people take the time and make the effort to support us, either financially with donations, or through kindness, such as our friends at Danaher's Mitre 10, who allow us to use their carpark for some of our cars at no cost. We are grateful to everyone who supports us – we couldn't do our job in the same way, without this kindness.

Our commitment at Banksia is that every dollar that is donated to us goes directly to our clients. We know that when people donate they want to make an impact, and so we use that income the way people would like their donations to be used – to help people who need help. Often, our clients and their carers are experiencing significant financial burdens due to loss of income and mounting medical expenses – the generosity of others enables us to remove some of that burden and pressure, and it makes a huge difference.

Banksia is incredibly fortunate to have so many supporters and donors in our community. During the financial year, their actions and kindness have seen Banksia pay for:

- Medical expenses and medications.
- A generator for a family whose

access to reliable electricity was limited.

- Grocery hampers.
- Vouchers so families can buy Christmas gifts.
- Respite services.
- Transportation.
- Medical equipment and small home-modifications.
- Utility bills.

We have wonderful and committed long-term supporters, whom we thank sincerely. From the lovely CWA South Morang Night Owls, whose beautiful hand-made quilts, knitted blankets, beanies and teddies are so gratefully appreciated by our clients and their families, to The Patchwork Gallery Quilting Group, the Neon Moon Line Dancers, and the National Seniors Australia, Greensborough Branch and everyone else...we say thank you for making a difference.

We extend our sincerest gratitude to the following supporters and donors

Our major funder, the Victorian Government Department of Health



- Eastern Melbourne PHN
- Mrs Y Mee
- Sir Henry Barkley Hotel
- The Old England Hotel
- Rita Ferguson
- Danaher's Mitre 10

- University of the 3rd Age Banyule
- National Seniors Australia, Greensborough Branch
- CWA South Morang Night Owls
- The Patchwork Gallery Quilting Group
- Neon Moon Line Dancers
- Our Ladies of Mercy College
- Victorian Government Department of Families, Fairness and Housing
- North West Melbourne Palliative Care Consortium

- In memory of Kate Boyce
- Jayne Anderson
- Maria Arambasic
- Dean Balding
- Zachary Barnett
- Fay Bice
- Kelly Black
- Zarina Brodie
- Norman and Elizabeth Chan
- Kelly Davis
- Therese Desmond
- Sylvia Evans
- David Ewing
- Mich Fisher
- Nick Garrett
- John Gilbert
- Sonia Gilderdale
- Jeffrey Gray
- JV Greenough
- Marilyn Hayes
- Thi My My Dung Hong
- Daniel Howell
- Guy Iacona
- Mark Ingleby
- Herbie Kandelaars
- The family of Herbie Kandelaars
- Ashley Kelly

- Megan Knott
- Rob Kraj
- Robyn Lawry
- Deb Layt
- Dong Maggie Lim
- Christine Lowther
- John Mahony
- Jillian Massey
- Sandra Murphy
- Shirley O'Dwyer
- Helen Pontarelli
- Mick Pusetic
- Carol Ryan
- Loretta Sartori
- Orla Sheehan
- Brenda Simmons
- Tianna Sinni
- Heather Slater
- Malisa Sothandra
- Scott Sutherland
- Su Yen Tan
- Amy Tan
- Moina Toft
- Kolev and George Vidovic
- Alice Wilson
- Mythrei

Bereaved carer feedback

"It has been a blessing and a privilege to have worked with you as part of a team, a "small village". We could not have travelled this path without you."

"I couldn't do it without your support and services. Thank you! Banksia staff enabled decisions related to care for the benefit of my late husband and my needs as well as that of all our family."

"I'm so grateful for your services to help during a very stressful time with my husband"

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

"The Banksia Team are completely amazing. Thank you for always being there for my husband and kids to the very end and through our ongoing grief. You are all so special."

"I thank Banksia from the bottom of my heart for offering such a human and empathetic support which has been a life changing for me. It has helped me to see the other side where most days I can live happily with myself and some other times not so great, but it is ok, I can cope."



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 2022, 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 2022 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 2022

	2022 \$	2021 \$
Income		
Dividends received	132,450	
Distribution received	4,265	
Interest received	6,604	42,007
Other income	14,135	
Grants - recurrent funding	4,123,224	4,056,660
Grants - other		4,192
Donations	32,570	18,785
Memberships	220	220
Other income & reimbursements	55,779	1,497
Learning centre income	79,326	114,444
Rebates and refunds	17,377	3,334
ATO cash flow boost		37,500
Total income	4,465,950	4,278,639
Expenses		
Audit and bookkeeping fees	9,700	10,310
Bank fees and charges	22,921	1,477
Capital Loss on Investments	45,061	
Cleaning & maintenance	24,038	18,945
Client equipment, interpreting & respite	65,232	74,279
Computer expenses & software	65,600	42,600
Consultants fees	23,269	23,627
Depreciation	10,958	14,932
Depreciation - leasehold Improvements	16,632	16,632
Depreciation - right of use asset	195,277	227,844
Donatated Funds Expended	5,236	
Fringe benefits tax	3,274	1,894
Insurance	21,062	18,765
Interest charges on right of use asset	7,222	8,107
Meeting costs	690	288
Minor equipment	1,540	946
Marketing	1,158	1,120
Motor vehicle expenses	25,240	22,863

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 2022

	2022 \$	2021 \$
Office occupancy costs	18,489	15,524
Notional insurance premium	3,471	3,334
On call costs	72,033	69,934
Program expenses		639
Postage	7,275	6,681
Printing & stationery	12,969	10,354
Provision for annual leave	17,420	(1,799)
Provision for long service leave	21,638	1,228
Public relations	2,536	5,188
Salaries, wages & costs	3,163,235	2,959,294
Specific grant outgoings	21,663	41,387
Security	3,633	1,592
Staff development & support	34,469	29,551
Staff recruitment	2,590	1,755
Subscriptions & books	26,478	25,413
Sundry expenses	83	158
Superannuation	300,593	264,653
Telephone & utilities	36,765	51,221
Travel Allowances & Refunds	2,220	
Volunteer Expenses	2,160	
Unrealised Losses	347,324	
Workcover premiums	33,061	37,436
Workplace amenities	3,834	3,951
Total expenses	4,678,049	4,012,123
Net Profit (Loss) from Ordinary Activities	(212,099)	266,516

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 2022

	Note	2022 \$	2021 \$
Service's Funds			
Opening balance		3,342,480	3,075,963
Net profit / (loss)		(212,099)	266,516
Total Service's Funds		3,130,381	3,342,479
Represented by:			
Current Assets			
Cash Assets			
Bank - Bendigo operating account		2,320,046	1,710,892
Bank -Bendigo wages account		22,253	68,590
Bank - Bendigo cash management account		5,031	1,071
Bank- Bendigo term deposit			686,613
Bank - Bendigo term deposit			686,785
Bank- Bendigo term deposit			528,577
Bank- Bendigo term deposit			2,742,354
Bank - Bendigo bond account		15,653	15,625
Cash on hand		500	500
		<u>2,363,483</u>	<u>6,441,007</u>
Receivables			
Trade debtors		4,375	63,975
Other assets & prepayments		16,051	20,013
Accrued income		39,757	
		<u>60,183</u>	<u>83,988</u>
Other Financial Assets			
DMP Asset Management		4,509,049	
		<u>4,509,049</u>	
Total Current Assets		6,932,715	6,524,995

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 2022

	Note	2022 \$	2021 \$
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		(195,102)	(178,470)
Office relocation & set up costs - Heid		59,165	59,165
Less: accumulated depreciation		(18,189)	(16,815)
Plant, equipment & vehicles		289,874	282,405
Less accumulated depreciation		(255,747)	(246,553)
Plant & equipment - video		3,476	3,476
Less: accumulated depreciation		(2,307)	(1,917)
Right of use - Leased assets		954,999	561,972
Less: Accumulated amortization		(124,147)	(377,181)
		<u>961,499</u>	<u>335,559</u>
Total Non-Current Assets		961,499	335,559
Total Assets		7,894,214	6,860,554

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 2022

	Note	2022 \$	2021 \$
Current Liabilities			
Payables			
Unsecured:			
Trade creditors		127,437	42,585
Creditors - GST/PAYG withholding		100,231	173,016
Provision for auditors fees		12,000	12,000
Accrued expenses		8,853	
		<u>248,521</u>	<u>227,601</u>
Financial Liabilities			
Unsecured:			
Credit Card		(8,215)	905
Lease liabilities - Principal repayment		179,800	199,574
		<u>171,585</u>	<u>200,479</u>
Provisions			
Provision for annual leave		192,564	175,144
		<u>192,564</u>	<u>175,144</u>
Other			
Deferred Income		3,341,883	2,761,598
		<u>3,341,883</u>	<u>2,761,598</u>
Total Current Liabilities		<u>3,954,553</u>	<u>3,364,822</u>

Banksia Palliative Care Service Inc.

Detailed Balance Sheet as at 30 June 2022

	Note	2022 \$	2021 \$
Non-Current Liabilities			
Financial Liabilities			
Unsecured:			
Lease liabilities - Principal repayment		641,503	7,114
		<u>641,503</u>	<u>7,114</u>
Provisions			
Provision for long service leave		167,777	146,139
		<u>167,777</u>	<u>146,139</u>
Total Non-Current Liabilities		<u>809,280</u>	<u>153,253</u>
Total Liabilities		<u>4,763,833</u>	<u>3,518,075</u>
Net Assets		<u>3,130,381</u>	<u>3,342,479</u>

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.

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 2022

	2022 \$	2021 \$
Cash Flow From Operating Activities		
Receipts from customers	4,346,436	4,231,043
Payments to Suppliers and employees	(3,504,677)	(3,775,003)
Interest received	6,604	42,007
Interest and other costs of finance	(7,222)	(8,107)
Net cash provided by (used in) operating activities (note 2)	<u>841,141</u>	<u>489,940</u>
Cash Flow From Investing Activities		
Payment for:		
Shares in other companies	(4,509,049)	
Payments for property, plant and equipment and right of use of assets	(400,496)	
Net cash provided by (used in) investing activities	<u>(4,909,545)</u>	
Cash Flow From Financing Activities		
Repayment of borrowings	(9,120)	(3,673)
Net cash provided by (used in) financing activities	<u>(9,120)</u>	<u>(3,673)</u>
Net increase (decrease) in cash held	(4,077,524)	286,267
Cash at the beginning of the year	6,441,007	5,954,740
Cash at the end of the year (note 1)	<u>2,363,483</u>	<u>6,441,007</u>

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 2022

	2022	2021
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	2,320,046	1,710,892
Bank -Bendigo wages account	22,253	68,590
Bank - Bendigo cash management account	5,031	1,071
Bank- Bendigo term deposit		686,613
Bank - Bendigo term deposit		686,785
Bank- Bendigo term deposit		528,577
Bank- Bendigo term deposit		2,742,354
Bank - Bendigo bond account	15,653	15,625
Cash on hand	500	500
	<u>2,363,483</u>	<u>6,441,007</u>
Note2. Reconciliation Of Net Cash Provided By/Used In Operating Activities To Operating Profit (Loss) After Income Tax		
Net profit (loss)	(212,099)	266,517
Depreciation	27,590	31,564
Right of use of Assets	(253,033)	191,299
Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:		
(Increase) decrease in trade and term debtors	23,806	(4,093)
Increase (decrease) in trade creditors and accruals	20,919	(71,305)
Increase (decrease) in other creditors	580,285	261,431
Increase (decrease) in lease liabilities	614,615	(184,901)
Increase (decrease) in employee entitlements	39,058	(572)
Net cash provided by operating activities	<u>841,141</u>	<u>489,940</u>

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

These notes should be read in conjunction with the attached audit report of R J SANDERSON & ASSOCIATES PTY LTD.

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.

These notes should be read in conjunction with the attached audit report of R J SANDERSON & ASSOCIATES PTY LTD.

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 2022 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
18th November, 2022

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 2022, 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 2022



“
*The smallest
act of kindness
is worth
more than
the grandest
intention.*

”
— Oscar Wilde



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