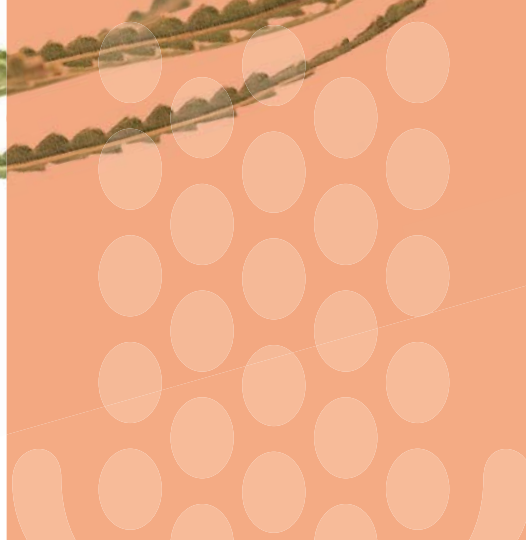




ANNUAL REPORT

2022 - 2023

 **Banksia**
Palliative Care Service



“

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

”



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John Richardson
PRESIDENT
Committee of Management



Michelle Wood
EXECUTIVE OFFICER

From our President and Executive Officer

"It takes a village..." is a proverb that emphasises the importance of community and shared responsibility in achieving big goals or completing complex challenges. This year, as we reflected on our achievements and experiences, we noticed a theme – we noticed that we have had greater interactions with our community, in a number of ways and forums, and we saw the added strength gained from our community, along with the strength we impart, and we were reminded that things work best, when we unite and share.

We are deeply committed to enhancing the quality of life for individuals facing serious illnesses, and their families, through our palliative care services – this goal defines what we do every day... but we are very aware that we could not achieve our goal, on our own. Our community play a vital role in our ability to be "successful". For us, success is providing person-centred, holistic palliative care services and supports, to every person in our region living with a life-limiting illness. To enable them to approach the incredible challenge they face, with dignity and on their terms. We can only be successful if we invest in strengthening our community, thereby encouraging our community to strengthen us in return.

As you will see in this Annual Report, which we are very pleased to share with you, Banksia have actively participated in a number of community based events this year – strengthening our relationships through increased awareness and understanding of palliative care. We have presented, participated, educated and reached many people, actively and passionately increasing the understanding of the importance of palliative care within the community. We have set out to demystify our work and increase awareness of the services available, the benefits of having palliative services involved, and most importantly, providing clarity about the often misunderstood difference between palliative care and terminal care.

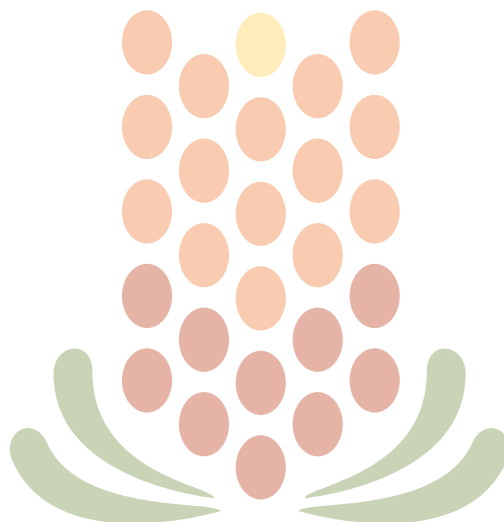


And in return we have been strengthened by our community. We have listened and learned. We have benefited from shared information. We have grown through our desire to be better, including understanding who our community are, and the diversity of their needs. We have grown stronger, but we could not do what we do in peoples' homes every day if we did not have the support and investment from inspiring people who value what we do, and want to make a difference. We have wonderful supporters, generous donors, engaged partners and

inspiring leaders who invest their time and energy in our team and business, and who help us to be better...and we embrace and appreciate their influence.

It would not be possible to speak about our strength, without acknowledging the Banksias' most important "village" – our staff, and our volunteers. Our diverse experience, expertise and skills make Banksia what it is today – a strong, capable, dynamic and empowering health service, that makes a real difference in people's lives every day. From

our Committee of Management, who bring calm and competent governance; to our Consumer Advisory Panel, who have inspiring, enthusiastic and palpable strength; from our volunteers who graciously provide, generous and passionate support; to our staff, who are unique, invested, knowledgeable, resilient, motivated and brave – they embody strength every day, every one of them, and we thank them, as we do our entire "village" and community, for making Banksia bigger, better and stronger than ever before.





About Us

Who we are:

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

Banksia was established in 1989 as the result of impassioned community collaboration and focus. Our history is one of people who care; people who unite to make a difference, and this continues to shape the culture, as being a strong, dynamic, effective community-focused organisation remains a priority.

What Palliative Care is, to us:

Care which is active and supportive and enables people with a progressive terminal 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.

What we do:

Our expert team provides specialist coordinated, holistic and individualised care to people who are living with a progressive terminal illness (both clients and carers), in their homes, regardless of where, or what their home is.

Our client base is diverse and our model is inclusive – every person who resides in our catchment, regardless of age, gender, religion, ethnicity or financial circumstances are eligible for our services, which are provided at no cost.

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.



STRENGTHENING OUR COMMUNITY • OUR TEAM





Our Team

“

*Alone we can
do so little;
together we can
do so much.*

– Helen Keller

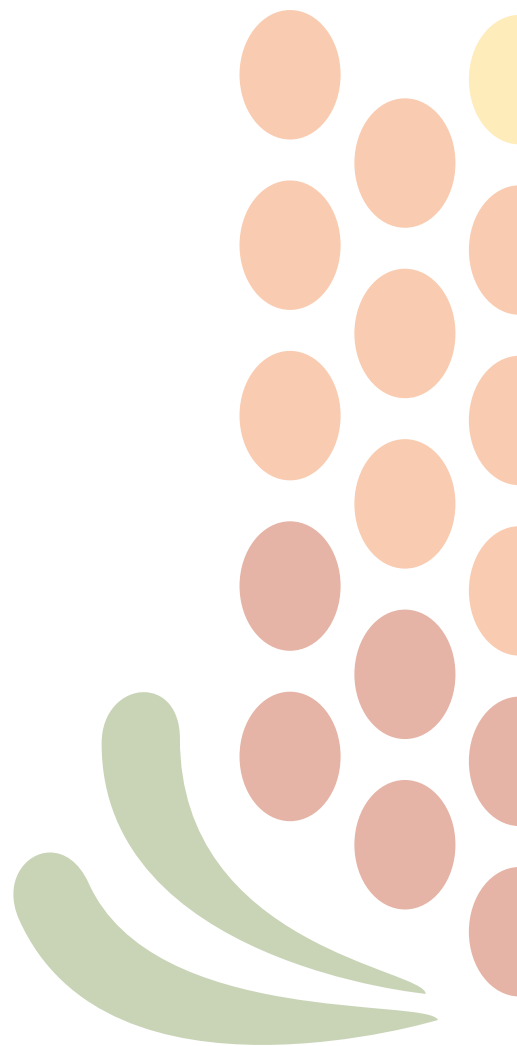
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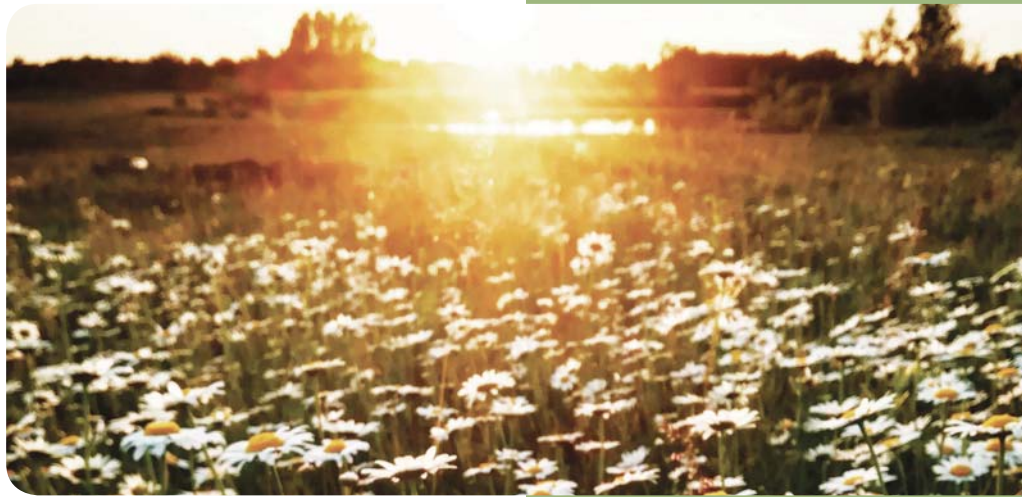
Management

Our Senior Management Team combine 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.

Administration and Support Services

This group of very passionate and dynamic people are the lynchpins of our productive and successful organisation. With vast responsibilities ranging from manning reception, equipment supply and maintenance, and provision of administrative expertise, to engaging with consumers and stakeholders, providing education in the community, or overseeing quality and risk, these people are essential to ensuring our client-facing staff have everything they need to do their work, and that our business functions optimally in every aspect.





Nursing and Medical

Participating in the delivery of holistic care, our Nursing and Medical 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 gain 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.

Support and Wellbeing

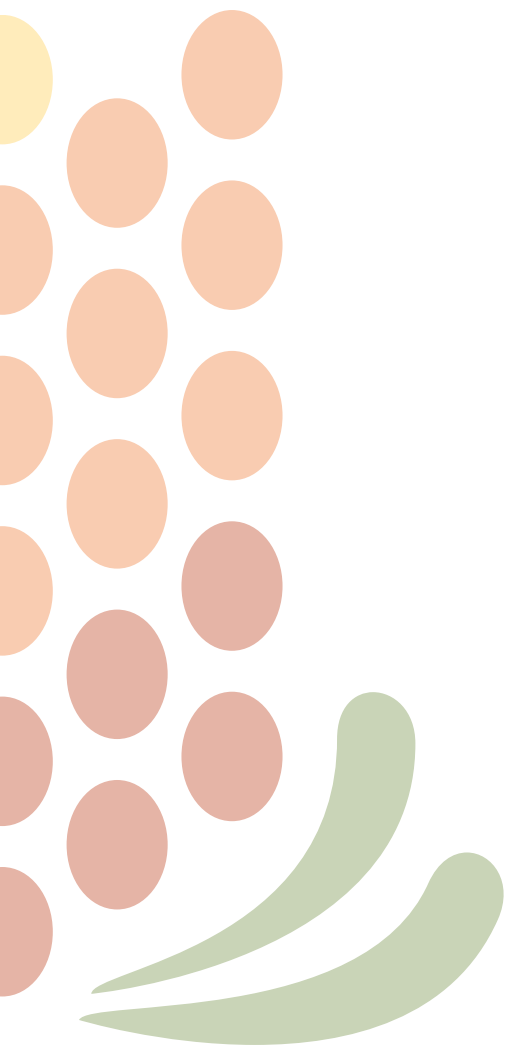
Our Support & Wellbeing Team are an engaged and passionate group of allied health professionals who provide diverse and individualised services to our clients and their carers, bringing skills and capability that are essential to our holistic care model. With a general focus on wellbeing, this team provides services that often go beyond the physical; their support provides space and strength and helps to build resilience.

“

Thank you for all of your hard work, support, expertise, kindness and compassion in care. You are great people to work with.

– Banksia team member

”





Our Team - Staff Acknowledgements

Banksia Scholarship

Being an employer of choice is a priority for us. We recognise the importance of our team, and the work that they do. We prioritise wellbeing and believe personal and professional development (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. Since November 2019, they 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 to undertake any development opportunity nominated. This year, the recipients of our Scholarship fund were Lauren Carberry and Lisa Rossi-Foster – registered nurses who are undertaking the Post Graduate Certificate of Palliative Care, at Flinders University. Both of these nurses regularly demonstrate commitment to our clients, carers, to Banksia and to their colleagues. We are pleased to support them in increasing their knowledge, and happy to have them on our team.

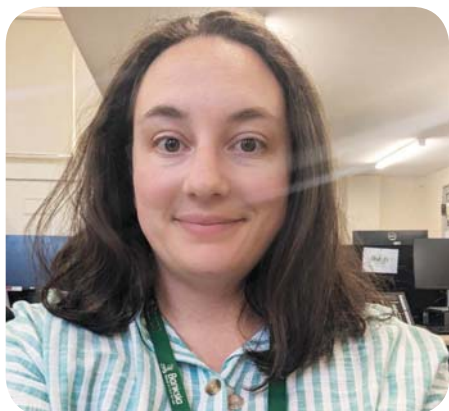
Jenny Lumsden Award

Jenny Lumsden died of cancer in 2015...she was a nurse at Banksia

for 15 years. 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, we have two people to congratulate, as we have moved from a financial year timeline, to a calendar year, with the intention of acknowledging the recipient in a more timely way.

For the financial year, the recipient



Lauren Carberry



Lisa Rossi-Foster



Elise Anderson



is registered nurse, Mekail Arafat, known for his calm manner. For the calendar year (2023), the recipient is Elise Anderson, who is our Clinical Administration Officer. Elise had multiple nominations that described her as being caring, dedicated, and client-orientated.

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

5 Years of Service

We sincerely thank Michelle Wood, Lisa Candia and Elise Anderson for their dedication and contributions to Banksia over their 5 years of service.

Michelle Wood is our Executive Officer, and a passionate advocate for palliative care and ensuring



Michelle Wood

people have access to community palliative care. She has led the team through growth and also challenging periods, including the 2+ years of covid restrictions and lockdowns. Throughout her time in this role, our organisation has tripled in size, increased programs and services and has more clients than ever before. Michelle works tirelessly to grow Banksia in every facet, so that the team are supported and empowered to deliver the best palliative care services possible, to people living with terminal diagnoses.

Lisa Candia is our Nurse Team Leader, and an incredible clinical resource and support for our whole team. Lisa has actually been with Banksia for longer than 5 years, but has taken leave over her time here, as her family has



Lisa Candia

grown. She is a passionate and dedicated registered nurse, who has undertaken post-graduate studies in palliative care in recent years, thereby increasing her skillset and knowledge in the field. Her clinical expertise and enthusiasm, along with her determination and attention to detail are incredibly valuable assets to our team, and her passion for the wellbeing of our clients, is unrelenting and admirable.

Elise Anderson is our Clinical Administration Officer. She manages all of the administration related to referrals; a job that has grown enormously over the past 5 years that Elise has been with Banksia. Her role is diverse and involves significant stakeholder liaison, to ensure optimum care for our clients. She provides invaluable support for our clinical team, and her passion for her role and Banksia, is evident every day

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

Our Client Statistics



Client Referrals

1,189

18.9% ↑



Daily Active Clients

382

11% ↑



Admissions

989

18.2% ↑

Diagnosis:



Malignant

565

(57%)

Non-Malignant

424

(43%)



Contacts and interactions

87,304



Total Number of Deaths

802

12% ↑

Location of Death:



Home

59%



Hospital / PCU

41%

Preferred Site of Death

75%

Client Demographics:

0-14	1
15-34	5
35-64	153
65-94	768
95+	62



Male

484

Female

505



Country of birth:

Australia	Outside Australia
554	435

Nationalities

61



Client Feedback

"Debra wishes to pass on her deepest thanks to the BPCS team, with special mention to Summer who helped the family understand the terminal phase and what to expect which made a big difference to them."

"Well done team! This job can be hard at times but the genuine gratitude and solace I hear in the voices of family with stories like these demonstrate how invaluable you all are."

"We just want to thank all the staff for the care provided to our father. With your help, our father was able to pass in dignity at home in his favourite chair."

"Thank you for your help and support during Mum's final days. It was great to have you there, supporting us every step of the way. Your compassion and empathy means so much to us."

"Thank you for the support following our daughter's death. We always felt well supported and cared for, and your care is so greatly appreciated."

"Your team are absolute angels. Every time one of them visited, they made us feel so much better. They were wonderful with my husband and there is no we could have gone through this without your support."

"I cannot thank you enough for the care you have for my husband, and for allowing him to die at home on his own terms. Your empathy and kindness to me and our family will always be appreciated."



STRENGTHENING OUR COMMUNITY • OUR VOLUNTEERS



Our Volunteers – 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.



John Richardson
PRESIDENT

John's career in the Human Resources sector spans more than 30 years, and has included executive 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 consistent 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 management 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 has a very diverse professional background which includes Finance, Infrastructure/ Purchasing, Human Resources, Information Technology management, 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, along with governance oversight.



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 graduated from University of Melbourne with a Bachelor of Medicine and Bachelor of Surgery (MBBS) in 1995, and then went on to undertake 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.



Melanie Harper
COMMITTEE MEMBER

Melanie Harper 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 joined the Committee of Management in 2023, bringing her legal knowledge and unique view of health service complexities, which have greatly benefited Banksia through governance and advice to the Executive Officer.



Our Volunteers – Consumer Advisory Panel

Carers – the people who know and love the person who is our client; the people who feel the loss every day; the people whose role changes from husband, wife, child or friend to care-provider; the people whose lives are turned upside down...the people who become bereaved...

The Banksia Consumer Advisory Panel (CAP) is comprised of an incredible group of bereaved carers, whose loved ones were clients of Banksia, and cared for by our team.

Jo, Alix and Di graciously donate their time to Banksia each month, sharing their ideas, advice and lived-experiences, which guide our management team and influence our decisions and approaches. They bravely re-live the difficult realities that they navigated, which provides us with first-hand, real information about what it was to be a carer, what it felt like, what their thoughts were, and what made a difference, both positive and negative. They also guide us through their loss and grief, and share their observations and learnings – invaluable contributors.

Carers have many questions, and “don’t know, what they don’t know.” This year, with the input of the CAP, Banksia wrote and designed its first-ever Carers Booklet, to complement the Information Booklet provided to our clients. This book was a

collaborative effort between our three CAP members and our team and resulted in a powerful, informative and most importantly, honest resource for our Carers. Working closely together, listening and hearing, we were able to deliver a document that answers questions carers may not know they have – it provides information on what to expect when caring for someone with a life-limiting illness, as well as the importance of self-care.

The booklet has been incredibly well received by our carers and is available in hard copy as well as on our website. Our CAP invested so much to bring this to life, to assist other carers who are going through similar experiences to what they went through. It takes tremendous courage and strength to be able to provide such a wonderful gift, and we are so grateful to Jo, Alix and Dianne – a daughter, a mother and a wife for all that they bring to Banksia, and the difference that they make.



Why our CAP members choose Banksia:



Jo Manoussakis

CONSUMER ADVISORY PANEL



After experiencing the heartbreaking loss of my mum, it has been a privilege to give back to Banksia through my involvement with the Consumer Advisory Panel. This extraordinary team exhibits dedication and compassion, and understands the importance of listening to, and supporting carers.

I am grateful and proud to be able to contribute to this service and to make a positive impact on other carer's lives.



Alix Martinez

CONSUMER ADVISORY PANEL



I like working with Banksia for several reasons. First, I get to know beautiful people that can add value to my life, where opinions and feelings can be shared with no judgement. Also, we get the opportunity to provide insights that can help people going through difficult situations in life and in that way we can be of service for other human beings.

Everyone is always keen to help, and be there for you.



Di and husband Eddie

CONSUMER ADVISORY PANEL



Being a member of the CAP has given me a better understanding of the wonderful work done by Banksia Palliative Care.

I am fortunate to have met amazing people who are dedicated to the task of providing care for the sick and dying. I have also met women who, while still grieving, are prepared to share their experiences of caring for, and the death of, a loved one so others on this difficult journey may be helped.





Banksia volunteers.

Our Volunteers – Service Volunteers

“
Volunteers are not paid...not because they are worthless, but because they are priceless.
”

Banksia's committed volunteers are passionate about our organisation, their roles within it, and our clients. They play an integral part in our organisation, and their varied skills and experiences expand our capabilities. We value them and their contribution, whether providing respite and companionship for our clients, or assisting with office administration, they make a difference.

Again, there was a lot of activity with our volunteer team this year. Our client services volunteers visited our clients in their homes and provided support and companionship, which often in turn provided respite for the carer, enabling them to leave the house to run errands, or take a break. They form warm relationships with our clients and their carers, and their support, given so willingly and compassionately, is invaluable.

Our office administration volunteers reliably and quietly worked behind the scenes, helping our busy team immeasurably. They provided support in multiple areas in the office - their positive and enthusiastic attitudes making us all

smile every day that they come in.

We started a photobook program, offering our clients the opportunity to tell their story with photos, leaving a beautiful legacy for their families. During this process, our trained volunteers asked a wide range of questions, accessed photos, and between the words and the photos created beautiful books with so much meaning for both the client and their families. These books are so special, and tell such wonderful stories.

We celebrated our volunteers and Volunteer Week, with laughter therapy and lunch. This was very well received and a wonderful opportunity for the team to come together to celebrate the amazing work that they do.

As they have for so many years, the presence of our volunteers has provided a sense of reassurance, support and comfort to individuals and families facing end-of-life journeys. We are excited about the journey ahead and the opportunities to make an even greater impact on the lives of those in our care.



"The Volunteers' laughing event and lunch was lovely. I truly appreciated it - not something that was front of mind when I began volunteering. I wanted to learn about palliative care, to step outside my comfort zone and see if I could contribute something to those going through this life stage. Your appreciation and thanks, constantly fills my cup - to overflowing. Loving the fruit bowl!"
Kind regards, Jane



"Being a palliative care volunteer is a privilege. We are invited into the homes of strangers, to share their private moments of great difficulty and sadness. They trust us, they need us. We have a responsibility to tread carefully, but we also gain so much from these experiences."
Banksia volunteer



"I have formed such wonderful connections with the clients I have visited, and their families. It has been such a rewarding experience. I especially enjoy working on the photobooks. Seeing their life summarised with pictures, words and stories for their families to enjoy is so rewarding. It is a brilliant way to learn about the interesting lives they have led."
Banksia volunteer



Fiona Wilson

We would also like to acknowledge the work of Fiona Wilson, who continues to volunteer for us, providing ongoing support to our clinical team, each year maintaining her APHRA Registration to enable her to help our clients, as she does. We are very grateful to her for the difference she makes.





STRENGTHENING OUR COMMUNITY





Our Care, our Clients and our Carers

Our Care

Our purpose and goal is to provide expertise, supports and holistic care that enable people to avoid unnecessary hospitalisations, presentations to Emergency Departments and Ambulance journeys. We work closely with clients and carers, so they are able to be in their own homes, which is where most people want to be, for as long as possible, including for death. Our multi-faceted and dedicated team establishes strong relationships with our clients and their carers, by treating every person as an individual – we do not assume or expect based on information gained through referrals or conversations with our colleagues; we speak with our client. We ask questions and we listen, we determine the individual's beliefs, wishes, preferences, hopes, expectations, and then we work with them to assist them to achieve their comfort, their goals, their death...this is called individualised care, and we proudly believe in, and deliver this model.

Our Clients

With our client numbers having increased steadily over the past 5 years, with significant growth in the second half of this financial year, we know that our community is aware of our services, and they trust us. We are receiving referrals from more sources than ever before and the feedback that we receive in relation to our impact, articulates the value that our team brings, and the affect that we have in strengthening our community. The more people who are aware of, and experience our services, the more people who learn about palliative care, and we embrace this.

We are committed to providing support to as many people in our catchment requiring palliative care as needed, and will continue to do so – we do not have waiting lists, we do not turn people away and we do not close our books – we are here for our community.

Our Carers

The experience for carers is often a mixture of "good and not-so-good". Carers find that their role may be at times very rewarding and satisfying, and at other times it may be demanding, exhausting and lonely. They experience a myriad of emotions every day, ranging from happiness, pride and optimism, to fear, anger and frustration. We find that most carers struggle to balance the needs of the person they are caring for, with the responsibilities and obligations that their new role, and their everyday life demands. Many find it difficult to ask for help and support, and therefore their health and wellbeing suffers significantly.

We recognise the importance of the role of our carers, and we also recognise the toll it takes. We see these wonderful and giving people every day, as they struggle with the realities of what is happening – they are watching a person who is important in their lives, struggle and die. We recognise them and we acknowledge them and we also support them with a broad range of programs, specifically designed for them.

Our Client and Carer Support Program

This program provides specialist support, training and education to clients, families and carers in relation to how to manage in the home, as things change. Through the provision of clear and sometimes frank information, our carers feel safer, more capable and more confident in the provision of care as we have empowered them with knowledge. With the on-going and increasing presence of our team, this knowledge and understanding of what is happening, and how they (and we) can manage, allows many more clients to be cared for in their own homes.

This program is run by Banksia's team of Enrolled Nurses, who conduct expert assessments, establishing where carers feel they need support, and address these needs accordingly. The nurses, who are all highly skilled and experienced in the provision of care, attend the home and will consider all aspects of current and future needs, and will work closely with the family and carers to gain the best outcomes.

Carers Education Sessions

We provide bi-monthly education sessions, which educate carers about what to expect as their loved one deteriorates. This session, which is presented by experienced clinician, explains what is to come... It provided details in relation to

the changes that take place as disease progresses, and informs about the benefits of preparing for the impending changes, including accessing supports, speaking with families and friends, ensuring discussions are had, and decisions made, eg preferred site of care and death, Advanced Care Directives, funeral plans.

These sessions also will inform the carers of the actual changes to the person, their decreased energy, possible changes in personality, reduced movement and appetite... all of the issues that we are there to support them to manage.

We also discuss the importance of the carer, themselves – their importance, and in particular, their wellbeing. We encourage self-care and give suggestions as to how this can be achieved; we encourage them to seek knowledge and supports and to be honest with themselves and those around them about how they are feeling and what they need. Our carers have little choice except to try to find resilience and strength, and these sessions which are provided both online and face-to-face, are very well received and attended, provide them some tools to achieve that.

Carers Circle Morning and Afternoon Teas

Our bi-monthly morning or afternoon teas for Carers is popular. These are facilitated by our Support and Wellbeing Team members, and provide our carers

with the opportunity to meet and chat with other carers, who are having similar experiences. They are encouraged to ask questions, and discuss their situations. It is a time that is purely for the individual – it is a space that allows them to express without restraint, how they are feeling, and in turn, they receive care, support, and the reassurance that they are not alone.

Bereavement Support

Our support for family and loved ones does not end when our clients die. We provide ongoing bereavement support to those who are grieving, and need our help. Our Support and Wellbeing Team provide individual counselling, along with Bereavement Coffee and Walking Groups and Remembrance Services.

We hold Remembrance Services for bereaved families and loved ones at Our Lady of Mercy College in Heidelberg, offering families time and space to just remember... these are services that encourage people to take some time, to attend a space where they did not have to make any arrangements or decisions, they just turn up. These non-religious events included music, readings, a candle-lighting ceremony and acknowledgment of their loss. It is a safe space for families take the time for themselves, and reflect. Our staff attend, and they chat with families after the service.



Community Events

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 demystify the notion some have of palliative care, so we can improve the lives of people, whether clients or carers, who live with terminal illness.

Strengthening Muslim Communities' Awareness of Palliative Care Seminar

Banksia had the pleasure of participating in the Strengthening Muslim Communities Awareness of Palliative Care Services seminar, which was organised by the North West Metropolitan Region Palliative Care Consortium. With representatives from the Board of Imams Victoria, and the Islamic Council of Victoria, and other relevant organisations, Lisa Candia, our Nurse Team Leader attended and presented to the audience about palliative care service access and provision, providing a greater understanding to our Muslim community.

Palliative Care in Aged Care Summit – the 3 C's "Communication, Collaboration and Coordination: Palliative Care in Aged Care".

Organised by the North and West Region Palliative Care Consortium along with the North West Primary Health Network, the Palliative Care in Aged Care Summit was an opportunity for various stakeholders to come together to discuss palliative care in aged care. The aim was to engage with general practitioners, aged care facility managers and care co-ordinators

in an effort to better understand and negotiate palliative pathways for aged care residents in the North West metropolitan region. Our palliative care physician, Dr Chien Lin was a presenter on the day.



Dr Chien Lin, Banksia Physician

Whittlesea Ageing Well Expo

The Whittlesea Council Ageing Well Team hosted an Expo at their council offices, providing council residents with the opportunity to gain information about services and supports available to them, to enable safe and positive ageing. We were very pleased to be invited to participate, hosting a booth, talking to the community and sharing information about our services. This was a wonderful opportunity to engage with other organisations, as well as the community. The Expo had an exceptional response from both the community attendees and exhibitors, and reinforced the importance of available support and access, for people in the community.



Tamlyn Carr, Banksia Engagement Manager

Hurstbridge Memory Café

The Memory Café provides a social meeting place for those living with dementia and their carers 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.

We have attended these sessions as guests, sharing information with carers about the services we offer, as well as gaining a better insight into the impact of dementia on both the affected person and their carers. This insight has been instrumental in developing a new care model for dementia clients, which will be implemented in the coming year both in homes and in aged care facilities.

Nillumbik Positive Ageing Advisory Committee

The Nillumbik Positive Ageing Advisory Committee provides a formal mechanism for Council to consult with community representatives, seek advice from, and enable community participation in initiatives, policies and strategies concerning opportunities and challenges related to positive ageing in Nillumbik.

Banksia is represented within this Committee by Tamlyn Carr, our Engagement Manager. This has allowed us to increase and improve our engagement in the community and has generated new connections with different community organisations and individuals. It has also given Banksia a strong and valued voice, both with the council and in the local community.

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.

There are several benefits in holding these meetings with our colleagues, including the development of strong and trusting collegial relationships between the Banksia staff and the

ACF staff. Also, as the residents are the main focus, they are also the main beneficiaries, as we work together to gain best outcomes. We ensure family/key decision makers are involved in the care planning and have a sense of inclusiveness – this helps to minimise unnecessary hospitalisations, and enables 'end of life wishes' to be articulated and supported.

Education

Banksia provides high-quality palliative care education via our Learning Centre Team. Through our education sessions, we empower clinicians, and members of the community with specific, specialist palliative care knowledge. We believe that the more health professionals with capacity in this vital area, the more people who will receive the personalised care and treatment that will enable them to have dignity in death, whatever that looks like for that individual.

Our education is facilitated by highly trained and experienced 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 and
- Regional Palliative Care Consortiums.

These 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.

GP Education Sessions

Banksia partnered with the Eastern Melbourne PHN to deliver a series of webinars to GP's 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 practicing community palliative care physicians, nurses and social workers and were delivered over 4 consecutive weeks, covering subjects such as complex symptom management, initiating and holding difficult conversations and the These sessions were well received, well attended and will be continued.

Aged Care Education

Educated 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'.

We have developed multiple, aged care specific training modules, which can be delivered online and in person. These training sessions have also been tailored to suit the individual requirements of facilities, where they would like specific topics covered for their staff to gain the best possible outcomes.



Our Donors and Supporters

“

I would like to say thank you so much to Banksia for helping with our medical bills while my father was sick. It was such a stressful time and having one less bill to worry about was such a relief.

– Banksia carer

”

Palliative Care teams make a very big difference in the lives of people every day. This is done without expectation of acknowledgement – we are aware that many in our community are generally unaware of our services, so when people do acknowledge the work we do, and make the effort to support us, it is VERY special.

At Banksia, we invest every donated dollar into making the lives of our clients better. We know that when people donate they want to make an impact, and so we make sure that our donations go directly to our clients and carers, many of whom are often experiencing significant financial burdens due to loss of income and mounting medical expenses. The generosity of our donors and supporters allows us to remove some of that pressure, and it makes a huge difference.

During this financial year, generosity has enabled us to pay for and provide many items and services for people in need, including, but limited to the following:

- 3 new medical beds, which will allow more clients to be able to stay in their homes.
- Medical expenses and medications.
- Grocery hampers and vouchers

for families to buy food and clothes.

- Respite services – qualified nurses to stay overnight.
- Transport.
- Medical equipment.
- Utility bills.

We are fortunate to have many committed supporters and donors in our community, who we value. From 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; from the CWA South Morang ladies, who make and donate beautiful hand-made quilts, blankets, beanies and teddies for our clients and their families (see photo), to Danaher's Mitre 10 who let us use their car park for our fleet vehicles, we see and receive so much generosity and we are grateful.

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

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



- Mrs Y Mee
- Rita Ferguson
- Grangers Foundation
- Sir Henry Barkley Hotel
- The Old England Hotel
- Danaher's Mitre 10
- National Seniors Australia, Greensborough Branch
- The Patchwork Gallery Quilting Group
- Neon Moon Line Dancers
- CWA South Morang Night Owls
- Eltham Rural Group
- Our Ladies of Mercy College
- The Diamond Creek Men's Shed
- North and West Metropolitan Region Palliative Care Consortium
- Department of Families, Fairness and Housing
- North West Melbourne Palliative Care Consortium
- A Ferraro
- Albert Francazio
- Andrew Siminov
- Anisha John
- Anna Mascitti
- Anna Robinson
- Anthony Brown
- Anthony Sapardanis
- Antonia Perdis
- Aspasia Delios
- Beryl Hortin
- Brendon Dunn
- Brodie Fowler
- C Macciocca
- CE Higgins
- Charles Tomecek
- Cherie Conolly
- Chris Maclsaac
- Christanthi Assen
- Christine Lowther
- Connie Pane
- Dale Smith
- Danielle Ylias
- Darrel Bainbridge
- David Smith
- Donald Muir
- Dorothy Goulding
- Elise Anderson
- Enza Calleri
- George, Anne and David Ylias
- Gerry Papadopoulos
- Gina Agliozzo
- Giuseppe Punaro
- H Fullwood
- Harley Anderson
- Heather Slater
- Helen Pontarelli
- Ilia Nedelkovski
- J Lombardi
- Jacquelyn Cugley
- Jane Matthes
- Jane Picton
- Jill Massey
- John Beaton
- John Paspalis
- Joshua Blanch
- JS Fuller
- Judith Armstrong
- Jutta Gudic
- K Wesson
- Karen Mills
- Katia Punaro
- Kerri Thomas
- Konstantinos Mintsenikos
- Kym Roberts
- L Robinson
- Leesa McInnes
- Lewis Yoannidis
- Lisa Foster
- Livia Punaro
- Margaret Thompson
- Marianna Romeo
- Mary Ahern
- Mary Dunn
- Mary Sartorel
- Mary-Anne Burton
- Matthew Kelly
- Merinda Callisthenic
- MH Polkinghorn
- Michale Dunn
- Michelle Francazio
- Michelle Mercieca
- Nadia Colaluca
- Nick Papadopoulos
- Nigel Miriston
- NPV on behalf of the Punj family
- Pina Iapozzuto
- Pure Baby
- Prespan Brotherhood
- Rachel Brak
- Rowan Fowler
- Ruth Brand
- Sam and Angela Lucente
- Sandra Linehan
- Sarah Cushen
- Scott Gazeas
- Sheryl and Tony
- Simone Stanton
- Stella Forzisi
- Tania Martinis
- Tarek Moughanie
- Thamie Naccarata
- Therese Desmond
- Tibor Gede
- Yvonne Telford



What our Community says about us

“

The best way to find yourself, is to lose yourself in the service of others.

– Mahatma Gandhi

”

We have longstanding relationships with many organisations. These long-term supporters have provided so much to Banksia in terms of monetary donations, hand-made items and entertainment. They are always willing to have a chat about what we do, and have provided so much for both Banksia and our clients.

Neon moon Line Dancers

This incredible group of ladies visit Aged Care facilities around Melbourne, and provide entertainment for the residents.

In some instances, the aged care facilities will pay them for their time, and the lovely ladies save up the funds that they receive, and donate them to our team each year... they also treat us to a private

performance and dance lesson! We love to see them each year – they inspire us all with their positivity and smiles!

“We believe in you and what you do for the community. You do not receive enough recognition or finances.”





The South Morang Night Owls

This branch of the Country Women's Association are so generous in their donations of blankets, hand-made rugs, scarves, beanies and teddy bears – all things that help our clients feel warm and cared for.

"We are volunteers who donate our time and skills to support members of the community who from time to

time, find themselves in need of assistance... Everyone is touched by the challenges faced when a family member requires palliative care, so we hope that our donations bring comfort and an understanding that we care, and wish them well. Our gifts are our way of sending our love."



National Seniors – Greensborough Branch

Each year, without fail, we receive a call and are invited to attend an AGM where we are handed a cheque for \$2,000.00 from a group of people who do raffles at their meetings to raise funds to donate to us each year.

We are extremely grateful for this generosity, and for the acknowledgement of the work our team does.

"Greensborough Branch members of National Seniors Australia are pleased to support Banksia Palliative Service. We know that our yearly donations are used by Banksia to alleviate some of the financial stress patients and families may encounter during such an emotional time."



“

*I alone cannot change the world,
but I can cast a stone across the
waters to create many ripples.*

– Mother Teresa

”



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 2023, 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 2023 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 2023

	2023	2022
	\$	\$
Income		
Dividends received	179,280	132,450
Distribution Received	27,700	4,265
Interest received	31,180	6,604
Other income	2,150	14,135
Grants - recurrent funding	4,190,755	4,123,224
Donations	30,061	32,570
Memberships	160	220
Other income & reimbursements	146,026	55,779
Realised Gains	29,548	
Unrealised Gains	230,497	
Learning centre income	43,418	79,326
Rebates and refunds	9,668	17,377
Total income	4,920,443	4,465,950
Expenses		
Audit and bookkeeping fees	8,419	9,700
Bank fees and charges	40,549	22,921
Capital Loss on Investments		45,061
Cleaning & maintenance	28,421	24,038
Client equipment, interpreting & respite	76,296	65,232
Computer expenses & software	15,655	65,600
Consultants fees	27,469	23,269
Depreciation	11,164	10,958
Depreciation - leasehold Improvements	16,632	16,632
Depreciation - right of use asset	182,462	195,277
Donations	10,112	5,236
Fringe benefits tax	3,248	3,274
Insurance	19,155	21,062
Interest charges on right of use asset	21,979	7,222
Meeting costs	833	690
Minor equipment	2,333	1,540
Marketing	708	1,158
Motor vehicle expenses	30,248	25,240
Motor vehicle - lease	49,745	
Office occupancy costs	16,218	18,489
Notional insurance premium	9,668	3,471

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 2023

	2023	2022
	\$	\$
On call costs	74,194	72,033
Postage	5,275	7,275
Printing & stationery	15,669	12,969
Provision for annual leave	58,412	17,420
Provision for long service leave	33,966	21,638
Public relations	2,002	2,536
Rent on buildings & associated costs	455	
Salaries, wages & costs	3,275,650	3,163,235
Specific grant outgoings	9,078	21,663
Security	3,831	3,633
Staff development & support	29,781	34,469
Staff recruitment	2,127	2,590
Subscriptions & books	54,293	26,478
Sundry expenses	166	83
Superannuation	328,231	300,593
Telephone & utilities	41,009	36,765
Travel Allowances & Refunds	1,157	2,220
Volunteer Expenses	2,108	2,160
Unrealised Losses		347,324
Workcover premiums	37,490	33,061
Workplace amenities	2,380	3,834
Total expenses	<u>4,548,588</u>	<u>4,678,049</u>
Net Profit from Ordinary Activities before income tax	<u><u>371,855</u></u>	<u><u>(212,099)</u></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.

Detailed Balance Sheet as at 30 June 2023

	Note	2023 \$	2022 \$
Proprietors' Funds			
Opening balance		3,130,381	3,342,480
Net profit / (loss)		371,855	(212,099)
Less:			
Total Proprietors' Funds		<u>3,502,236</u>	<u>3,130,381</u>
Represented by:			
Current Assets			
Cash Assets			
Bank - Bendigo operating account		1,455,477	2,320,046
Bank - Bendigo wages account		12,797	22,253
Bank - Bendigo cash management account		4,727	5,031
Bank - Bendigo term deposit		500,000	
Bank - Bendigo bond account		15,865	15,653
Cash on hand		500	500
		<u>1,989,366</u>	<u>2,363,483</u>
Receivables			
Trade debtors		2,090	4,375
Other assets & prepayments		17,073	16,051
Accrued income		52,557	39,757
		<u>71,720</u>	<u>60,183</u>
Other Financial Assets			
DMP Asset Management		6,419,505	4,509,049
		<u>6,419,505</u>	<u>4,509,049</u>
Total Current Assets		<u>8,480,591</u>	<u>6,932,715</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.

Detailed Balance Sheet as at 30 June 2023

	Note	2023	2022
		\$	\$
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		(211,734)	(195,102)
Office relocation & set up costs - Heid		59,165	59,165
Less: accumulated depreciation		(19,517)	(18,189)
Plant, equipment & vehicles		308,242	289,874
Less accumulated depreciation		(265,291)	(255,747)
Plant & equipment - video		3,476	3,476
Less: accumulated depreciation		(2,599)	(2,307)
Right of use - Leased assets		885,315	954,999
Less: Accumulated amortization		(196,449)	(124,147)
		<u>810,085</u>	<u>961,499</u>
Total Non-Current Assets		<u>810,085</u>	<u>961,499</u>
Total Assets		<u>9,290,676</u>	<u>7,894,214</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.

Detailed Balance Sheet as at 30 June 2023

	Note	2023 \$	2022 \$
Current Liabilities			
Payables			
Unsecured:			
Trade creditors		90,183	127,437
Creditors - GST/PAYG withholding		111,352	100,231
Provision for auditors fees		10,692	12,000
Accrued expenses		10,847	8,853
		<u>223,074</u>	<u>248,521</u>
Financial Liabilities			
Unsecured:			
Credit Card		943	(8,215)
Lease liabilities - Principal repayment		179,800	179,800
		<u>180,743</u>	<u>171,585</u>
Provisions			
Provision for annual leave		250,975	192,564
		<u>250,975</u>	<u>192,564</u>
Other			
Deferred Income		4,419,751	3,341,883
		<u>4,419,751</u>	<u>3,341,883</u>
Total Current Liabilities		<u>5,074,543</u>	<u>3,954,553</u>
Non-Current Liabilities			
Financial Liabilities			
Unsecured:			
Lease liabilities - Principal repayment		512,154	641,503
		<u>512,154</u>	<u>641,503</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.

Detailed Balance Sheet as at 30 June 2023

	Note	2023 \$	2022 \$
Total Liabilities		<u>5,788,440</u>	<u>4,763,833</u>
Net Assets		<u><u>3,502,236</u></u>	<u><u>3,130,381</u></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 2023

	2023 \$	2022 \$
Cash Flow From Operating Activities		
Receipts from customers	5,955,593	4,346,436
Payments to Suppliers and employees	(4,488,927)	(3,504,677)
Interest received	31,180	6,604
Interest and other costs of finance	(21,979)	(7,222)
Net cash provided by (used in) operating activities (note 2)	<u>1,475,867</u>	<u>841,141</u>
Cash Flow From Investing Activities		
Payment for:		
Shares in other companies	(1,910,455)	(4,509,049)
Payments for property, plant and equipment	51,313	(400,496)
Net cash provided by (used in) investing activities	<u>(1,859,142)</u>	<u>(4,909,545)</u>
Cash Flow From Financing Activities		
Proceeds of borrowings	9,158	
Repayment of borrowings		(9,120)
Net cash provided by (used in) financing activities	<u>9,158</u>	<u>(9,120)</u>
Net increase (decrease) in cash held	(374,117)	(4,077,524)
Cash at the beginning of the year	<u>2,363,483</u>	<u>6,441,007</u>
Cash at the end of the year (note 1)	<u><u>1,989,366</u></u>	<u><u>2,363,483</u></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 2023

2023

2022

Note 1. Reconciliation Of Cash

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

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

Bank - Bendigo operating account	1,455,477	2,320,046
Bank -Bendigo wages account	12,797	22,253
Bank - Bendigo cash management account	4,727	5,031
Bank - Bendigo term deposit	500,000	
Bank - Bendigo bond account	15,865	15,653
Cash on hand	500	500
	<u>1,989,366</u>	<u>2,363,483</u>

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

Net profit (loss)	371,855	(212,099)
Depreciation	27,796	27,590
Right of Use of Assets	72,302	(253,033)
Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:		
(Increase) decrease in trade and term debtors	(11,537)	23,806
Increase (decrease) in trade creditors and accruals	(25,446)	20,919
Increase (decrease) in other creditors	1,077,868	580,285
Increase (decrease) in lease liabilities	(129,349)	614,615
Increase (decrease) in employee entitlements	92,378	39,058
Net cash provided by operating activities	<u>1,475,867</u>	<u>841,141</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.

Notes to the Financial Statements for the year ended 30 June 2023

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.

Banksia Palliative Care Service Inc.

Notes to the Financial Statements for the year ended 30 June 2023

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 2023 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, 2023

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 2023, 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 2023



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

”

— Oscar Wilde



472 Lower Heidelberg Rd.
Heidelberg Victoria 3084

Phone: (613) 9455 0822

Fax: (613) 9455 3199