

# MOUNT GAMBIER



IN HOME  
**HOSPICE CARE**

Compassionate Care in your Community

## Annual Report 2022-2023



## INDEX

❖ Acknowledgements	3
❖ What is In Home Hospice Care Inc?	4
❖ History of Mount Gambier In Home Hospice Care	5
❖ Chairperson's Report	6
❖ Manager's Report	7
❖ Volunteer Overview	10
❖ Grief, Loss and Bereavement Program	11
❖ Funding and Support	13
❖ Governance and Staff	15
❖ Financial Statements - Profit/Loss & Balance Sheet EOFY 2023	16

## ACKNOWLEDGEMENTS

We acknowledge the support and guidance of:

- ❖ Masonic Charities
- ❖ The Hospital Research Foundation Group
- ❖ Warrnambool and District Community Hospice Inc.
- ❖ Country Health Connect Palliative Care Unit.
- ❖ SA Government Department of Health & Wellbeing.
- ❖ Palliative Care SA.
- ❖ Troy Bell MP, Member for Mount Gambier.
- ❖ Hon. Ben Hood

*Mount Gambier In Home Hospice Care acknowledges the Boandik People as the Traditional custodians of the land and water our city sits upon today. We respect and recognise the continuing connections to lands, waters and community. We pay our respects to Boandik culture and Elders, past and present.*

## What is In Home Hospice Care Inc?

In Home Hospice Care Inc is a not for profit community organisation based in Mount Gambier, incorporated under the Associations Incorporation Act, and governed by a Board of Directors with a solid foundation of policies and procedures that align with the National Palliative Care Standards.

It is registered as a Public Benevolent Institution with the Australian National Charities Not-for-Profits Commission and endorsed with the Australian Taxation Office for charity tax concessions (Deductible Gift Recipient status).

### OUR VISION

With the support of our community, to provide people who are facing end of life, together with their families and carers, the option of practical, holistic care in the comfort of their home.

### OUR OBJECTIVES

- To provide non-medical hospice care for the Mount Gambier and District community to ensure people have a choice alongside hospital/home care when faced with a terminal illness.
- To uphold the fundamental value of human dignity and the right to be cared for with compassion and sensitivity in a safe environment supported by specially trained volunteers in palliative care practice.
- To provide a not-for-profit service with equality of all patients and their families regardless of age, ethnic origin, religious belief, personal philosophy or financial status.
- To establish a network of trained volunteers to work closely with palliative care services, hospitals, specialists, doctors, nursing staff and allied health professionals to ensure the holistic person-centred care and
- With the support of the local community, to provide compassionate care to help meet the needs of those who are dying, as well as the needs of their family and friends.

*"You matter to the last moment of your life, and we will do all that we can, not only to help you die peacefully but to live until you die."*

*Dame Cecily Saunders - founder of the hospice movement.*

## **HISTORY OF MOUNT GAMBIER IN HOME HOSPICE CARE**

It was at a local Palliative Care Community forum in 2019 that people spoke of the need for increased community palliative care services in Mount Gambier, noting gaps in services including no palliative care volunteers since 2012, and the Country Health Connect Palliative Care Team only able to provide care over 5 days per week from 9am-5pm.

Research revealed a successful community outreach home hospice care service had been operating in Warrnambool, Victoria for several years. A consequent visit and a meeting with their management team (February 2020), provided the inspiration and with the timely SA Government Palliative Care 2020 Grants Program providing the funding (\$149,100), that enabled a vision to become reality.

To meet the grant requirements, Mount Gambier Private Hospital (MGPH) and the Mount Gambier & District's Health Advisory Council (MGDHAC) worked collaboratively towards the establishment of In Home Hospice Care Inc (IHCare) based on the Warrnambool & District Community Hospice (WDCH) model.

The guidance and support provided by the WDCH management team was instrumental in our ability to be established and operational within a relatively short time frame and WDCH has continued to provide mentorship as we grow and develop our local services.

However, the project would not have succeeded without the enthusiasm and commitment of Sandi Elliott (former CEO, MGPH), who worked tirelessly to establish the framework of the planned organisation and to meet the objectives of the Grant and who was ably supported at the time by original Steering Committee Members; Kathryn Edwards (Director Aboriginal Affairs, Limestone Coast Local Health Network), Sarah Boyd (RN MGDHS and Lecturer, Clinical & Interprofessional Practice, Flinders University Rural Health), and Maureen Klintberg (Presiding Member MGHAC).

## **MILESTONES**

We did not let the challenges that Covid-19 presented deter our mission and in November 2020, 'In Home Hospice Care' became an Incorporated Association.

- Lease of premises at 1 James Street on 22<sup>nd</sup> February 2021 (2 year period).
- Hospice Manager, Sandi Elliott, appointed on 1<sup>st</sup> March 2021 in a part-time capacity.
- Volunteer/Administrator Coordinator, Jane Shepherd appointed on 27<sup>th</sup> April 2021 (part-time).
- Board of Governance inaugural meeting held 13<sup>th</sup> May 2021.
- First volunteer training commenced in April 2021 (9 week course).
- First client referral in August 2021 with volunteer support provided later that same month.

## **CHAIRPERSONS REPORT**

### **Maureen Klintberg**

I am proud to report that Mount Gambier In-Home Hospice Care Inc (IHHCare) has continued to provide a free of charge, volunteer-driven community care service that supports people with life limiting illnesses, their carers and families to live well in their own homes.

It is evident that this compassionate care and support is highly valued by our local community and this acknowledgement is a credit to the commitment and dedication of our staff and volunteers. On behalf of the Committee of Management I thank them for their hard work and contribution to our community.

Over the past year our organisation has been funded by generous financial contributions from our community and significant grants from the South Australia Government Palliative Grant program and The Hospital Research Foundation. With these two grants reaching conclusion we thank the Government and the Foundation for investing in Mount Gambier In Home Hospice Care and enabling continued provision of extended end of life care in people's homes.

The Masonic Charities grant continues to make possible our Grief, Loss and Bereavement counsellor position, and a Federal Government grant was achieved to support travel costs of our volunteers.

The Committee of Management has been mindful of the challenge going forward to seek alternative funds and develop plans to ensure sustainability and continuity of our work. A Strategic plan has been developed through the efforts of committee members and I acknowledge the skills and time given by Jason Stevens to achieve this future directive. Moving forward the involvement and support of our community is essential and it is exciting to report that a local business has expressed the intent to invest in our organisation, offering welcome opportunities for the future sustainability of our free community service.

I wish to take this opportunity to thank the generous donors and grant makers who have supported us this last financial year. In particular, the wonderful efforts of local resident Lois Bayre for her organisation of the successful Charity Afternoon Tea, a big thank you to the ongoing support of Gail Richards our In Home Hospice Care Ambassador, and to Local Member Troy Bell and the Hon. Ben Hood for their continued advocacy.

And lastly, I acknowledge my fellow Committee members and thank them for their support, time and the skills that they have contributed to the governance of IHHCare. Particular thanks is given to Fiona Dixon and Jason Stevens, who are stepping down from the committee, for their valuable contribution and willingness to have taken on executive roles.

As I will also be stepping down from the Committee and Chairperson position, it is with a sense of satisfaction, knowing that a highly valuable community service has been established to support those approaching their end of life; a service that is now viewed as an integral part of integrated home-base palliative care services supporting individuals, families and caregivers outside of institutional settings of care.

## **MANAGER'S REPORT**

### **Sandi Elliott**

With funding from the Department of Health & Wellbeing (2<sup>nd</sup> Round Palliative SA Grant) and The Hospital Research Foundation, our organisation made significant progress towards achieving all our objectives over the past 12 months. However, we did encounter challenges in increasing our volunteer base to expand into aged care and acute care facilities primarily due to external factors. Despite this, we remained steadfast in our commitment to enhancing our community support program and providing compassionate palliative care services. Our accomplishments include:

- Successfully modifying and adapting the Victorian Volunteer Palliative Care training program to align seamlessly with IHHCare services. This ensures our volunteers are well-prepared to deliver specialized care.
- Conducting workshops, events, and activities tailored to specific groups, clubs, and individuals, which have significantly increased community awareness, understanding, and coping mechanisms for grief, loss, and bereavement.
- Empowering our community to access local care support services through informative sessions and other support services.
- Promoting the importance of Advanced Care Directives, resulting in an increase in the number of community members with directives through face-to-face individual and group meetings.
- Maintaining a comprehensive database that accurately tracks hours, attendances, and activities across all our programs, events, and support services, enabling us to continuously improve and measure our impact.

There have been no palliative care volunteers in Mount Gambier for over 10 years however through the training provided by IHHCare, we have been able to equip 35 individuals within our local community with a deeper understanding of palliative care and provided them with skills and awareness in how to support and care for those who are terminally ill. In all, IHHCare volunteers have contributed over 1000 hours in 'home care' and supported 23 families living within Mount Gambier and close surrounding districts. Besides our 'home care' volunteers, we have volunteers who provided administration support, general handyman work and volunteer training.

With the implementation of regular monthly meetings and reporting, we have strengthened our collaboration with the local Palliative Care unit and deepened the understanding of each organization's roles and services. This has significantly improved communication and information exchange with regards to shared clients and in turn, has had a positive impact on the overall health and well-being of both patients and their caregivers.

In addition to our working partnership with the local Palliative care team we have established connections with organisations such as CarersSA, Cancer Support Groups, Aged Care facilities and community service groups.

We have been able to utilise the local experience and knowledge of Pastor David Sigley, Trish Cameron (RN), Miriam Bayes (RN), Glenny Tiller (Counsellor), Amelia Blackie (Migrant Resource Centre), to facilitate relevant modules of the volunteer training course as well as have key speakers at monthly volunteer information sessions such as Bec Fiegert (Rosedale Funerals) and Jane Qualmann (Voluntary Assisted Dying).

We engaged with the community through well-organized events, such as information sessions at local retirement villages, public forums, and displays at the local shopping centre, which were all well received. These initiatives have successfully raised awareness about palliative care within our community and resulted in self-referrals for counselling sessions and our volunteer home support service.

In collaboration with John Amoroso (Justice of the Peace) and Ebony Cunningham (Brite Legal), we held presentations on Advance Care Planning for Woodlands Retirement Village, Hallmont Estate, Cancer Support Group, and at the Mount Gambier Library (over 140 people). Our efforts to highlight the importance of Advanced Care Directives have led to more people in our community becoming aware of the benefits of having an Advance Care Plan and formalising it into a Directive.

Harnessing the power of media outreach, we appeared on four radio stations (Lime FM, 5GTR FM, ABC South East and Triple M Limestone Coast). This involved interviews to discuss upcoming events, highlights of our comprehensive services, and sharing first-hand experiences from our volunteers and clients. Additionally, our efforts were bolstered by numerous articles in print media (Lifestyle, The Border Watch and The SE Voice), and through our two Facebook pages.

Continuation of funding from Masonic Charities (Freemasons SA & NT) enabled our Counsellor, Glenny Tiller, to provide a professional level of care and assistance to our staff, volunteers and clients in dealing with grief, loss and bereavement. This program, through Glenny's involvement, has received extremely positive feedback and has highlighted the need for this service within our community.

Furthermore, we have been fortunate to receive generous donations from businesses and community groups who contributed proceeds from their events and activities, as well as many individual contributions. Most notably donations from the City of Mount Gambier, Grant District Council, Twisted Threads, Lions Club of Mount Gambier, Lions Club of Blue Lake City Lioness and the Osborne family, and through local fundraising events such as the Christmas Shopping Evening (Lima & Co, Fifth & Madison, Mango's Fashion Boutique, Birdie Blue, Canopy Interiors, County Grey Menswear, Green Door Décor and Redgum Country), Christmas Tree sales (Key2Sale) and Lois Bayre's Afternoon Tea.



In closing, I would like to extend my appreciation to Jane Shepherd, in her role as Volunteer Administrator/Coordinator. Jane holds a vital position in managing our volunteer program and I value her close collaboration with our dedicated volunteers, health professionals, and clients, to ensure that our volunteers are thoughtfully matched with clients based on individual needs. Jane approaches concerns with an unwavering commitment to genuine care and respect, and places support and compassionate care for individuals dealing with life-limiting illnesses at the forefront.

To our wonderful team of volunteers, your selfless devotion to helping individuals in our community who are facing end-of-life challenges is truly humbling and rewarding. Whilst you come from diverse backgrounds and experiences, you all share a genuine desire to make a meaningful difference to those in need and often go above and beyond expectations. A sincere and heartfelt thank you for all that you do.

I sincerely and deeply appreciate the efforts and support of all those involved with IHHCare.

## **VOLUNTEER OVERVIEW**

### **Jane Shepherd**

Regular monthly meetings were held for our volunteers. These meetings provided an opportunity for volunteers to chat with each other, be updated on latest happenings within our program or and learn a new skill.

This year we decided to hold evening meetings as well as those in the daytime to provide more opportunities for volunteers to attend activities and events. This involved having a guest speaker who then had the option to join with us for a meal. The evening meetings were all well-attended and we will continue to provide this option in the future.

Guest Speakers included:

- Jane Qualmann who gave an informal talk on Voluntary Assisted Dying.
- Members from the local Palliative Care Team (Melissa Norman and Felicity Jones), who gave an overview of the services they provide and how they can assist palliative patients and families.
- Bec Feigert and Shelby from Rosedale Funerals who explained the funeral process and available options.
- Dana Mulraney (Breast Care Nurse) provided information about her role and on the 'Look Good Feel Good' program and other support services.

Other topics of meetings were:

- 'Chair' Yoga Stretch activities.
- Previewing books in our Library.
- Mentoring session with our experienced volunteers sharing their stories and experiences to our new volunteer cohort.
- Volunteer, Elizabeth Anne Ferguson provided background and materials relating to 'Day of the Dead' which is a Mexican tradition.

36 volunteers have been associated with In Home Hospice Care up until June 2023.

Support has been provided in the areas of client care, administration, training, Board representation, office cleaning, general handyman, fundraising and advocacy.

## GRIEF, LOSS AND BEREAVEMENT PROGRAM

Glenny Tiller



Through ongoing funding from the Masonic Charities Trust, In Home Hospice Care's Grief, Loss and Bereavement Program has gone ahead steadily during the 2022/23 reporting period.

As this program has been reliant upon the backing of In Home Hospice Care (IHHCare), long-term funding for IHHCare is vital to enable the continuation of both programs.

Although initially employed for 1 day/week, Counsellor hours were increased to 10 hours and then to 14 hours as it became apparent that more hours were necessary to enable networking, program promotion as well as counselling availability.

Whilst away on pre-planned leave (mid-May to end July 2022) I undertook a short course of study through The Australian Centre of Grief and Bereavement. Titled "Guiding Patients Through Palliative Care" the 4 modules of study were very applicable to work done under the umbrella of IHHCare and I was able to implement my learnings on resuming of my role.

I have worked diligently with members of the community, when they have looked for counselling support, to assist them as they process feelings of grief, loss, bereavement following a substantial loss in their lives. In addition, whilst working in their respective roles for IHHCare, I have supported members of staff, as well as several volunteers, as part of the Employee Assistance Program.

### Community promotion of the Grief, Loss and Bereavement Program has included:

- Networking opportunities with:
  - Hallmont Retirement Village
  - Mt Gambier Public Library (x5)
  - Mt Gambier Central Marketplace (x4)
  - Mt Gambier Marketplace (x4)
  - The Cancer Council Forum
- Grief Support opportunities:
  - Morning tea with ladies from Hallmont Retirement Village
- Email opportunities:
  - All local churches
  - Local aged care homes
- Publicity opportunities:
  - The Border Watch (x2)
  - Lifestyle 1 Magazine
  - SE Voice

- Training opportunities with volunteers:
  - “Grief and Loss”, and “Self Care” (x2)
  - “Grief 101” (x2)
- Promotion - providing Grief, Loss and Bereavement fliers, to:
  - All local legal firms
  - Both local funeral homes

Counselling Sessions:

Individual Counselling sessions have taken the largest portion of my time. Community awareness of the need for a grief counsellor is growing, and increasing numbers of people are seeking the service we offer, which is free to local community members.

During this reporting period, I have provided 61 counselling sessions for a total of 88 hours.

<b>Month</b>	<b>No of Counselling Sessions</b>	<b>Approx Counselling Hours</b>
July 2022 (whilst on leave)	3	2
August 2022	1	1
September 2022	2	5
October 2022	2	3
November 2022	3	5
December 2022	1	1
January 2023	3	5
February 2023	5	8
March 2023	10	12
April 2023	7	10
May 2023	12	18
June 2023	12	18

I'd like to seize this moment to express my gratitude to my colleagues at IHCare, Sandi and Jane. Amidst challenging circumstances, we have cultivated strong connections and offered each other unwavering support. This experience has deepened our appreciation for the intricacies of one another's roles within our workplace. It has also enabled us to collaborate effectively when exploring new initiatives and creating promotional resources. Together, we've evolved into a cohesive team, providing a steadfast and supportive foundation to assist our volunteers and deliver high-quality services to the community.

**Our sincere appreciation of the following organisations, community groups and individuals who have contributed to our program during this reporting period.**

### **GRANT FUNDING**

SA Department Health & Wellbeing – Palliative Grant Program 2022/2023

Masonic Charities Trust (Freemasons of SA and NT)

The Hospital Research Foundation



### **FUNDRAISING**

Lois Bayre – Afternoon Tea

Key2Sale Real Estate - Christmas Tree Sales

LIMA & Co/ Fifth & Madison/Mango's Fashion Boutique/Birdie Blue/Canopy

Interiors/County Grey Menswear/Green Door Décor/Redgum Country – Christmas Shopping Event

### **DONATIONS**

Twisted Threads

Lions Club of Blue Lake City Lioness

Lions Club of Mount Gambier

City of Mount Gambier

Grant District Council

Woodlands Exercise Group

Gabriel Electrical Social Group

Embroiders Guild Mount Gambier

Senior Citizens Mount Gambier



## **SUPPORT**

Hon. Nicola Cenofanti MLC

Troy Bell MP

Hon. Ben Hood MLC

SA Department Health & Wellbeing

Warrnambool & District Community Hospice

Flinders University

Country Health Connect Palliative Care Unit

Ebony Cunningham and the team of Brite Legal

Gail Richards and the team of Key2Sales

Lois Bayre

Mount Gambier Central Shopping Centre

The Marketplace Shopping Centre

Radio Stations: Lime FM, 5GTR FM, ABC Southeast, Triple M Limestone Coast

Print Media: The Border Watch, The SE Voice, Lifestyle

Palliative Care SA

Miriam Bayes UniSA

Pastor David Sigley (Uniting Church)

Anelia Blackie (Migrant Centre)

Woodlands Craft Group

Shylie Harrison (Spectrum Business Management)

John Amoroso

Jane Qualmann

Frank Morello (Country Arts SA)

## **CURRENT COMMITTEE of MANAGEMENT**

Maureen Klintberg - Chairperson

Jason Stevens – Deputy Chairperson

Fiona Dixon - Secretary

Krystine Howard

Adam Creek

## **Former Members of Committee**

Jane Fetherstonhaugh

Sandi Elliott

Ros Nicholson

Ruth Lawson

## **AMBASSADOR**

Gail Richards

## **STAFF**

Sandi Elliott (Manager)

Jane Shepherd (Volunteer/Administrator Coordinator)

Glenny Tiller (Counsellor)

## Balance sheet

Accrual mode

30 Jun 2023

	<b>Total</b>
<b>Assets</b>	
Daily Operating Account	61,598
Debit Card Bank Account	1,334
<b>Total Assets</b>	<b>62,933</b>
<b>Liabilities</b>	
Trade Creditors	16
Other Payroll Liabilities	9,576
GST Balance	1,864
Voluntary Withholdings Payable	-5,481
<b>Total Liabilities</b>	<b>5,975</b>
<b>Net Assets</b>	<b>56,957</b>
<b>Equity</b>	
Retained Earnings	9,856
Current Year Earnings	47,101
<b>Total Equity</b>	<b>56,957</b>



## Profit & loss

Accrual mode

01 Jul 2022 - 30 Jun 2023

	<b>Total</b>
<b>Income</b>	
<b>MASONIC CHARITIES</b>	
MT Bank Interest	0
MT Grant Funding	48,865
<b>Total MASONIC CHARITIES</b>	<b>48,865</b>
Membership Fees	65
Donations	30,439
Grant Funding	110,859
Bank Interest	8
Fundraising Events	9,558
Fee for Service	1,320
<b>Total Income</b>	<b>201,114</b>
<b>Gross Profit</b>	<b>201,114</b>
<b>Expenses</b>	
Accounting/Bookeeping Fees	575
Advertising & Marketing	420
Bank Fees	20
Computer Expenses	428
Council Rates	609
<b>Insurance Expenses</b>	
Associations Liability Insurance Vero	3,725
Insurance - Business/volunteer/Equipment	2,611
<b>Total Insurance Expenses</b>	<b>6,336</b>
<b>MASONIC CHARITIES</b>	
MT Printing & Office Supplies/Equip	391
MT Training Resources & Reference Materials	578
MT Advertising, Promos & Event Costs	1,231
MT Professional Development	229
MT Workcover RTWSA	618
MT Salaries & Wages	25,009
MT IT Computer & IT Programs	118
MT Employer Super Guarantee	1,636
MT Mobile Phone & Internet	164
<b>Total MASONIC CHARITIES</b>	<b>29,974</b>
<b>Motor Vehicle Expenses</b>	
Motor Vehicle - Fuel/Oil	76
<b>Total Motor Vehicle Expenses</b>	<b>76</b>
Wages & Salaries Expenses	92,160
Subscriptions	1,622
Postage	60

	<b>Total</b>
Printing	200
Rent/Lease Building and Equipment	3,750
Security	280
Staff Training & Education	155
Stationery & Office Supplies	887
Mobile and Internet	1,852
Work Cover	2,723
Consumables - volunteers/clients	929
Employee Guarantee Superannuation	10,537
Volunteer Training	360
ID and Certificates	71
<b>Total Expenses</b>	<b>154,024</b>
<b>Operating Profit</b>	<b>47,089</b>
<b>Other Income</b>	
Returns	12
<b>Total Other Income</b>	<b>12</b>
<b>Net Profit</b>	<b>47,101</b>



