



PalliativeCare
SOUTH AUSTRALIA

**PALLIATIVE CARE SA
ANNUAL REPORT
2018 / 2019**



ACKNOWLEDGEMENT TO COUNTRY

Palliative Care SA acknowledges the Kurna people as the traditional Aboriginal owners of the Adelaide Plains. We pay our respects to their elders, past, present and emerging. We also recognise the cultural authority of all other Aboriginal peoples from South Australia. We honour all Aboriginal and Torres Strait Islander peoples who live, work and walk on these lands.



PalliativeCare
SOUTH AUSTRALIA

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CHAIRMAN'S REPORT

PCSA 2018-2019

PROFESSOR GREGORY CRAWFORD



I am pleased to present my third annual report as Chairman of Palliative Care SA. It is a great privilege to be able to chair such an important organisation that has only increased its relevance, profile and advocacy over the past year, ever enhancing our mission that all South Australians can live, die and grieve well. Unfortunately, I cannot say that we have achieved an equitable and fully resourced palliative care sector, but it remains the mission of PCSA to advocate.

I firmly believe that the death literacy of our society, the practical ability to be able to plan well for an end of life, with the knowledge and skills to take action is something in which our society should invest time and resources. Palliative Care SA certainly spends much effort in this endeavour. Open discussion about the potential for death and our values and hopes at such a time is something that should be possible for all of us. And within this, as a society we need to be able to support different types of decision - making at personal self-autonomous, community or cultural levels. But it is the health sector, in collaboration with wider social support, that has the major role in caring for people as the end of their life approaches and this is where more can be done. We have large numbers of hard-working, highly trained and competent clinicians in South Australia in

all areas of the sector, both specialist, community, primary and generalist palliative care. But some of the resourcing and systems in which they work could better support more coordinated and seamless care, to ensure the best care for each person living and dying. A person and their family do not need to know who is funding the service, but they need a system that meets their needs, provides a support network with anticipation of need, is able to respond in a timely fashion when there is unexpected change and can manage transitions between sites of care as smoothly and with as little disruption as is possible.

The relationship between PCSA and other member organisations in all the states and territories of Australia and our relationship with Palliative Care Australia, based in Canberra, remains strong. We have worked collaboratively with considerable input into consultations about voluntary assisted dying or euthanasia, opioid prescribing in the community, supporting advocacy into the Medicare Benefits Schedule review amongst many other activities. I would like to welcome the newly appointed CEO of PCA, Rohan Greenland and to acknowledge the productive relationship we have with the Chair of PCA, Dr Jane Fischer. She has instituted regular meetings of the Presidents of all the member organisations with significant improvement in collaboration and mutual support for the work of palliative care more broadly in Australia. The regular communication between member organisation Executive Officers continues productively.

I will present my thoughts within the framework of the strategic directions of the PCSA Board and the organisation.

PEAK BODY

PCSA continues to position itself to be a strong and reliable voice for palliative care in South Australia. We are seen as the first and most important source for comment and information about end of life and palliative care issues. We have provided advice to many organisations and initiated media opportunities in print, radio, television and social media this year.

The Board has provided advice into the legislated review of the Advance Care Directives Act to Prof. Wendy Lacey who has provided a report about this important Act and its implementation.

Robust and accurate data is vital for good understanding of systems and for administrators, funders and the public to make decisions about future care and where to put effort and resources. The Board met with the Health Performance

Council Board during the year to review the amendments and completion of their report into end of life care in South Australian public hospitals and to offer insight and assistance with the interpretation of various data items. This was a mutually beneficial collaboration. There is a need for greater ability to understand the full scope of palliative care activity in specialist, community, and general practice/primary care, not just the acute hospital. This will be an important factor in the ongoing advocacy of PCSA.

Palliative Care SA is a partner in an NHMRC funded project being undertaken by the University of Adelaide. A/Professor Jaklin Elliot is leading this work to investigate the inclusion of vulnerable populations in Advance Care Planning, and more broadly exploring how to develop complex and sensitive public policy. To only understand what the needs are of South Australians is important, but this research considers those who may be culturally and linguistically diverse, Australian Aboriginals, people with conditions such as advanced lung failure and dementia as well as those living with cancer. This is important work and PCSA is on governance committees of this project to ensure that the voice of those not in the mainstream of our society are not forgotten or neglected.

ADVOCACY

PCSA has continued to work with the state government to implement the promised increase in funding to expand community palliative care services to cover all days of the week. This process has not been as rapid as we would have liked but progress is occurring. We welcome the reinstatement of a Palliative Care Clinical Network Steering Committee and congratulate Dr David Holden, a palliative care specialist who has recently been appointed as the chairman of this steering committee. PCSA will have a strong voice in this forum.

At Palliative Care SA we advocate for fully funded, comprehensive palliative care service delivery that is efficient, accountable and seamless. This will require continuing consideration of existing programs and the allocation of new funds. This will be from the public sector but serious endeavours are required to ensure that national programs as well as private health funders are providing services that meet the needs of the community and the people they were designed to support.

COMMUNITY ENGAGEMENT

We convened the 3rd South Australian Palliative Care Conference at the Wayville Showgrounds in July 2018.

This was a great success on multiple assessments. We engaged with a large group of PCSA members and clinicians, volunteers, members of the public and many others, to consider 'The Heart of the Matter.' Our patron Mrs Lan Le, wife of the Governor of South Australia, His Excellency the Honourable Hieu Van Le AC, opened the conference. I wish to acknowledge her real and tangible support for palliative care in South Australia. The Minister of Health & Wellbeing, the Hon Stephen Wade spoke and reiterated his government's election promises. I wish to particularly pay tribute to our conference organisers, particularly Mrs. Christine Hofmeyer and to our sponsors The Hospital Research Foundation, ECH Inc, RDNS, SA Health & Wellbeing, Resthaven and GP Partners. The conference saw many new members join PCSA and we welcome their fresh ideas and new insights.

We have continued to run a very successful series of public forums including the public forum given by Professor Stephen Duckett from the Grattan Institute about Funding of Palliative Care. The most striking comment I remember of his presentation was an assertion that there has been a failure of funding policy of palliative care in Australia. Very powerful words that require action.

Our patron Mrs Lan Le hosted a reception during National Palliative Care Week at Government House. This was a great opportunity to acknowledge the hard-working individuals and organisations within palliative care and to promote the work of PCSA more broadly.

Other community capacity building activities have continued such as conversations in our Die-A-Logue cafes and our activities to increase knowledge and completion of Advance Care Directives.

BUILDING SERVICE PROVISION CAPACITY

The Programme of Experience in the Palliative Approach (PEPA) under the secure and responsible management of John McMahon continues to be a flagship activity of our organisation. John provides leadership, education and passion to ensure that clinicians of all disciplines are able to access training and clinical attachments. This is vital work and I applaud him and the support of PCSA in enabling this to continue. John reports in more detail about this project and its significant impact.

SUSTAINABILITY

Palliative Care SA maintains a strong and sustainable position by various metrics. We have strong and accountable

governance and secure finances. We value the continuing funding from SA Health and the support of Alfred James Funeral Homes. There has been renewal of the Board. At the last AGM in October 2018, we farewelled retiring board members Dr Peter Ford AM, having served since 2014, and Paul (PK) Kitching elected in 2015. Aiming to have a balance of skills, the Board actively recruited candidates with skills in community medical practice and political advocacy to fill these vacancies. We were delighted to welcome General Practitioner and former President of the AMA(SA) Dr Patricia Montanaro, and Palliative Care Nurse Practitioner, Kevin Hardy. Unfortunately, Kevin resigned in July 2019 due to personal reasons. We were able to co-opt Ms Annie Fabig to the Board in December 2018. Annie brings strong skills in economics, finance and governance, and has strengths and insight into the disability sector. I wish to acknowledge the strong and dedicated Board members. Helen Walker as Deputy Chairperson and a Board member of PCA continues to provide wisdom and insight into national and international issues. Nick Redin has provided continuing steady financial oversight. Elizabeth Ho OAM provides such strong community connection and support for social inclusion and Rosemary Caruso continues to provide not only her passion for our work but her legal understanding. I wish to thank them all most sincerely. The Board has undertaken several educational activities to increase Board function and knowledge of good governance and we are measuring Board effectiveness and function to assist us in our endeavours.

Our CEO of 9 years, Tracey Watters left the organisation early in 2019. She left with the full support of the Board and we wish her well. Mr Tony Lawson stepped in as interim CEO and I wish to thank him for his wisdom, flexibility and hard work. He has been instrumental in the writing and coordinating of several complex reports to assist the Board in its advocacy. The Board has committed to develop the organisation's reach and has appointed a new Executive Director and an Events Manager earlier in 2019 and has contracted access to media. Although appointed just into the coming financial year, I do wish to heartily welcome Mr Mark Waters as the incoming recently-appointed Executive Director. Mark brings new eyes, and new skills and we welcome him enthusiastically. I have asked him to write a few words of introduction.

The long serving dedication of the PCSA Financial Manger Sally Harrison is evident in her report and I wish to thank her in particular for her steady and reliable service to PCSA finances but also her flexibility, good humour, and her wide connection within Adelaide. Sally is a valued member of the PCSA staff, and I commend her. I have mentioned

John McMahon, the Manager of the PEPA program and his support and loyalty is valued.

I welcome Emma Little, our Events Manager and direct you to her report. Emma brings enthusiasm, skills, training and passion to our organisation and it feels as if she has always been part of the team.

I wish to say how pleased I have been to see so much energy and enthusiasm for palliative care throughout the year. Attendances at PCSA forums are increasing. We are gaining increasing traction on all media platforms. The Board continues to consider the needs of all South Australians facing the end of their life and I believe that we have a strong and viable Board and organisation to lead Palliative Care in South Australia into the future.

EXECUTIVE DIRECTOR

MARK WATERS



In being new to the role of Executive Director in Palliative Care SA, I commend to the PCSA members the Board and staff reports for the 2018 / 2019 Annual Report. I especially note the Chair's Report from Professor Gregory Crawford who has helped to make my transition into PCSA smooth. I also want to pay credit to the Treasurer, Nick Redin, who has worked tirelessly to bring the Financial reports for the year 2018 / 2019 to you and as they are presented in this Annual Report. In fact I've been really appreciative of the whole Board who have really harnessed the activity of PCSA over the past year and pursued a bold advocacy campaign to secure more funds for 24 / 7 service delivery for the sector.

I wish to express my gratitude to the Interim CEO, Tony Lawson for his work in 2019 and for the comprehensive handover that he supplied for me as I took over the leadership of PCSA.

I also want to offer my heartfelt thanks to Sally Harrison, Emma Little and John McMahon for the way in which they have welcomed me into the organisation and embraced the future planning and energy that we are capturing for the future of PCSA in the coming years. Their reports and data for 2018 / 2019 demonstrate the level of activity and the quality of work

that is being achieved through PCSA as a small organisation.

I come to PCSA with a strong background in consumer, community and adolescent health. I have often described myself as Social Work trained and youthwork experienced; throughout my forty years of involvement in the community sector, I have had an eclectic suite of experience covering Alcohol and Other Drug work, employment and training for people with mental health issues, workforce planning and social policy development. Over the past eight and a half years, I have been the State Manager of Reconciliation SA in which I fostered community engagement and awareness raising. In that role, I grew the profile of the organisation, its membership and its budget. I look forward to the challenge of growing the movement of support for a broad suite of quality palliative care services in South Australia; I am looking for opportunities to build the strategies in PCSA on its media and public profile, extend its membership and grow the human and financial resources available for the organisation.

In the future, I am keen to advocate for a more equitable distribution of resources for palliative care services across the state. Already I have observed the need to significantly increase support and resources for country South Australians to receive services closer to home. Diverse population groups and their relative take up of palliative care services also needs to be investigated. Aboriginal people and people from culturally diverse backgrounds are currently under-represented in the services; it is important to find ways to increase access for a range of populations. In the wider community, I want to build the community conversation about death and dying.

I intend to be a tireless advocate for Palliative Care in South Australia and seek your support in raising your voices to this cause as well.

COMMUNITY ENGAGEMENT AND EVENTS

BY EMMA LITTLE,
COMMUNITY ENGAGEMENT AND
EVENTS COORDINATOR



INTRODUCTION

I moved to South Australia in January 2019 to take up my role at Palliative Care South Australia. This has been an exciting transition for me as I have developed relationships and connections to help increase the awareness and growth of the community awareness of death, dying and palliative care.

Over the past year, the Events and Engagement work done by Palliative Care SA has reflected the broad needs of the population of SA, as well as aligning with the strategic directions of PCSA. We have endeavored to offer a variety of events and opportunities for learning and development that meet people of diverse backgrounds and with a range of learning and development needs.

Our busy year of events has included movie nights, public lectures, education sessions, morning and afternoon teas and workshops on Advanced Care Directives. All of these events, summarized below, have been well-attended and informative for all.

Heart of the Matter: Biannual Palliative Care South Australia State Conference - 20th July 2018

The theme of the PCSA Conference was “The Heart of the Matter- Person Centered Care and the patient experience”. It brought together stakeholders interested in dignity, spirituality and compassion to enhance patient and family centered-care at the end of life. The conference featured keynote speakers Dr Fiona Kerr, Mary Freer, Laila Hallam and Karen Glaetzer AM.

Government House Morning Tea: World Hospice Day - 18th October 2018

World Hospice Day provides a time to reflect on end of life care and those who provide it. In 2018, a morning tea was hosted by Mrs. Lan Le, Patron of PCSA at Government House.

Aged Care Standards and End of Life Care - 11th December 2018

This forum was presented by Peter Vincent, Director and Principal Consultant, Aged Care Management Australia. It provided an overview of the new aged care standards that took effect on the 1st July 2019 and the nexus between aged care standards and end of life care.

Movie Night: - 7th March 2019

The film “Tuesday’s with Morrie” provided an insight in to a lived experience with a life limiting illness and allowed attendees to talk, reflect and network.

Have We Underinvested in Palliative Care? - 1st May 2019

This forum was presented by Professor Stephen Duckett of the Grattan Institute and highlighted the need to re-evaluate the funding of palliative care in order to increase the effectiveness of palliative care models in order to meet patient needs.

Palliative Care Week 2019 - 17th - 23rd May 2019

Across SA there were many events held to mark this important focus week including workshops, education sessions, open days and displays at health care facilities, nursing homes and hospitals.

Palliative Care SA helped to support these events through the provision of marketing and collateral.

Our Patron, Mrs. Lan Le hosted an evening reception at Government House to mark the week and celebrate and reflect on the hard work of Palliative Care staff within South Australia.

Advance Care Directive Workshops – 15 workshops

- The workshops focus on the Advance Care Directive legislation, the need for ACDs in planning end of life and how to complete an ACD.
- The metropolitan workshops are conducted through our invaluable partnership with Alfred James Funeral Homes, who provide the location, goods and morning tea to participants.

Courageous Conversations Workshops – 3 workshops

Formally called Die-A-Logue Cafes, Courageous Conversations workshops, focus on opening up public discussions about death and dying and increase death literacy within the community. Many more are booked for 2019-2020 and we are excited about their expansion and development.

PARTNERS AND SUPPORTERS

Our work involves effective relationships with many partners. As a small organization with limited core funding, we rely upon the goodwill and capacity of other organization to extend our reach. We especially want to recognize the support of the Hawke Centre and Alfred James Funeral Homes who have made much of our program possible. We also value our work with local Councils, the sponsors for our 2018 conference (ECH and GP Partners), our trade partners at the conference (Menarini, Mundipharma and the Adelaide Radiology Centre) and our ongoing connection with our Patron and Government House.

LOOKING FORWARD:

I am excited for our future with some key changes and developments in the events program. I am continuing to form networks and develop a greater understanding of community and industry needs in order to develop our resources, events and education sessions.

Some key events to look forward to in 2020 include our State Palliative Care Biannual Conference on May 21st 2020 in Palliative Care Week. We are currently assembling a list of high-quality speakers that will be informative and engaging.

Other public events that will take place in 2019 / 2020 include:

- A free public lecture of spiritual care at end of life
- A community panel discussion on Voluntary Assisted Dying
- Advance Care Directives workshops for Aged Care Workers
- Courageous Conversations in Marion, Adelaide council, as well as during ZEST FEST.

In addition to these face to face events, I am excited to be developing our new website with regular blogs, updates and news articles that relate to contemporary issues within Palliative Care. These blogs will also link to our other social media platforms in order to keep you updated on the very latest in South Australian and National news in this area. I am also pleased to co-author and edit the bi-monthly e-news for our members. This newsletter will be a great snapshot of what we are doing and what is happening within the industry in order to continue to increase public awareness and drive for change.

I am always looking for new ways to work with the community and am open to feedback, networking and partnerships. Please feel free to contact me at elittle@pallcare.asn.au

HEART OF THE MATTER 300

BIANNUAL PALLIATIVE
CARE SA CONFERENCE

GOVERNMENT
HOUSE
RECEPTION

90

MOVIE
NIGHT

45

AGED
CARE
& END
OF LIFE
CARE

80

TOTAL
ATTENDANCES
2018 / 2019

830+

PCSA
EVENTS

WORLD
HOSPICE
DAY

35

INVESTMENT
IN
PALLIATIVE
CARE

STEPHEN
DUCKETT

180
\$\$\$

ADVANCED
CARE
DIRECTIVES
WORKSHOPS

OVER 100
PEOPLE

DIE-A-
LOGUE
CAFES

PALLIATIVE
CARE
WEEK
EVENTS

PEPA SA

BY JOHN MCMAHON,
PEPA SA MANAGER



The Program of Experience in the Palliative Approach (PEPA) forms part of the Palliative Care Education and Training Collaborative. As a national palliative care project, this Collaborative takes a strategic approach to education and training of the health workforce and delivers programs for priority health care provider groups across primary, secondary and tertiary settings.

Specifically, PEPA aims to enhance the capacity of health professionals to deliver a palliative care approach through their participation in clinical placements in specialist palliative care services and interactive workshops.

PEPA provides opportunities to develop confidence, knowledge and skills in the palliative approach to care through:

- funded clinical workforce placements or workshops
- integration of learning into your workplace
- establishing networks of support

The PEPA learning experience helps participants to:

- gain a clear understanding of the principles of good palliative care
- identify the needs of your patients/residents with life-limiting conditions
- understand the role of varied disciplines in managing common problems faced by palliative care patients/residents
- recognise the knowledge base/scope of practice in regard to optimal palliative care provision related to your role
- identify personal coping strategies for effective management of personal issues related to working in this area.

This program provides an ideal opportunity to learn from experienced specialist staff to enhance skills, knowledge and experience in the palliative approach.

In South Australia, PEPA has been under the auspices of Palliative Care South Australia for the past seven years. This particular contract runs until June 2020 and we are very hopeful that the program will extend for another three years.

PEPA SA has been able to achieve more than our allocated placements in most categories this year and includes good numbers of Nurses, both Registered and Enrolled Nurses. We have been very successful in having Pharmacists attend placements due to the good work of Paul Tait, Michaela Delcampo and Jo To from the Specialist Palliative Care Services. GPs placements have been very successful and we have interest and scope to do more in this field.

The success of the PEPA program is dependent on the good will and commitment of the Specialist Palliative Care Services in Adelaide. Special mention and appreciation is given to the teams from Southern, Northern, and Central Palliative Care, along with Mary Potter Hospice. All of these teams in Adelaide take all the placements from the metropolitan, rural and remote areas of South Australia. We have had placements attend from the west as far as Ceduna, from the south east in Mt. Gambier and Port Augusta in the north, and one from the APY Lands in the far north of the state.

Testimonials from some of these placements include:

"I actually know the people that I'm referring to... I've made many more phone calls and said, "Look, I've got this person on the ward, I don't know whether you know them. Before I do a referral, even just symptom management, have you got some advice?" So that sort of informal contact. I wouldn't have had the courage, I wouldn't have known the language and what I was talking about (prior to the PEPA placement). I didn't know some of the services that connected in with palliative care, I didn't know about the volunteer group, that I've rung. Some of the clergy that I've met in terms of speaking about death and dying, and involving them. Who else have I involved? Probably the community nurses. I didn't realise how much a backbone of the service they were in terms of providing a lot of the hands on care. Occupational therapists, physiotherapists, housing services I've contacted."
(RN)

"It has been an ideal way of gaining much exposure and experience in a short time, that in our rural setting, would have taken at least a year to gain." (Allied health)

The workshop program has also been very successful this year, and once again, only made possible by the involvement of the Specialist Palliative Care Services who provide most of the presenters both in Adelaide and the rural areas. PEPA's work in Aged Care is ever expanding, with collaborations this year with End of Life Direction for Aged Care (ELDAC), Adelaide Primary Health Network (PHN) Greater Choices program, Eldercare and Caring@home. The partnerships built with these agencies have all been

very productive and valuable. We envisage the work in Aged Care, both the residential and community sectors, will expand even more in years to come.

The work of PEPA SA fits in very well with the role of Palliative Care South Australia. PEPA has developed very good links with the Specialist Services, the Aged Care Sector, the PHNs and SA Health and is a respected institution in the palliative care field. PEPA SA will continue to work within the field to improve the skills of the generalist health sector through our placements, workshops and forums. For the coming year, a major project of PEPA SA and PCSA is focusing on improving palliative care outcomes for Aboriginal South Australians through a concerted engagement process with Aboriginal communities and Health Services in South Australia.

I can be contacted for PEPA enquires and placements on jmcmahon@pallcare.asn.au

PEPA Program of Experience in the Palliative Approach

Funded by the Australian Government Department of Health

The Program of Experience in the Palliative Approach (PEPA) prepares the Australian health workforce to care for people with chronic, advanced and life-limiting illnesses.

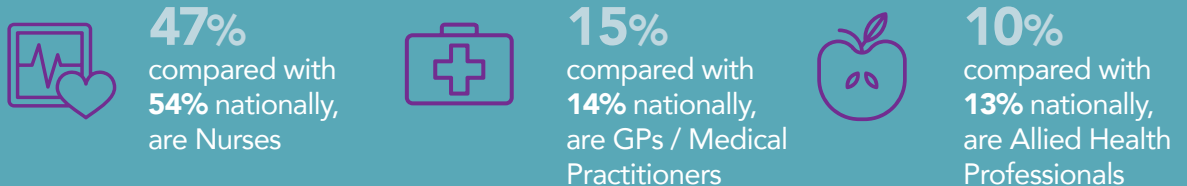
PEPA offers: • Short-term placements for health care providers in specialist palliative care services • Reverse PEPA placements • Palliative care workshops

Clinical Placements 1 July 2017 – 31 March 2019

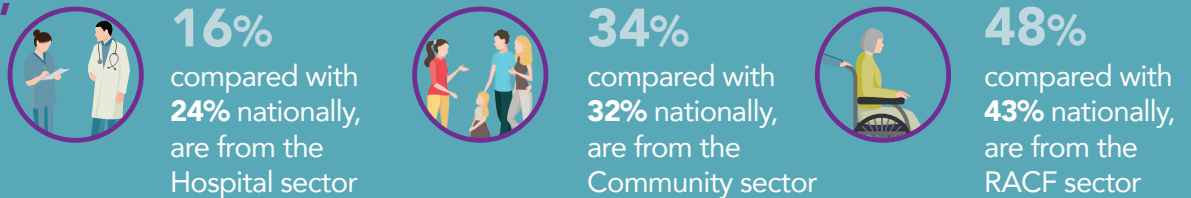
Statistics



Disciplines



Participants' Sector



10% 
compared with **5%** nationally, identified as
Aboriginal and/or Torres Strait Islander persons

28% 
compared with **25%** nationally, identified as
speaking a language other than English at home

Outcomes – All Placement Participants

23% increase
compared with a **25%** national increase, in the
average score of confidence to provide a palliative
approach to care

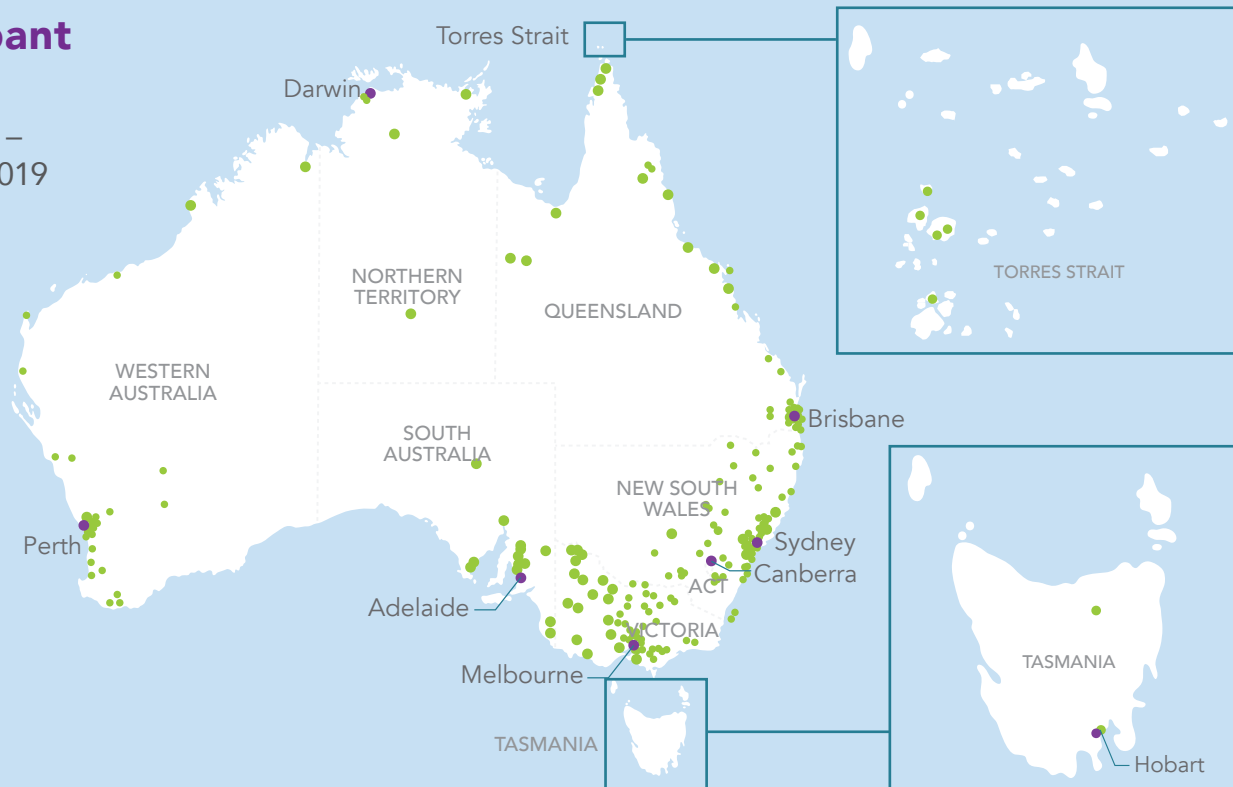
More than **100%**
compared with **98%** nationally, would recommend
PEPA placements to their colleagues

What our participants say

"I work with Aboriginal patients who can be hesitant to engage with palliative care services. The PEPA program has strengthened working relationships between our medical service and the Aboriginal medical service teams. This has increased engagement and access to services for our patients. The Palliative care team has been a valuable source of information and provided advice for patients who were not willing to engage with them directly." RN - South Australia

Participant Origin

1 July 2017 –
31 March 2019



Workshops 1 July 2017 – 31 March 2019



18

out of **196**
total workshops
nationally



9

out of **110** workshops
nationally in palliative
approach



1

out of **10** workshops
nationally in culture-
centred care –
multicultural



376

total participants
compared with
3655 nationally



6

out of **60** workshops
nationally in Palliative
approach in aged care



3

out of **6** workshops
nationally in culture-
centred care –
Australian Indigenous

Workshop Outcomes

Participants in South
Australia reported a

28% increase

compared with a **28% increase** nationally in the average score
of confidence to provide a palliative approach to care for
people who have a life limiting illness

What our participants' employers say

"PEPA has provided in-service education and opportunistic learning on the ward for our staff. The education resources used helped us discuss care with Medical Practitioners more positively for patient care. We also use the resources in the Graduate Nurse program orientation day as well to provide info to the new grads. We had a well established communication with palliative care services but now have a dedicated link person in our acute service to support this relationship even more."

RN - South Australia Hospital

FINANCIAL ADMINISTRATOR

BY SALLY HARRISON



REFLECTIONS

I have been at PCSA for 11 years – I think the most longstanding employee in the Organisation’s history! As I reflect back on the past 11 years’ I have seen the organisation undergo significant change.

When I started in 2008 the Organisation was struggling to survive. We literally had enough funds to keep going for the next 8 weeks so we were in crisis mode and didn’t know if we could keep going. Through good fortune and a good contact, I was able to bring in a significant donation which has been invested and the dividends used to support other income received from SA Health, projects, grants and sponsorship. That meant our survival! Our thanks go to Alfred James Funeral Homes for their major sponsorship over the past six years. Their funding helps with our Forums so they can be free to members and our Advanced Care Directive workshops.

The Board changed from a large one of approximately 30 people to a Board of Governance in 2009 of 7-8 members which made the business of governing much more workable with new strategic directions. Board members have specialised skills and give their time voluntarily. Most

have full time jobs and very busy lives, but have chosen to support Palliative Care and at times have faced difficult challenges.

We continued to grow with the Program of Experience in the Palliative Approach (PEPA) project funding in 2011 and the employment of John McMahon who Manages the Project. John had recently finished his degree, a Bachelor of Arts majoring in Public Policy, but was also a qualified Palliative Care Nurse who has worked in Victoria and NT so has a different perspective of Palliative Care to those who have only worked in South Australia. It was so valuable to office staff to be able to ask someone with a clinical background to help with phone enquiries.

Over the years we have undertaken many projects that have employed staff who have added to the diversity and strength of our office. Helene Hipp who developed the Volunteers Project and enabled the three clinical services Volunteer Coordinators to combine their skills and develop a training program for new volunteers. This project continues today and the volunteers are a valuable resource to all the services.

Helen Roberts ran the “Dying to Talk” project that was conducted in regional areas to get people talking about Advanced Care Directives and their wishes at End of Life. She had a great response to these sessions and people started to have those “difficult conversations”. Helen had recently retired as a neo-natal specialist nurse at the Women’s and Children’s and is a “Heartfelt” Organisation photographer.

Mark Waters, our new Executive Director, who I am looking forward to working with, started with PCSA in July this year is the third Director for whom I have worked. It has been an extremely busy year and Membership is always hectic for me from July onwards. I thank all of those concessional, individual and Organisational members who continue to support the work we do and loyally renew their memberships each year. Because of limited resources we have been unable to get as many e-bulletins and communiques out to members this year. This will be progressively remedied so thank you for your patience and understanding!

As we look toward the future in an ideal world and with appropriate funding there’s much that could be done to improve the delivery of Palliative Care in this state particularly in regional areas and in the community. I see the greatest need as being Palliative Care in the Aged Care Sector and education for staff in residential aged care

facilities. The PEPA project provides training for many staff in Aged Care Facilities which staff value greatly. Workshops, particularly Acute Care Workshops are always in high demand and could be filled many times over. Training and education of staff remain one of the greatest areas of demand that I think is needed for the future.



INCOME AND EXPENDITURE STATEMENT

PALLIATIVE CARE SOUTH AUSTRALIA INC

FOR THE YEAR ENDED 30 JUNE 2019

| | 2019 | 2018 |
|---------------------------------|----------------|----------------|
| Income | | |
| Income | | |
| Donations | 317 | 8,272 |
| Grants | 12,109 | 12,182 |
| Memberships | 19,237 | 21,918 |
| Other Income | - | 10,414 |
| Project Income | 243,000 | 246,845 |
| Registrations | 24,572 | 2,941 |
| Department of Health Contract | 88,245 | 84,819 |
| Sales | 2,018 | 2,609 |
| Sponsorship | 20,000 | 73,325 |
| Transfer from Provision | 34,309 | (44,865) |
| Travel Reimbursement | - | 603 |
| Total Income | 443,808 | 419,064 |
| Total Income | 443,808 | 419,064 |
| Expenditure | | |
| Accountant Fees | 3,600 | 2,150 |
| Acting CEO | 19,220 | - |
| Audit Fees | 2,500 | 3,750 |
| Bank Fees | 760 | 716 |
| Board Expenses | 1,950 | 1,229 |
| CBB Salary Packaging Fees | 940 | 730 |
| Conference / Seminar Expenses | 13,476 | 6,690 |
| Depreciation Expense | 6,896 | 7,831 |
| Electricity | 4,303 | 3,312 |
| Fees & Permits | 50 | 167 |
| Graphic Design | 240 | 596 |
| Insurance | 4,889 | 7,828 |
| Internet, Website & Maint. | 9,483 | 818 |
| Legal Fees | 15,145 | - |
| Meeting Expenses | 1,471 | 1,830 |
| Newsletters | 5,815 | 11,823 |
| Office Supplies | 3,676 | 3,739 |
| Online Merchant Fees/Commission | 44 | 69 |
| PCCSA Library Books | - | 400 |
| Postage Freight & Couriers | 5,465 | 3,719 |
| Printing & Stationery | 7,616 | 3,722 |
| Project Expenses | 123,227 | 115,522 |
| Promotions & Advertising | 8,584 | 9,255 |
| Provn Annual Leave | (7,705) | 2,331 |
| Provn Long Service leave | 5,645 | 4,979 |

Income and Expenditure Statement

| | 2019 | 2018 |
|---|------------------|------------------|
| Recruitment expense | 560 | - |
| Rent - Greenhill Rd | 40,335 | 36,442 |
| Repairs & Maintenance | 4,582 | 9,133 |
| Software Support Charges | 552 | 2,222 |
| Subscriptions & Memberships | 1,859 | 1,437 |
| Superannuation Expense | 22,466 | 24,401 |
| Telephone & Fax | 6,172 | 6,295 |
| Termination Expenses | 27,473 | - |
| Travel & Accomodation | 3,398 | 13,765 |
| Wages & Salaries | 232,487 | 256,848 |
| Workcover Expense | 4,026 | 4,260 |
| Total Expenditure | 581,200 | 548,005 |
| Net Operating Surplus/(Loss) | (137,392) | (128,942) |
| Other Income | | |
| Shares | | |
| Increase/(Decrease) in Market Value of Shares | (25,698) | (1,710) |
| Share Dividend Income | 115,337 | 54,134 |
| Total Shares | 89,638 | 52,424 |
| Interest Income | | |
| Interest Received | 10,492 | 9,528 |
| Total Interest Income | 10,492 | 9,528 |
| Total Other Income | 100,130 | 61,952 |
| Net Current Year Surplus/(Loss) | (37,262) | (66,990) |

ASSETS AND LIABILITIES STATEMENT

PALLIATIVE CARE SOUTH AUSTRALIA INC

AS AT 30 JUNE 2019

| | 0 NOTES | 30 JUN 2019 | 30JUN2018 |
|-------------------------------|-----------|-------------|-----------|
| Assets | | | |
| <u>Current</u> | | | |
| <u>Assets</u> | | | |
| Cash & Cash Equivalents | 1 | 511,025 | 578,920 |
| Trade and Other Receivables | 2 | 47,870 | 33,467 |
| GST Receivable | | 4,080 | |
| Total Current Assets | | 562,975 | 612,387 |
| <u>Non-Current Assets</u> | | | |
| Investment in Shares | | 545,742 | 598,473 |
| Plant and Equipment, Vehicles | 3 | 43,018 | 43,126 |
| Total Non-Current Assets | | 588,760 | 641,599 |
| Total Assets | | 1,151,735 | 1,253,987 |
| Liabilities | | | |
| <u>Current</u> | | | |
| <u>Liabilities</u> | | | |
| Trade and Other Payables | 4 | 22,288 | 8,472 |
| GST Payable | | - | 10,610 |
| PAYG | | 2,448 | 4,776 |
| Superannuation Payable | | 3,210 | 4,605 |
| Provisions | 5 | 121,532 | 186,005 |
| Total Current Liabilities | | 149,477 | 214,467 |
| Total Liabilities | | 149,477 | 214,467 |
| Net Assets | | | |
| 1,002,258 | 1,039,519 | | |
| <u>Member's</u> | | | |
| <u>Funds</u> | | | |
| Current Year Earnings | | (37,262) | (66,990) |
| Retained Earnings | | 1,039,519 | 1,106,509 |
| Total Member's Funds | | 1,002,258 | 1,039,519 |



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PalliativeCare
SOUTH AUSTRALIA

