



# Peninsula Home Hospice

Annual Report  
2020-2021

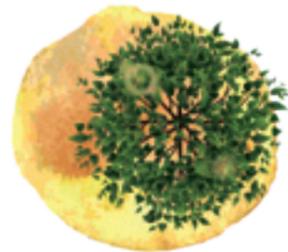
# Seasons of Change



*Different seasons represent the different foundations and processes that Peninsula Home Hospice has in place that we are constantly reviewing and developing to have the strength and agility to hold the organisation up in any storm.*



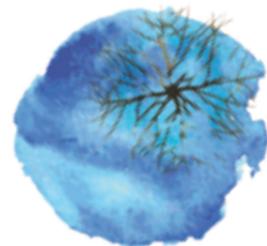
*Spring* - The birth of new ideas and processes



*Summer* - Developing the ideas and processes to withstand the heat



*Autumn* - Analysing the progress and implementing changes like the changing colour of the Autumn leaves



*Winter* - The project is now strong enough to withstand any Winter storm with strength and agility

Peninsula Home Hospice (PHH) provides home based specialist palliative care that optimises quality of life and honours the hope for comfort, choice, dignity and peace.



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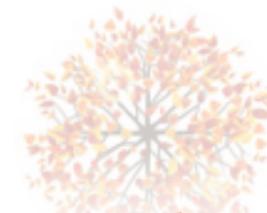
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*We acknowledge the culture, dreams and aspirations of the Aboriginal and Torres Strait Islander people as the custodians of the lands upon which we live and work and we pay our respects to Elders, past, present and emerging.*

# Report from The Chair 2021



Chair - Board of Directors

Mark Smith

*In my message last year I said “We all hope that life (and work) will return to closer to normal before too long.” Well, clearly I got that wrong, as we have been dealing with responses to COVID-19 throughout this year! I remain indebted for the way that our resilient staff and volunteers have continued their great work throughout all of the disruptions of this past year. Peninsula Home Hospice (PHH) has responded well to the increased demand as patients and their families have sought options to reduce the exposure risks associated with in-patient care.*

Last year I also flagged a major issue for PHH with the retirement of our CEO, Rachel Bovenizer after 13 years. Janet Phillips has proven to be an excellent replacement and, with her extensive experience and passion for palliative care, has really hit the ground running and already started to introduce further innovations for our model of service delivery. Sincere thanks to our wonderful management team for the way they have assisted Janet to settle in so well and so quickly. This was further demonstrated by the excellent outcome achieved from the recent assessment by the Australian Council on Healthcare Standards.

The ongoing financial support of the Victorian Government’s Department of Health, with particular support provided to facilitate the transition to remote work, has once again allowed PHH to continue providing the vital service to our local population. Once again, I cannot over emphasise the importance of connection with our local community and the important and significant contribution the community makes to PHH. COVID-19 has continued to disrupt many of PHH’s fundraising activities, but our enthusiastic supporters have adopted new methods in an attempt to continue their support, while we endeavour to stay connected with our important supporters.

I am pleased to report again this year that PHH remains in a strong financial position, and indeed we have celebrated the milestone of discharging the mortgage on our Mornington office. It is wonderful that we have such a good permanent base centrally located in our catchment area, and the technology we have been able to utilize has proven invaluable in the period of working from home during lockdowns.

It brings me great pride, to be a part of such a necessary organisation as Peninsula Home Hospice and the important difference that our staff, volunteers and supporters can make to the Peninsula community at such challenging times. Once again, I express my sincere gratitude to my fellow Board Directors for the time, effort and expertise that they give freely to our organisation. Special mention must go to Dan Romanis who has sadly stepped down from the PHH Board after two periods of significant contribution to the Board. And it would be remiss of me not to mention the sad passing of Tom Pickford who, although having stepped down from the Board a few years ago, has left an indelible mark on the organisation, particularly with the purchase of the Main Street property.

And lastly, to you – whether you are a member of the staff, volunteer in various ways to PHH, support the organisation in some way, are a member or friend of PHH, your role in keeping PHH connected with the Peninsula community is vital in ensuring we can continue to provide the high quality service that optimises quality of life and honours the hope for comfort, choice, dignity and peace for the Peninsula community.

*“Gratitude for the turning of the seasons.  
May we attune our hearts to their enduring  
message of renewal.” – Kristin Granger*

## CEO's Message



Chief Executive Officer

Janet Phillips

We have seen many changes occur in the last year. Since taking over the reins from our previous CEO, Rachel Bovenizer, it has been a smooth transition due to her steady leadership over the past 13 years. Rachel is now a member of Peninsula Home Hospice and I am thrilled she will remain connected to the Peninsula Home Hospice family.

*Peninsula Home Hospice (PHH) continues to expand and strengthen. Much like the seasons, change is an inescapable part of life. Each season brings its own unique elements and challenges and through a combination of tried and true knowledge and new lessons acquired, we learn to adapt and move forward.*

Continuing to work through a pandemic, we have been agile and responsive to client needs. Our clinical team were able to support a substantive increase in clients dying at home, which is an outstanding achievement.

The Counselling and Clinical Allied Health Team have been able to support clients via telehealth and provide bereavement support throughout the past 12 months.

It has not stopped PHH in continuing with projects, completing a successful accreditation with the Australian Council on Healthcare Standards and progressing with our strategic planning.

All this work would not be possible without the exceptional support of the PHH Administration Team who have been able to support staff, clients and key stakeholders to ensure the service continues to operate at a high level.

We have seen innovation in new projects such as the development of a General Practitioner Special Interest Group to build clinical skills and knowledge of palliative care and to deliver better palliative care outcomes for people living and dying in their preferred place of choice. The Special Interest Group provides a forum for General Practitioners within our catchment to collaborate and develop strong working relationships with our PHH Clinical Team.

Our specialist palliative care nursing team continues to grow with new leadership roles and an increase in weekend coverage. This allows PHH to continue in providing a high quality specialist palliative care service in the home that is responsive to client needs - every client, every time.

The launch of our new look website allows us to keep the community and key stakeholders up to date with all that is happening at PHH.

The Volunteer Program at PHH has such an important role in improving our client experience of care and building the relationship between the service and the local community. Our volunteers have shown resilience and flexibility in supporting clients in different ways during COVID-19 lockdown periods. We cannot thank the volunteers enough!

We continue to have strong support from our community and auxiliary members who have shown incredible strength during the last year. Again, innovation was key in continuing the fundraising efforts with trialling of online events which proved to be very successful.

I would especially like to thank our dedicated volunteer Board of Directors for their steady governance, leadership and support of Peninsula Home Hospice.

The combined work of all through one of our most challenging times, has increased the strength of the organisation and put us in a prime position of further growth and innovation.

*“The difficult seasons we walk through are how we learn to build up strength to manage any situation.” – Rachel Hollis*





## Introduction to Peninsula Home Hospice

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### What We Do

Peninsula Home Hospice provides home based palliative care that optimises quality of life for those in our care and honours their hope for choice, dignity, comfort and peace.

The organisation is governed by a volunteer Board of Directors who are committed to the core values that underpin the culture of Peninsula Home Hospice.

### Geography

The service is provided to people living in the City of Frankston, up as far as Mordialloc Creek in the City of Kingston and down to the southern tip of the Mornington Peninsula at Portsea.

It is a community of almost half a million people.

### Our Community

We are privileged to have a loyal, committed and generous community that are our advocates, fundraisers and support network.

# Board of Directors

## Mark Smith - Chair

Director since October 2012, Board Chair since November 2018

Qualifications: MBA, Grad Dip Nursing Admin, BN, FACN, MAICD.

Experienced healthcare executive with a particular interest in community and primary health care.

**Special Responsibilities:** Board Chair; Governance and Risk Committee; Audit and Finance Committee (ex officio)

## Kath Ferry – Vice Chair

Director since October 2016, Vice Chair since November 2018

Kath has extensive management experience and knowledge of the not for profit and government sectors, and currently works in the disability field. She is a member of the Australian Institute of Company Directors and is current Chair of the Frankston Headspace Audit & Risk Committee.

**Special Responsibilities:** Vice Chair; Audit and Finance Committee

## Helen Fairlie – President

Director since November 2008, Chair November 2011 to November 2018, President since November 2018

Committee member and Chair of Sorrento Pre School 1986 – 1990

School Council for Sorrento Primary School, Committee member and Chair 1990 – 1998

Women of Action Fundraising for PHH since 1997  
Sorrento Portsea Chamber of Commerce Committee since 2000

Arts Nepean Sub Committee Chair 2009 - 2011

**Special Responsibilities:** Board President; Audit and Finance Committee; Fundraising Committee

## Celestine Moon

Director since October 2010

Celestine has had 30 years experience in the hotel industry, then 15 years employment as a Solicitor both in a private practice and in the public sector. She is now retired.

**Special Responsibilities:** Governance and Risk Committee

## Richard Lindner - Treasurer

Director since October 2016, Treasurer since November 2019

Richard was a Chartered Accountant in public practice for over 30 years. His clients included organisations in community services, health, emergency services and local amenities sectors.

His particular professional interest in these sectors has been governance and the financial sustainability of their operations.

**Special Responsibilities:** Treasurer; Chair of the Audit and Finance Committee

## Dan Romanis

Director since February 2016 and also November 2000 to November 2012, Chair of Governance and Risk Committee since December 2019

Over 40 years' experience in the non-profit sector including CEO of Royal District Nursing Service for 17 years and CEO of Marriott Support Services for 6 years. Ministerial appointee to Victoria's Health Services Review Council 2012-2016. Various Board and Committee appointments over 40 years. Semi-retired whilst undertaking consulting roles in the not-for-profit sector.

**Special Responsibilities:** Chair of Governance and Risk Committee

## Tony Vaughan

Director since October 2013

Experience at senior executive level in both public and private sector. Specialist in marketing business development and strategic planning, property and asset management.

**Special Responsibilities:** Building and Maintenance Committee

## Vicki Sayers

Director since October 2017

Vicki was born and bred on the Mornington Peninsula and has previously worked as a Palliative Care Nurse and is now a Licensed Real Estate Agent. Community and connection are important to her.

**Special Responsibilities:** Fundraising Committee

## Board Meetings 2020/2021

Director	Attended
Helen Fairlie	● ● ● ● ● ●
Kath Ferry	● ● ● ● ● ○
Richard Lindner	● ● ● ● ● ●
Celestine Moon	● ● ● ● ● ●
Dan Romanis	● ● ● ● ○ ○
Vicki Sayers	● ● ● ● ● ○
Mark Smith	● ● ● ● ● ●
Tony Vaughan	● ● ● ● ● ●



# Our People

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## Management Team

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Janet Phillips — Chief Executive Officer (current)

Rachel Bovenizer — Chief Executive Officer (retired)

Donna Nolan — Business Services Manager

Greg Roberts — Client Care Volunteers Manager

Inge McGinn — Clinical Services Manager

## Administration

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Wendy Barnes — Payroll Officer

Kerri-Ann Blackwell — Executive Admin Officer

Annabel Brown — Quality & Risk Officer

Vicki Brown — Volunteer Co-ordinator

Fiona D’Arcy — Business Support Officer

Kathryn Lawlor - Senior Clinical Admin Officer

Cara Russ - Senior Clinical Admin Officer  
(Maternity leave)

Margaret Spalding — Casual Admin Officer

Jenny Stampe-Knox — Marketing & Publicity Officer

Joanne Welsh — Clinical & Volunteer Admin Officer

Mary Wright — Fundraising & Community  
Relations Officer

## Counselling & Allied Health

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Catherine Davies – Client Resource Advocate

Kirsten Hampson — Counsellor/Caseworker

Anne Jeremiah — Counsellor/Caseworker

Angela Karanikolos — Counsellor/Caseworker

Ann Kenna — Counsellor/Caseworker

Jean Lin - Music Therapist

Yvonne Maclean — Art Therapist

Andrea Murphy — Family Support Team Leader

Jenni Olerhead — Spiritual Support Worker

Denise Rogers — Occupational Therapist

Anna Slattery — Counsellor/Caseworker

## Medical

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Akshay Kulkarni — Palliative Care Physician

## Nursing

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Joanna Berenyi - Specialist Palliative Care Nurse  
(Casual Bank Nurse)

Janette Betts - Specialist Palliative Care Nurse  
(Casual Bank Nurse)

Gaylene Cowan - Specialist Palliative Care Nurse

Monique DeRoche - Specialist Palliative Care Nurse

Nicole Grant - Specialist Palliative Care Nurse

Emma Harvie - Specialist Palliative Care Nurse

Emily Hewitt - Specialist Palliative Care Nurse

Pam Hosking - Clinical Nurse Consultant

Eric Hutchison - Specialist Palliative Care Nurse

Nikki Jenkins - Clinical Nurse Consultant

Jeanette Liebelt - Clinical Leader Nursing

Patricia Maddock - Specialist Palliative Care Nurse

Adelaide Melia - Specialist Palliative Care Nurse

Clare O’Toole - Specialist Palliative Care Nurse

Shannon Thomas - Specialist Palliative Care Nurse

Deb Williams - Specialist Palliative Care Nurse

*“Never at any time during the 12 month illness, did I feel alone or panicked....Dr...told us we were the envy of Australia with our Peninsula Home Hospice. I agree the service is exceptional. I also want to acknowledge the girls on the phone” Liz, May 2021*

# Clinical Report



Clinical Services Manager

Inge McGinn

## The seasons changed and so did we

Change and the season of COVID-19 has been a hallmark for 2020-21 as we grappled with the pandemic and its long reaching tentacles into our community. Yet as we have altered and modified the way that we needed to work, each decision was based on:

- Does this reflect our values and value our connection with others?
- What does the community need and how does this serve our community?
- What can we do to minimise the risks for clients and staff?

## The landscape changed dramatically and what we know is that:

Decrease in hospital admissions due to visitor restrictions and fear of COVID-19 infection

- Increase in complexity of client care in the home
- Hesitancy of clients accepting visits during lockdown from staff for fear of COVID-19 infection
- Decrease in other community supports available to support clients at home due to service restrictions
- GP and specialist support moving to phone support/telehealth

Our clients age ranged from

3yrs → 102yrs

## With data we noticed



*“The thing that lies at the foundation of positive change, the way I see it, is service to a fellow human being” - Lech Walesa*

## What we did

Move towards a 7 day nursing roster- we began to increase the clients that we visited during weekends and on public holidays. The aim to have a specialist palliative care nurse on from 8.30 to 5.00 7 days a week.

## The benefits of this are:

- Improved client and carer satisfaction
- Continuity and consistency of care
- Improved reputation with key stakeholders
- Decrease in moral distress for PHH staff
- Increase in client/carers preference for place of care and place of death being met
- Improvement in response times for urgent admissions
- Psychological and emotional impact of face-to-face nursing visit

*Handover meeting - all clinical staff meet each morning at 8.30*

## The aim is:

- To plan for and manage the day’s workload collaboratively, considering the changes to client acuity and unplanned staff absences
- To prioritise clients who are unstable and terminal clients and clients with unmet clinical needs

The meeting has been crucial in enabling staff to respond to increased demand and risk due to COVID-19 and to flex up or down in response to the Department of Health’s rapidly evolving public health advice.

*“Your care for her in the last few months of her life, was all that I could have wished for. The respect shown to Eileen was a credit to all of you” Frank, June 2021*

**Infection control** – Peninsula Home Hospice in conjunction with other Community Palliative care services participated in a review of “Principles and Practice of Infection Prevention and Control 2020”. Although not specific to COVID-19, building a guide for implementing effective infection control practices specifically for community palliative care both enhanced our practice and contributed to better practice across the sector.

**Telehealth** – At times over the previous year we have needed to deliver care at a distance responding via telehealth if this was the clients preferred means of communication, if physical distancing is needed and when family are not able to attend in person. We acknowledge for some clients this has been a preferred way of connection and for others face to face has been crucial to the care.

**Liaison Nurse position** – Early 2021 we introduced the Liaison Nurse position. This senior nursing position has strengthened our response time for clients, our coordination of care and our mentoring of new staff.



## Bereavement survey Oct 2020

In 2020, 30 clients were surveyed who had been bereaved for a six month period or longer. This came from 113 randomly selected clients.

### The survey reviewed the following areas:

- Emotional support through death and after death
- The helpfulness of information
- The frequency and timing of contact
- The helpfulness of face to face counselling sessions
- Groups and events usefulness

The surveys took place during COVID-19 and the restrictions, which added to bereaved client isolation, impacting their grief more than anticipated

Overall feedback from PHH bereaved clients indicate the majority of clients appreciate the current service provided. The information provided following death of their family member was helpful for the majority of people (67%). From those who attended any bereavement event – 89% people who attended rated this as good - excellent.

(This is an increase of 7% from the VHES (Victorian Healthcare Experience Survey) conducted December 2019 for overall experience and a 29% increase in overall experience for those that attended bereavement events)

Participants clearly understood how to access the support that is available if they needed it and this provided comfort. The way staff engaged with PHH bereaved clients was positive. Aspects of individual staff members were mentioned with descriptors such as – intuitive; supportive; professional; lovely; easy to talk to and fantastic. The strong connection with staff has contributed to the overall experience for clients.

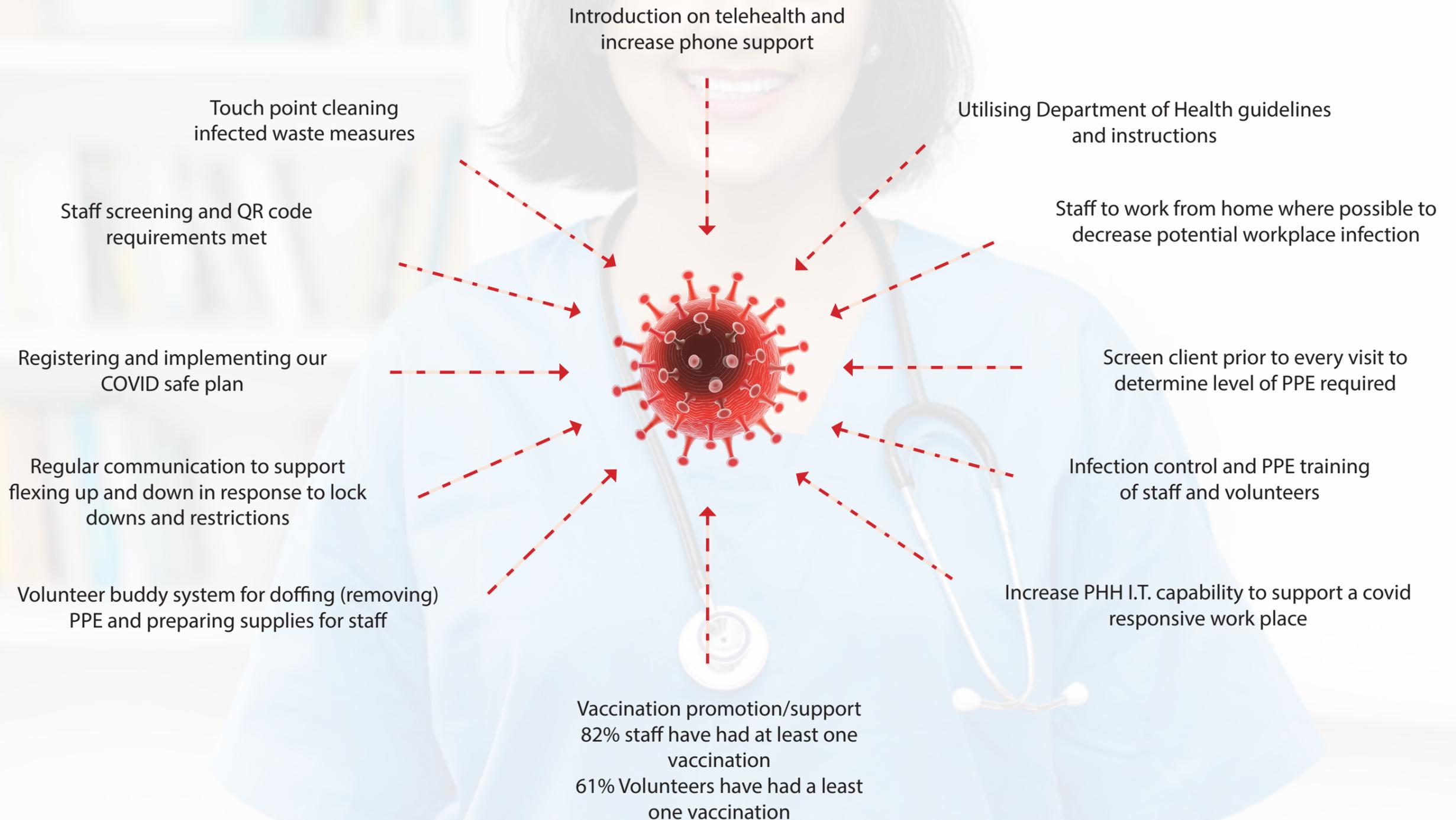
Throughout the survey, there were participants who acknowledged their capacity to cope. This included support from other family members and their acceptance of death - whether they viewed it as traumatic or a natural end to life e.g. “he’d had a good life”

Comments indicated the value and benefits of gathering with like-minded people, both in the Grief workshops and in the Sunrise program. Due to being unable to meet physically, either with other bereaved people and or family members for funerals and to grieve together, clients indicated the added burden of isolation and used telehealth to ease the burden.

*“Your constant support and empathy was greatly appreciated by us all. It was John’s wishes to remain at home and without your help we would have been unable to achieve this” Mary, January 2021*

# Building our COVID-19 Shield

A COVID-19 Crisis Management team was created to ensure we continue to respond to client and staff needs safely



# National Benchmark (PCOC)

The Palliative Care Outcomes Collaborative (PCOC) presented the results of national benchmarking report on April 15th 2021. The results were reflected on by a panel to help guide palliative care areas to focus on for improvement and areas of success. Three panel participants were chosen nationally.

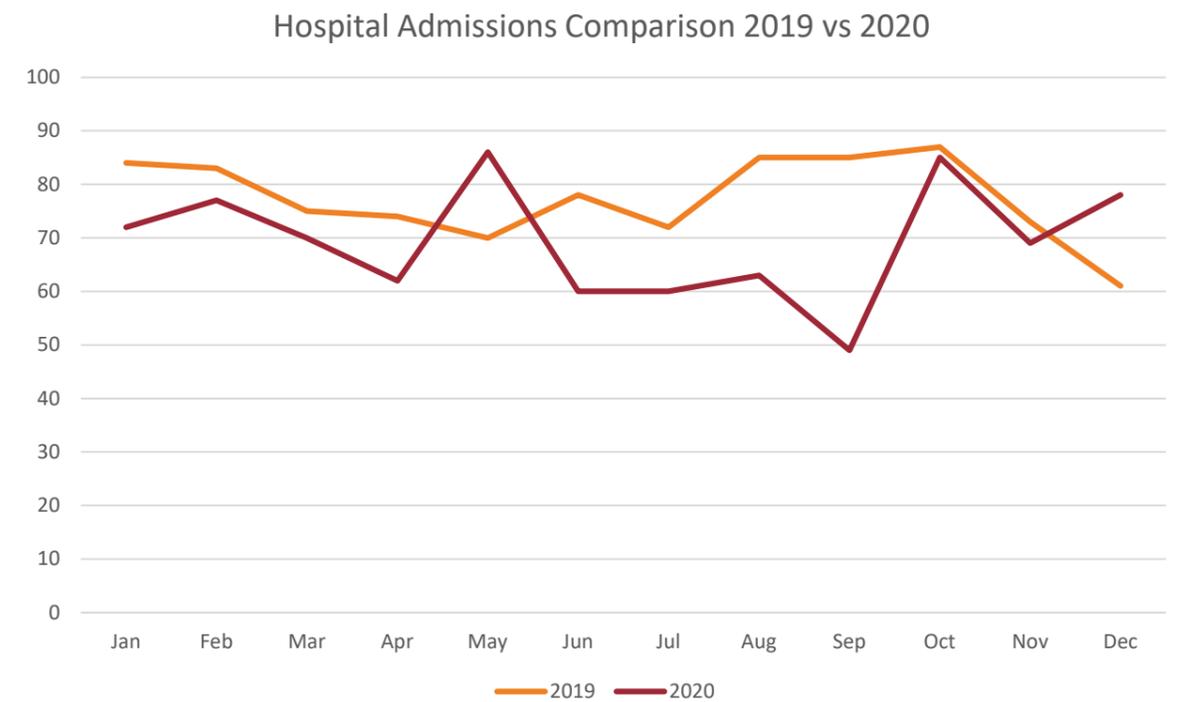
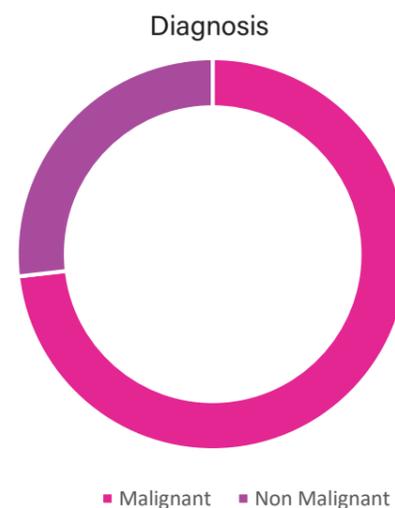
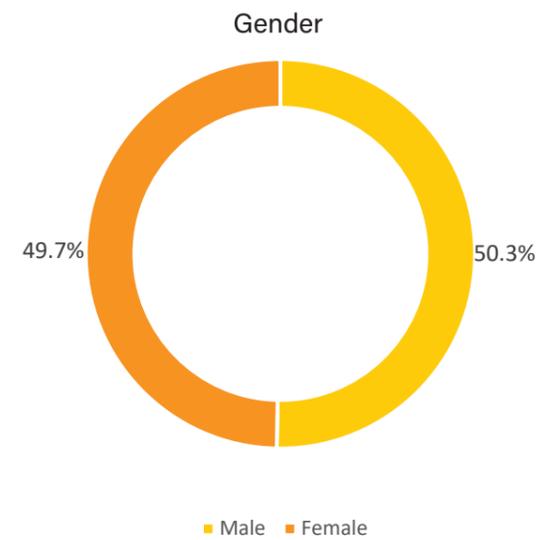
The PHH Clinical Services Manager, Inge McGinn was invited to present on how COVID-19 has impacted on client and family's physical, psychosocial and spiritual distress. This was followed up with changes that the services had needed to make to ensure best care during a time when agility and strength were needed.

The following is a quote regarding the PHH presentation and discussion.

"Cut to the heart of issues... prompted reflection... offered different dimensions" that all add to the national agenda of improving outcomes for clients.

In closing, the season changed for us and our community, making living with a terminal illness, dying and grieving a little more complicated. But the season also brought the challenge to work more closely with each other, to think outside our usual way and connect more deeply with those we serve.

*"Words can't express my appreciation and gratitude for the care and compassion that PHH brought to Rob's care. Watching a loved one who is terminally ill decline, is almost intolerable. The love, empathy, compassion from every one of your staff, helped to make me feel I wasn't alone." Jeanette, March 2021*



# Client Care Volunteers



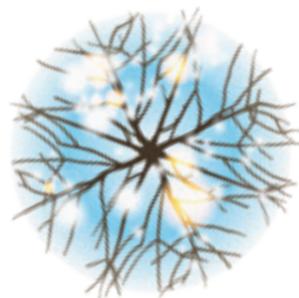
Manager of Client Care Volunteers  
Greg Roberts

*As we have all experienced 2020 has been a challenging year in many respects. We are thankful that we have such a dedicated team of volunteers who have continued to stay connected to PHH and the work we do. Every effort has been made to keep the volunteers informed and we have tried our best to maintain some level of activity in the volunteer program in the face of many difficulties.*

Our Client Care Volunteers assist and support people and facilitate social connectedness for clients and carers. This helps to address any sense of isolation that can be present for people living with a life limiting illness. During the COVID-19 lockdowns here in Victoria, many of our volunteers kept connected with clients through phone calls on a regular basis and as soon as it was safe to do so, they recommenced visits to the home by using personal protective equipment.



Volunteer and staff helping at the Mother's Day Stall 2021

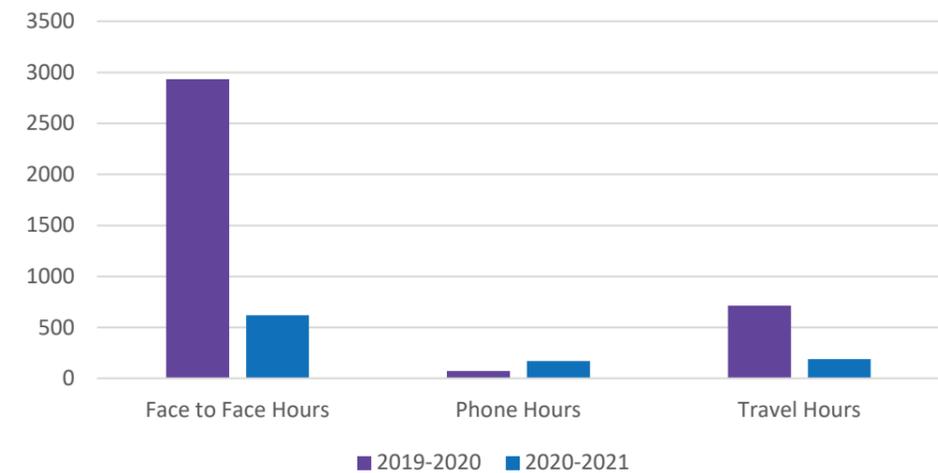


## What our volunteers have been able to do over this year:

As part of a holistic approach to client care volunteers offer support in some of the following ways and always in conjunction with our other clinical services:

- Weekly informal phone calls and visits for clients living alone who can benefit from having someone to touch base and see how everything is going
- Supporting clients to get out in the community. This allows clients to take part in usual activities that might not be possible without the support of someone – this may include going for a coffee, attending appointments or perhaps getting shopping or errands done
- Home based visits to provide conversation, care and company for the client, while their carer has some time out for everyday activities or self-care (Respite Care)
- Assisting clients to collate information, type up stories from their lives or simply gather together the things that they want other family members to know and remember about them. This was able to continue as part of a new program titled 'Life Connections'. A small number of clients were able to complete books that were shared with other family members
- Volunteers trained to be doffing buddies for the nursing team when full PPE was required as part of client visits. Volunteers would meet the nurse outside and support them through the process of doffing the PPE safely
- Putting together clinical packs that the nurses use to provide care to clients in their homes. This frees up time for the nursing team to focus on their work with clients and allows the volunteers to have a good understanding of the nurses' role

## Volunteer Hours Comparison



Volunteer Training 2021

- Tidying and maintaining the PHH garden at the office building in Mornington. This activity provided a small number of volunteers a chance to connect with each other outdoors when restrictions allowed and kept them connected to the organisation. It also makes the garden a more pleasing and easier to use space

Eleven new volunteers completed the 9 week Palliative Care Volunteer training course with PHH. We warmly welcome; Maree Bannister, Christine Barnes, Judy Bennett, Jo Davie, Astrid Johnson, Steve Keyes, Mary Leslie, Jan Peck, Brenda Simmonds, Sue Strohfeldt, Leanne Trembath. Thank you to these volunteers in offering your time to support the work of PHH.

We would like to farewell and thank Greg Roberts for all of his wonderful work in managing our Client Care Volunteers.

We want to thank all of our volunteers for the outstanding support you offer to this community. Your heartfelt care and commitment to clients and carers is constantly in evidence and we always have such positive feedback about the work you do.

Ian Firth	5 years
Jessica Watson	5 years
Robin Wemyss	5 years
Lyn McLeod	15 years



# Our Fundraising Community

*2020/21 proved to be another challenging year from a fundraising perspective with lockdowns and restrictions raising barriers that have been difficult to overcome. However, one area for celebration is the milestone reached by our friends at the Red Hill Opportunity Shop, who have had to learn to adapt to restrictions since the outbreak first started in February 2020. They reached an incredible milestone of donations of more than One Million Dollars back in April 2020. We were finally able to celebrate this with them in June 2021 when we presented them with a plaque commemorating this milestone. Our new CEO, Janet Phillips, had the pleasure of presenting this on behalf of PHH.*

The Mornington Auxiliary managed to run an event this year – the “Light Lunch in March” at the Mornington Yacht Club. This lunch event featured Brigadier Rose Vivian who proved to be an inspirational speaker. They also put a considerable amount of work into managing Yarrowonga Golfing event, both in 2020 and 2021, only to have it cancelled at the last moment two years in a row. The organizing committee and Pat Randall in particular, did not give up without a fight, postponing the 2021 event only to be defeated by the July COVID-19 outbreak in NSW, forcing final cancellation. They



Red Hill Op Shop acknowledgement plaque - Photo by Yanni

did everything they could to try to make the event happen in 2021.

The Little Frankston Golf Event in October 2020 met the same fate as did the October 2021 event. It has been renamed the “Tom Pickford Annual Charity Golf Classic” in tribute to one of our long serving supporters and Treasurer for 25 years, who passed away in May 2021. Gone but not forgotten Tom.

Our Fundraising Committee had to look at alternative ways to raise funds and in October 2020, they decided to learn how to manage virtual events. They started small scale by organising an Oaks Day Brunch working with two local restaurants, D.O.C. Gastronomia Italiana in Mornington and Bistro Elba in Sorrento, to manage the catering. Those living within the delivery area of each restaurant were emailed invitations allowing them to order a gourmet lunch hamper online to enjoy whilst watching the racing from home. They were also encouraged to dress for the occasion and submit photographs to win a small prize. We made a modest sum from this event but more importantly, it gave our Fundraising Committee the confidence to manage a virtual event.

They then set up an online auction event for our Unframed Art Auction. The online auction finally took place in May 2021 and proved to be a great success, making a comparable amount to our first physical event in 2019. The Committee are now busy planning for the 2022 event. In addition, they are planning some outdoor events such as a run/walk challenge and a garden party later in the year as these are less likely to be restricted by social distancing.



Oaks Day Virtual Brunch



Mornington Auxiliary Light Lunch

All our Auxiliaries had to cease their physical events during 2020/21 due to restrictions. Unfortunately, this led to the disbanding of our beloved Red Hill Auxiliary who have been our supporters since 1985, and, over the years have raised more than \$500,000 for us. Our admiration and thanks are extended to every member – we will miss you!

One of the founding members of the Red Hill Auxiliary and the Red Hill Op Shop, Carmel Whelan sadly passed away in December 2020. Carmel was also very much involved in the setting up of Peninsula Home Hospice and was a stalwart supporter and passionate advocate throughout the years. She was a very big supporter of our Bequest Program and also set up the Carmel Whelan Overnight Respite Fund. We feel her loss and miss her enthusiasm and involvement.

Our long-term supporter, Meg Merton has continued to raise money during lockdown by making and selling her delicious preserves and chutneys and with her mah-jong group who have met whenever possible to play and raise funds for us. Our thanks to you all.

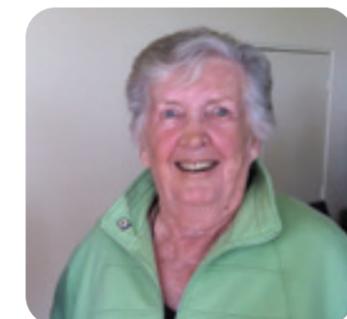
The hard truth about fundraising during this financial year is the fact that our overall fundraising income has reduced by approximately 46% and our Auxiliary income has halved this year. We continue to explore other forms of funding to help make up the difference and develop a strategic plan to support this.



Unframed Art 2021 Painting with highest bid African Wedding



Tom Pickford RIP



Carmel Whelan RIP

# Staff Training

*Learning presents a special opportunity to expand the knowledge base of all employees at PHH.*

**Eric Hutchinson - Post Graduate Certificate in Palliative Care**

*"I have gained a deeper insight and knowledge of cancers, their aetiologies and treatments. I have also learned up to date research methods which has made it easier for me to access current information."*

**Patricia Maddock is currently studying Graduate Diploma in Palliative Care.**

*"We are now coming into the final 8 weeks of the 2 year Graduate Diploma in Palliative Care through Flinders University. We have been in and out of lockdown for the most part of the course which has made things quite difficult at times. I was very fortunate to receive another scholarship for my second year through the Palliative Care Consortium which helped so much. I've really enjoyed the study (the assessments not so much) and have found that it has made a huge impact on my clinical practice and not only the way in which I communicate with patients and their families, but also other clinicians."*

**Shannon Thomas is currently studying Graduate Diploma in Palliative Care.**

*"I am currently completing a Graduate Diploma in palliative care through Flinders University. The benefits of completing this course are on both a personal and professional level. Upon completing the Graduate Diploma, it will enable me to enhance my specialist palliative care nursing skills in the following areas of critical reflection, critical appraisal of literature, apply evidence-based care, and the further development of communications skills when working with clients and their families in a team environment."*

**Fiona Shirrefs is studying for her Certificate IV in Human Resources.**

*"I am undertaking a Cert IV in Human Resources. It is quite challenging whilst working full time but I am enjoying learning new skills. It is an 18 month course and I am ¾ of the way through and hoping to finish by December. I am grateful to PHH not only for the opportunity but also the encouragement they have given me to take on new challenges."*

**Kerri-Ann Blackwell has completed studying for her Certificate of Community Development.**

*"I found that this course consolidated my knowledge around community engagement and I look forward to using this knowledge to promote the Service and developing our Community's understanding of palliative care."*



Patricia Maddock  
Specialist Palliative Care Nurse



Shannon Thomas  
Specialist Palliative Care Nurse



Eric Hutchinson  
Specialist Palliative Care Nurse



Fiona Shirrefs  
Business Support Officer



Kerri-Ann Blackwell  
Executive Admin Officer

CPR training.....	<b>Nurses</b>
Excel training - beginners.....	<b>Clinical Admin</b>
First aid refresher.....	<b>First Aid Officers</b>
Murcotts generic edrive.....	<b>All Staff</b>
Palliative care conference.....	<b>Clinical Services Manager</b>
Protective behaviours on line training...	<b>All Staff</b>
Strategic quality workshop.....	<b>Leadership Group</b>

# Financial Summary



Treasurer  
Richard Lindner



Business Services Manager  
Donna Nolan

At the time of composing last year’s treasurer’s report, like many, I had the quiet optimism that, by the time 2021 came, developed countries would have highly evolved strategies for the management of the pandemic and life could return to the former “normal”. The optimism remains but the timeline is less clear.

For Peninsula Home Hospice the COVID response has become an endurance event characterised by frequent changes to operating conditions as the state moves in and out of community restrictions. Throughout the last financial year PHH has consistently provided its core services and worked within the limitations and safety considerations. Clearly the needs of our clients are not diminished in these times and the organisation’s resources have been applied to ensure that consistency.

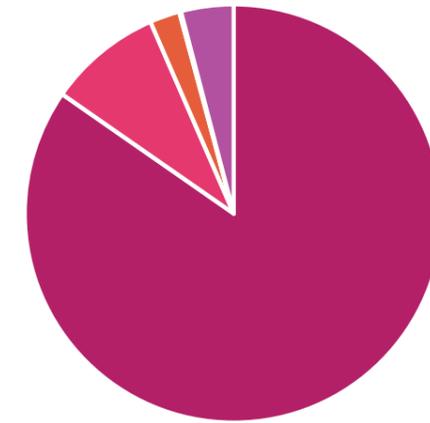
The Service’s financial position remains robust. Our reserves comfortably cover our team’s employment entitlements and provide the financial security to plan for future demand for our services.

The operating surplus for the 2021 financial year included \$172,144 in government grants for specific capital expenditure and a lump sum grant for operating expenses recognising increased costs and demand which was received at the very end of the financial year.

We appreciate the ongoing support from the community through it’s government agency and recognise that the ongoing pandemic places very significant strain on their systems and personnel. Our local community’s ability to support our services has been significantly curtailed over the course of the year. The auxiliaries and committees have been creative in crafting events that work in a restricted setting and a number have been planned and had to be deferred, at times, after most of the preliminary work has been done. Thank you to all of you.

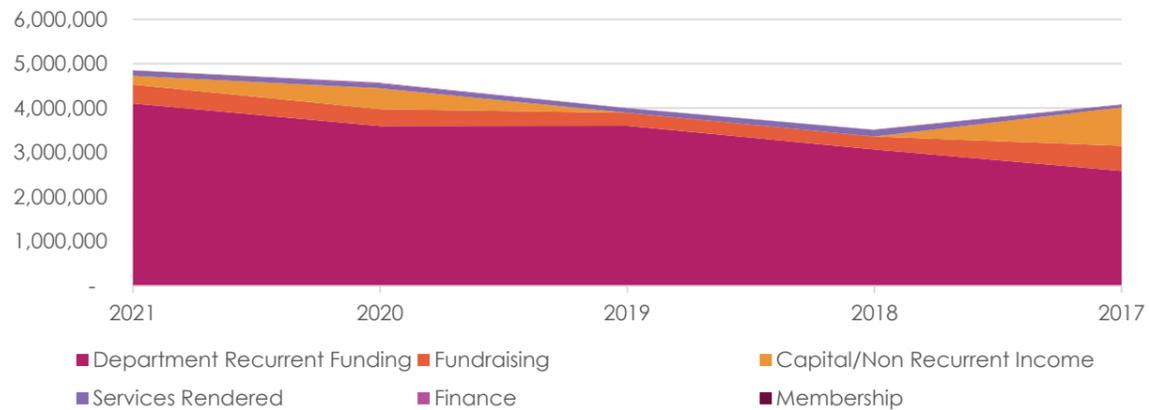
I would like to conclude by again recognising the commitment and consistency shown by our finance and administrative support team under the leadership of our CEO and Business Services Manager.

Income 2021



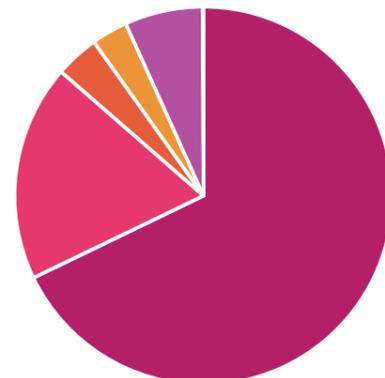
- Department Recurrent Funding
- Fundraising
- Services Rendered
- Finance
- Membership
- Capital/Non Recurrent Income

Income Analysis



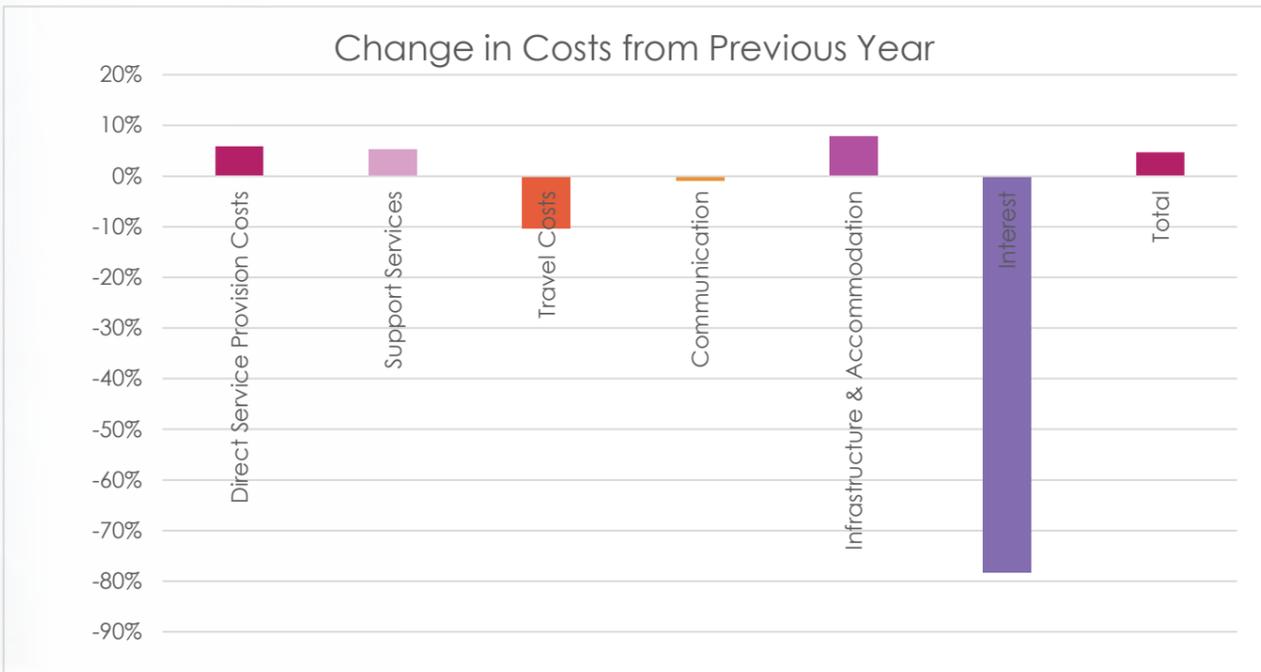


### Expenditure Analysis for the FY 2021



- Direct Service Provision Costs
- Support Services
- Travel Costs
- Communication & Data
- Infrastructure & Accommodation
- Interest

### Change in Costs from Previous Year



# Our Donors & Supporters

*We would also like to thank and acknowledge all the sponsors, supporters and participants involved in the fundraising events held by our fundraising auxiliaries throughout the year. Your contribution is greatly appreciated.*

## Individual Donations

Davidson, Yuki	Konstantinov, Kathleen	Roberts, OAM Frank
Adams, Irene	Deverson, Garry	Roberts, Scott
Anderson, Joan	Diamond, Susan	Robinson, Margaret
Arthur, Dorothy	Evans, Sally	Rye Beach Op Shop
Avalon O'Callaghan, Clare	Facy, Denise	Smith, Christine
Badenhop, Jan	Fairlie, Helen	Smith, Mark
Barnes, Wendy	Firth, Ian	Stubbings, Peter T
Batty, Wendy	Florrimell, Jill & Brian	Troy, Sonia
Beet, Pauline	Foster, Eliza	Turner, Brian
Begg, Judy	Fraser, Tamie	Turner, Joyce
Bendle, Sally	Freer, Karla	Turpie, Colin & Janis
Bernal, Sally	Froomes, Lynne	Uniting Church in Australia
Boadle, Madeline	Gamble, Joy	Von Sierakowski, Tristan
Boag Pat	George, Geraldine	Welsh, Joanne
Boland, Janette	Gilbert, Jean	White, Anne
Bourke, Sally Jane	Gilbert, Sue	Whitehead, Earleen
Blackwell, Kevan	Girolami, Paul	Wicks, William
Breuer, Sharon	Giving Hope Pty Ltd	Wills, Greta
Brown, Vicki	Gordon, Donald	Wilson, Bruce
Bruehwiler, Albert	Grosvenor Foundation	Womersley, Maggie
Burton, Jill	Hanson, Will	Wright, Mary
Cadzow, Maxine	Hodgson, Yasana	<b>In-Memory Donations</b>
Carr, J M	Jackson, Felicity	Abbey, Ruth
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Colley, Michelle	Jiyong Park	Allamby, Dianne
Crowder, Margaret	Johnstone, Eileen	Anderson, Graham
Crowe, Heather	Kefford, Judith	Ashdown, Robert & Karen
Cunnington, Marilyn	Kitch, Joy L.	Atkinson, Michelle
Cutbush, Norm	Knudson, Mickey	Barrow, Kay
		Ritchies Stores Pty Ltd

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Bazley, Jenny	Howard, Steve
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Chambers, Karen	Mihos, Merissima
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Colman, Rodney	Munoz, Imogen
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Cusin, Cristine	Pappas, Helen
Cutherbertson, Simone	Parker, Denis
Dandenong Netball Assoc	Pererq, Inoka
Davies, Coralie	Pollock, Gregg
Day, Ian	Richardson, Jenny
De Rozario, Ramona	Riley, Wendy
Demiris, George	Roberts, Elaine
Diamond, Elizabeth	Roberts, Raymond
D'monte, Frances	Rosario, Amanda
Elphee, Judith	Rosario, Felix
Evans, Dorothy	Rozenes OAM, Barbara
Evans, Noreen	Rundle, Phil
Fitcher, Rik	Salisbury, Irene
Fiumara, Maria	Sargeant, Mary
Gilchrist, Libby, Rev	Schafer, Barry
Hambly, John and Jane	Scholes, Anne
Hanratty, Judith	Sharp, Patricia
Harmer, Ros	Simon, Josephine

Smith, Christine	Victorians Seniors Festival
Storer, Kate	Victorian Government
The Henderson and Family	Westernport Auxiliary- Mah-jong
The Porteous Family	
Thevathasan, Dr Wesley	Thank you to artists that donated paintings to our Unframed Art online auction 2021
Thomas, Barbara	
Thompson, Julie	
Vaughan, Brigid	
White, Ann	
Williams, Lyn	
Wright, Jan & John	
Young, DT & El	

## Supporters

Aust Govt Dept Social Services
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Blue Hills Retirement Village
Brumby's Bakery
Coastcare Medical Equipment Hire
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Dromana Community Bank branch of Bendigo Bank
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Mt Eliza Community Enterprise
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Natio Australia
Nationwide Trees
Nunan, Gail
Pharmasave Mornington Village Pharmacy
Priceline Pharmacy
Southern Buoy Studio
Sun Blessed Sunscreens
Underground Wines

# Peninsula Home Hospice Ltd

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ACN 153 071 928

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Hon.Solicitors White Cleland Pty Ltd

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Peninsula Home Hospice acknowledges  
the support of the Victorian Government

