

Annual Report
2022-2023

Peninsula Home Hospice

Our vision

Working together to live well and die well

Our role

To partner with our community to ensure excellence in palliative care from diagnosis to bereavement

Our Core Values



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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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 Vice Chair

Kath Ferry

As Acting Chair of the Board, I wish to make special mention of Mark Smith who sadly stepped down from his role as Chair of the Board in July this year. Mark has been a member of the Board for over 10 years and has brought an exceptional set of skills to the Board, ensuring that PHH has been well governed and supported over this time.

The Board would like to acknowledge and thank Mark for his dedication and contribution to Peninsula Home Hospice (PHH) over the many years and hope that he will stay part of the PHH family.

It is very exciting to see the start of our five-year Strategic Plan (2022-2027), which will drive PHH forward into the future. Board, staff, and volunteers all contributed to the creation of this vision and have been enthusiastic in embracing innovation and creative thinking which enriches us all professionally and supports PHH's work in the community. The Strategic Plan has a very clear direction with measurables that ensure that all clients receive the best care, every time. It will ensure PHH has a culture of accountability and efficient use of all our resources. It will also focus on investing in and building staff wellbeing, resilience, and engagement.

2022/2023 has been a tremendously busy year for all PHH staff, volunteers, and Board. We have developed a new Strategic Plan and, developed an innovative Community Booklet Living and Dying Well. We continue to strengthen our partnership with general practitioners through the established GP Palliative Care Special Interest Group. Thanks to a DHS grant, PHH will strengthen partnerships with residential aged care facilities in our catchment. This funding was a direct result of the Royal Commission into Aged Care. Everyone in our community, no matter where they reside, deserves to have a "good death" in a place of their choosing. PHH strives to achieve that aim wherever possible.

PHH had a successful Organisational Wide Survey (Accreditation) with the Australian Council on Health Care Standards in May 2023 and was highly commended for innovation and quality improvement. This survey looks at all aspects of the organisation, including clinical service delivery, governance and support and occurs biennially. PHH staff were all very engaged in the process and welcomed the opportunity to share their achievements and improvements with the surveyors.

PHH greatly appreciates the support of the Victorian Government's Department of Health for the funding to provide our services, including a grant to facilitate our work with local aged care facilities. We are pleased to report that PHH continues to be in a strong financial position, and we plan to ensure that our organisation is sustainable into the future.



We are very ably supported by our volunteer fundraisers who do tremendous work raising funds which contribute to client care and support. All of our volunteers do a fantastic job, in a variety of ways to support PHH, and we are extremely grateful and acknowledge their large contribution to our organisation.

Janet Phillips, our CEO, has led our Executive Team, staff, dedicated volunteers, fundraisers, supporters and donors to a most successful and productive year. The Board expresses its sincere gratitude for her significant contribution, endless enthusiasm and humour which has created a strong culture within the organisation.

I would like to thank my fellow PHH Board Directors who continue to support and give of their time to the organisation. It is truly appreciated.

And, last but not least, grateful thanks to our members, friends and supporters, without whom PHH could not continue to provide a vital high-quality service which supports our local community to "live and die well".

"one learns the art of dying by learning the art of living: how to become a master of the present moment" S.N. Goenka





CEO Report

Janet Phillips

Peninsula Home Hospice is one year into our new five-year Strategic Plan, (2022-2027) and we are currently on target to achieving our goals. This is testament to the exceptional work of the PHH staff, Board Directors and our dedicated volunteers.

As an extension of our Strategic Plan, we have developed an exciting new booklet featuring the artwork of local artist, Janine Daddo.

The Living and Dying Well booklet tells our story and where we are heading in the next five years. Its aim is to demystify palliative care and promote the importance of quality of life for people with a life-limiting illness. It will also encourage community conversations about death and dying.

Janine has also contributed to our biennial Unframed-Art auction fundraising event with her unique art, which is colorful, meaningful and a little quirky. I wish to thank Janine for her contribution to PHH over the past few years and you will see some of her artwork featured in this Annual Report.

Accreditation with the Australian Council on Healthcare Standards (ACHS) is an independent external peer process that assists us to consistently deliver safe, high quality specialist palliative care to our catchment. ACHS accreditation in May 2023 was very successful and it was a delight to showcase all the innovation and quality work that has been achieved by staff at PHH. Our General Practitioner Palliative Care Special Interest Group and the new Living and Dying Well booklet, were highly commended by the assessors.

I would especially like to thank all staff at PHH for the exceptional care and support they give to our clients, families and friends. I am so proud to be working with such a highly skilled, passionate and committed team.

Thanks to a Department of Health grant, we have developed a Community Palliative Care in Aged Care Project which will see a model of care that will empower residential aged care facilities in our catchment to provide high quality palliative care to residents with palliative care needs. This has led to stronger partnerships with our local aged care facilities which have been under enormous pressure, particularly during the COVID-19 pandemic.

As always, we have had exceptional support from our volunteers who have continued to work with our clients and their families in the home, assisted with administration in the office and a wonderful garden team who have created a beautiful garden on site for all to enjoy. I wish to thank all our volunteers for their passion, commitment and time in supporting PHH.

Our fundraising volunteers have yet again successfully raised important funds that have gone directly into client care. Thank you to you all for your hard work and dedication to PHH that has enabled an increase in support for clients in financial distress.

We have strengthened our partnerships with Monash University, Peninsula Health, St John of God Hospital, The Bays Hospital, local pharmacies and St Vincent's Hospital to ensure that clients, their families and friends, are at the centre of our care and that their care is streamlined.

I would like to thank our Board of Directors who continue to show strong leadership and support for PHH. The PHH Board have had a significant role in supporting innovation and growth over the past year.

PHH Strategic Plan Goals



GOAL 1:
Organisational Excellence
We have processes, systems and approaches that deliver the highest outcomes.



GOAL 2:
Partnerships
We drive excellence in palliative care through strong, mutually beneficial partnerships.



GOAL 3:
People
We have a highly engaged and satisfied workforce that confidently shares its knowledge and passion.



GOAL 4:
Community Conversation
We engage our communities in the conversation about palliative care.

"The art of living well and the art of dying well are one". Epicurus.



Introduction to Peninsula Home Hospice

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, helping people live well and die well.

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



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



Heather Johnson
 Director since November 2021,
 Heather has broad governance
 experience as an executive and
 non-executive board member,
 having held board positions in

several health and community service organisations. She is committed to assisting people understand our complex health system to improve their access to good services and to empowering them with the knowledge and skills to make the most of their personal health.

Special Responsibilities: Chair Governance and Risk 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



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



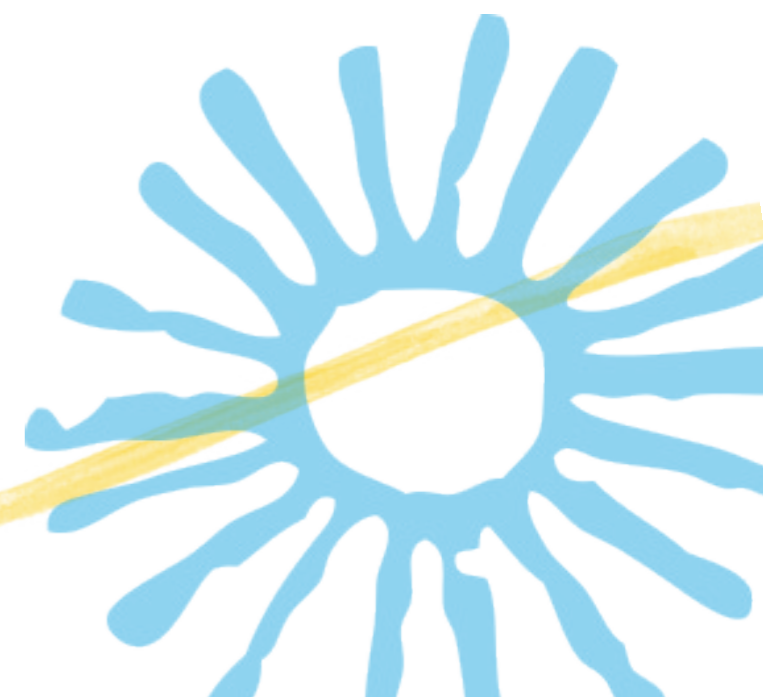
Tony Vaughan
 Director since October 2013
 Experience at senior executive
 level in both public and private
 sector. Specialist in marketing
 business development and
 strategic planning, property and

asset management.

Special Responsibilities: Building and Maintenance Committee

Board Meetings 2022/2023

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



Our People

Management Team

Janet Phillips - Chief Executive Officer

Donna Nolan - Business Services Manager

Inge McGinn - Clinical Manager Allied Health

Julie Murphy - Clinical Manager Nursing

Administration

Kerri-Ann Blackwell - Executive Admin Officer

Bronwyn Braden - Community Engagement Officer

Annabel Brown - Quality & Risk Officer

Fiona Clark - Payroll & Accounts Officer

Jacqueline Martini - Business Admin Officer

Cara Russ - Clinical Admin Leader

Fiona Shirrefs - Business Support & HR Officer

Margaret Spalding - Casual Clinical Admin Officer

Jenny Stampe-Knox - Marketing & Publicity Officer

Joanne Welsh - Clinical Admin Officer

Counselling & Allied Health

Maree Benham - Counsellor/Caseworker

Catherine Davies - Client Resource Advocate

Wendy Fox - Volunteer Program Leader

Kirsten Hampson - Counsellor/Caseworker

Anne Jeremiah - Counsellor/Caseworker

Angela Karanikolos - Counsellor/Caseworker

Catherine Lacey - Counsellor/Caseworker

Jean Lin - Music Therapist

Yvonne Maclean - Art Therapist

Andrea Murphy - Clinical Leader Allied Health

Anna Slattery - Counsellor/Caseworker

Medical

Dr Akshay Kulkarni - Palliative Care Physician

Dr Elizabeth Gascoigne - Palliative Care Registrar

Nursing

Claire Annable - Specialist Palliative Care Nurse

Michelle Clancy - Specialist Palliative Care Nurse Casual Bank

Gaylene Cowan - Liaison Nurse

Monique DeRoche - Specialist Palliative Care Nurse Casual Bank

Nicole Grant - Specialist Palliative Care Nurse

Melissa Hamill - Specialist Palliative Care Nurse

Emily Hewitt - Referral Coordinator Nurse

Gillian Holden - Specialist Palliative Care Nurse

Eric Hutchison - Specialist Palliative Care Nurse

Krystie Macdonald - Specialist Palliative Care Nurse

Patricia Maddock - Referral Coordinator Nurse

Ravai Makwara - Specialist Palliative Care Nurse Casual Bank

Gemma Slark - Specialist Palliative Care Nurse

Navjot Thind - Specialist Palliative Care Nurse

Shannon Thomas - Liaison Nurse

Tina Thomas - Specialist Palliative Care Nurse

Claire Thoppil - Specialist Palliative Care Nurse

Helen Wearne - Specialist Palliative Care Nurse

Length of service

Nicki Grant 5 years

Yvonne Maclean 20 years

Inge McGinn 15 years

Cara Russ 5 years

Fiona Shirrefs 5 years

Anna Slattery 5 years

Jenny Stampe-Knox 5 years



Nursing

Julie Murphy - Clinical Manager Nursing

"Nothing great in the world has ever been accomplished without passion"
Georg Wilhelm Friedrich Hegel

From the moment I walked through the doors of PHH in late August 2022 to commence in the newly developed role of Clinical Manager – Nursing, I was struck by the passion of the entire team. Their passion for palliative care and the work they do, for supporting each other, passion for engaging and supporting their community and for progressing the organisation. Since then, this passion and commitment has been evident in all of the work that we have undertaken, and driven our accomplishments within the nursing team and as part of PHH more broadly.

With a continued increase in client numbers there was a need to ensure that PHH provided a model of care that was responsive, met the demand, and was based upon a team approach. In the last few months this has seen the establishment of three distinct nursing teams who collaboratively provide care to a group of clients, whilst ensuring continuity. On weekends and public holidays, PHH now has two nursing team members rostered to undertake visits to those clients who are nearing end of life or have complex symptoms whilst also providing the ability to admit clients to the service. This model has not only addressed demand issues and improved responsiveness, but also provides a level of collegial support.

The provision of palliative care can never be undertaken in isolation; partnerships with clients, carers, family members and external stakeholders are integral to this. This year has seen a continued focus on building these relationships.

St John of God (Frankston) opened up a 10 bed palliative care unit in early 2022 and since then we have established regular meetings with their Directors of Clinical Service, with the aim of supporting the transition of PHH clients to and from the inpatient unit.

In the last year we have continued to strengthen the relationships that we have with Peninsula Health, through the development of an Allied Health Agreement as well as regular engagement with their Palliative Care Unit. This is achieved through nursing attendance at their weekly multidisciplinary meetings and regular meetings with their Clinical Leaders. Work has also commenced with the Residential Inreach program to develop strategies that will minimise ED presentations for residential aged care facility residents. Similar work has commenced with supported residential services (SRS) to ensure, where appropriate, these residents die in their SRS - their home.

Since July 2022, PHH has worked with Caritas Christi to strengthen the support that we provide to clients, families and PHH staff when requiring support after hours. This has ensured that the PHH team remain responsive and increases the ability for clients to remain at home.

Client Age Range

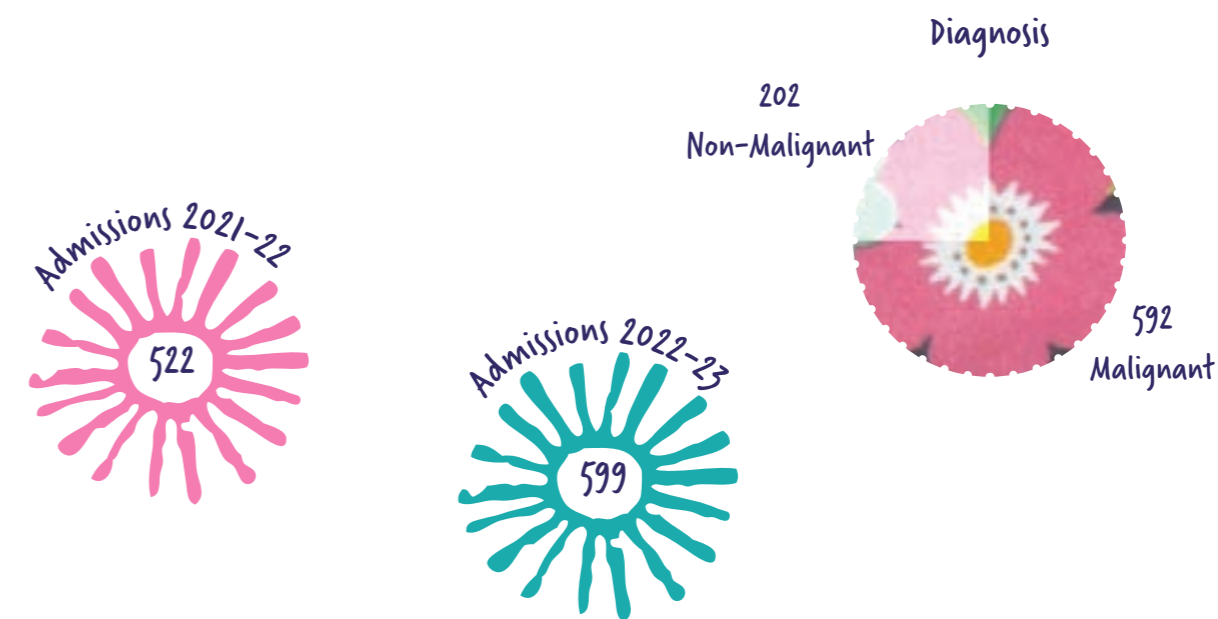


In early 2023 the Victorian Community Palliative Care Clinical Managers Forum was developed, of which PHH is a member. The purpose of this forum is to utilise best practice evidence and research to explore, identify, agree and develop opportunities to standardise community palliative care systems and processes and strengthen collaboration and where possible, ensure equity in community palliative care provision across the state. Currently the forum is focusing on a Novice to Expert competency framework, workforce strategy and retention and modes of service provision.

The Program of Experience in the Palliative Approach (PEPA) aims to enhance the capacity of health professionals to deliver a palliative care approach through participation in clinical placements. During COVID-19 the ability for PHH to host PEPA placements ceased but in October 2022, PHH hosted its first nursing placement, which was subsequently followed by a social work placement in January 2023. Evaluation of the participants experience was positive and we look forward to future placements in 2023.

During COVID-19, there was limited ability to provide face to face education and training for our clinical team, so since late 2022 there has been a focus on re-imagining the education program that is on offer. Based on a staff survey and in reviewing our core business a program of Clinical Forums (2 hour workshops) and Insight sessions (half hour focused learning) has been developed. This has seen the team engage in education relating to MND, complex conversations and management of various symptoms.

I would like to acknowledge the incredible work and resilience of the nursing team and all that they have achieved over the year. I look forward to working with them and the broader PHH team in the coming year to further the work that we do.



"Your gentle teaching and guidance on practical nursing, giving of medications as well as the emotional support and comfort given by your nurses was amazing. I am emotional in sharing my gratitude to the team as I believe it would have been very different without your support. Thank you for doing such caring, beautiful work."



Allied Health

Inge McGinn - Clinical Manager Allied Health



2022 saw changes in the management structure, with Allied Health now consisting of counsellor case workers, client resource advocate, art therapy, music therapy and the inclusion of volunteers. This has paved the way to integrate the volunteers more fully, by:

- Staff attending volunteer peer groups,
- The work of the volunteers being more visible in the client records,
- The ability to coordinate visits with clients each morning in the hand-over meeting, and
- Generally strengthening the interdisciplinary response to client needs.

This has also meant a new respect for the volunteer and staff relationship.

Another area that has reopened this year is the resumption of group programs. During the COVID-19 era – and because of the many restrictions that were in place – we were unable to provide face-to-face group programs for clients. The following have resumed:

Carer's group – At this time of their lives, carer focus is very much about supporting the person they are caring for, and they need help finding out how to do this and who can help. The carers sessions allow for a greater understanding of supports available, an increased understanding of symptoms and medications, and allow gaps in information or concerns to be addressed and followed up.

Grief and loss workshop – These sessions provide bereaved families and carers an opportunity to increase their understanding of loss following the death of someone they cared for. With society's taboo around death slowly changing, there is still a limited understanding of grief and loss. The sessions provide the opportunity to meet others in similar circumstances, learn that what they are experiencing – although difficult – is normal, and to build overall coping and resilience skills.

Sunrise – Is a monthly peer group where meeting others who have experienced the death of a life partner brings about reduction in isolation, building support for each other and the sharing of practical hints and tips that help in coping with the change.

Each of these groups meets a need where the participants' support for each other adds richly to the support by health professionals and enhances a sense of community in what could otherwise be an isolating time of life.

During 2022-23 we have embarked on a partnership with Peninsula Health called the Allied Health Project. 2023-24 will see this contract enabling clients access to specialist palliative care input from:

- Occupational therapy
- Physiotherapy
- Speech pathology
- Dietetics

What this means for clients and carers is that those most in immediate need will not have to be on a waiting list that often exceeds their lifespan expectancy. That quality of life can be enhanced and the burden of care reduced. This is achieved by optimising their function, increasing participation in the life available, and enabling the client to continue to participate in meaningful ways, by supporting "living well and dying well".

The re-establishment of the Clinical Forum and the introduction of "Insights" have provided all clinical staff with time to learn from each other, the opportunity to enhance their leadership skills, and ensures that interdisciplinary practice remains in focus as they respond to the whole person and those who care for them. Finding ways to bring clinical excellence to everyday practice and ensuring that we avail ourselves and keep abreast of the latest research, has been crucial in supporting staff with time to enhance what they do well.

All of this has been achieved against the backdrop of limited staff resources, staff movement and fatigue as an outcome of COVID-19. Staff have demonstrated commitment to client outcomes, agility in responding to client needs and goodwill, as demand for service continues.



"Words can never express our heartfelt gratitude for the love, care and support shown during the brief time you had our son in your care. Even now we feel supported in our darkest hours. The work you do is like no other and each and everyone of you deserve angel wings. From the bottom of our hearts, thank you."





GOAL 4 - COMMUNITY CONVERSATION

Respect

Innovation

GOAL 3 - PARTNERSHIPS

Integrity

GOAL 2 - PEOPLE

Empowerment

GOAL 1 - ORGANISATIONAL EXCELLENCE

Collaboration



Chantelle and Zacks Story



Chantelle and Zack were always very different people. "We were like chalk and cheese, Ying and Yang," says Zack.

They met just after leaving high school and created a loving, little family with their "girls" Sookie, the dog and Zelda, the cat.

They would spend their Friday nights at home playing heavy metal music, with a drink and dancing their hearts out. Sookie loved to join in with the dancing, while Zelda preferred to take part from her hiding spot underneath the couch. Chantelle and Zack also enjoyed escaping into the dark humour of horror movies.

They loved and supported each other. They made room for each other's dreams and planned for their shared future.

Then Chantelle was diagnosed with cancer. Suddenly this young couple were facing very hard decisions and having to navigate stressful and unfamiliar situations. Zack was often frustrated with the medical system.

"We were looking down the barrel with fear. I needed to work a lot and also had to deal with the stress of the situation. There were definitely times where I buried my head in the sand. But we would always find our way back to each other," says Zack.

For a while things looked good. Chantelle held her head high for twelve months but the cancer returned. Shattered but resolute, Chantelle and Zack pulled together to face these new challenges. They crowd sourced for the funds to buy medication. Again, they had some initial good signs. But then the treatment stopped having an impact.

They felt lost. Chantelle did not want to die.

"I struggled to find ways to comfort her. Sometimes I pulled away, but then I found ways to just be there and protect her," says Zack.

A little time after starting palliative care, Chantelle wanted a home by the sea for Zack and the girls. That's when we met Chantelle and Zack at Peninsula Home Hospice.

"We found the Peninsula Home Hospice experience to be so positive and realistic, rather than doom and gloom. They were available when we needed them. They respected our values and how we wanted to approach this moment in our lives," says Zack.

"Even though I was at work for most of visits, I could see the difference it made for Chantelle. Her mood was always better after the visits. They didn't treat her like an elderly person. They didn't focus on "the end" but just with what was happening that day. They were good at reading the room. There was no pushing and they presented information at the pace that suited us."

"There was a time when I needed to call them for support and they gently walked me through what I needed to do. It really helped to be calm when I was caring for Chantelle," says Zack.

Chantelle died on the 8th of March 2023, at the age of 31.

While initially hesitant about using the bereavement services, Zack says, "it calmed me down, gave me the tools to find healthy ways to cope and helped me recognise that how I was responding was sometimes not a useful pattern. Wednesdays are still hard, as that was the day she died."

Grief changes how we look at the world. "Time doesn't make sense anymore. However, the regular appointments with the bereavement services helps time make sense. I want to send the message that it is OK to get support. I found the right ear with Peninsula Home Hospice," says Zack.

Zack's journey with grief has only just started and he is already feeling society's pressure to "move on". "It's like being at a music festival where the crowd is pushing me forward while I'm trying to reach back for Chantelle's hand," says Zack. Fortunately for Zack, counselling is taking that built up pressure and breaking it down to what he can achieve mentally and emotionally.

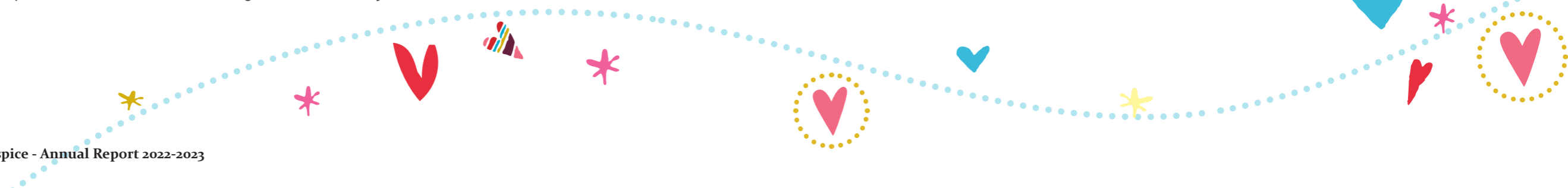
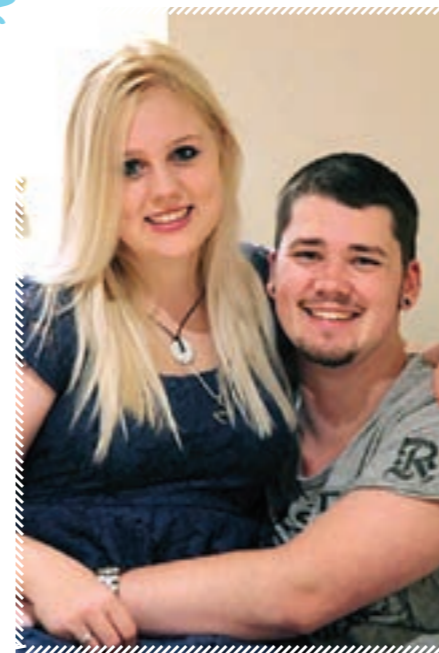
These days, Zack is finding ways to think of the future and stay connected to Chantelle.

He showed us his new Death Head Hawk moth tattoo. It's a beautiful, richly coloured illustration that looks just like one of Chantelle's tattoos and is a celebration of their collecting of bugs together. Zack hopes to restore Chantelle's 1989 Honda Prelude, something they'd often talked about. He's also planning to get his passport and travel to Japan as they'd always dreamed.

Zack finds solace in playing his guitar and learning the songs they sang together. He finds it hard to see Chantelle but he can still hear her voice.

Next time you hear "What's up" by the 4 Non Blondes, let yourself sing loudly, "I scream at the top of my lungs what's going on!" Or seek out 'Stronger Than Dead' by Amigo the Devil and sing, "I will carry this weight until I die...."

You'll be singing with Zack and remembering the life and courage of Chantelle.





Our Volunteers

Wendy Fox - Volunteer Program Leader

I would like to thank our client care volunteers for their commitment to our clients and for embracing on-going developments in the program. It's been wonderful to see the number of home visits increase as clients welcome back our volunteers after having a year or two in hiatus.

One of the major developments we have seen this year is the implementation of a new volunteer database, Better Impact. All the information regarding client care volunteers, is now in the one place, significantly cutting down and easing the administrative burden so that more time can be spent on client and volunteer support. One of the features of the database is the ability for volunteers to access their own volunteer profile via the My Impact app. They can view their own information, including how many hours they contribute as a volunteer on a weekly, monthly, and an annual basis, as well as across the lifetime that they are with Peninsula Home Hospice. In the past, we haven't had an effective way of measuring this, despite our volunteers working very hard for a program and service that they are highly committed to. With Better Impact, along with the volunteers, we can see the result of their hard work in a snapshot. It highlights one of our strategic objectives of having volunteers who are highly engaged and productively contributing to our service. This gives us the ability to be able to better recognise and reward volunteers for milestone achievements.

I have been so impressed by the willingness of client care volunteers to adopt a new way of submitting the client contact forms and expenses. We are now paper-free as most volunteers have chosen to use the timeclock function on the My Impact app. A few volunteers were brave enough to trial the use of the timeclock and the word quickly spread on how much easier it is for them as it has lifted their administrative burden as well. We can now see in real time when a volunteer is visiting a client and when that visit is completed as they log on and off the timeclock. Not only does this allow us to monitor their safety from the office but also know when a visit is completed or if it's ongoing. Volunteers can log their expenses and their contacts via the app, which means that the old paper forms have become extinct. We now reimburse the volunteers for their mileage on a fortnightly basis instead of needing to wait until the end of the month for the paper forms to be submitted.



PHH staff and volunteers celebrating National Volunteers Day

Our monthly newsletter for client care volunteers, Volunteer Voice, now has a profile of a volunteer on a regular basis. We are fortunate to have volunteers that come from many different backgrounds and a range of experiences. They bring with them skills and expertise and I have really enjoyed the opportunity to share this amongst the volunteers.

Client care volunteers this year, as well as doing their home visits, have also offered their support by assisting the Clinical Administration Office, supporting the Sunrise Group, the Carer's Education group and the Grief and Loss forums. The volunteers also continue to assist the nursing team to doff their Personal Protective Equipment if they have visited a home where COVID-19 is present.

Thank-you so much to our client care volunteers who have once again demonstrated their passion and commitment to delivering a high quality program to our clients and their families.



Length of Service

Pauline Beet	10 years
Norm Cutbush	5 years
Peter Deitz	10 years
Tessa Du Toit	5 years
Maureen Goodman	10 years
Anne Hammond	5 years
Rosalie Isokangas	5 years
Danielle Jacobs	5 years
Lesley Kennedy	5 years
Michele (Mickey) Knudson	10 years
Andrew Morse	5 years



Music Therapy

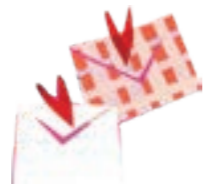
Jean Lin - Music Therapist

My role as a music therapist at PHH, uses music experiences and relationships that develop through them, to support clients and their carers/families during the palliative care journey from diagnosis to bereavement. The experience has been humbling and meaningful, to work alongside individuals through music, to continue the conversation on what it means for them to live well and die well.

The participants in music therapy sessions may choose to engage in supportive music listening for symptom management, comfort and pleasure. Song choices or therapeutic instrument learning/playing can facilitate a client's desire to express their feelings and promote well-being. Clients may also want to create songs and record them for specific people as legacies. It is an honour to hear and witness clients being empowered by their expressions of love, loss and hope.

Working in a multidisciplinary team at PHH has enabled me to learn from different skill sets through staff education and discussion to meet clients' changing needs. Fostering connections, continuous skills building, and knowledge-sharing improve client outcomes. The experience of spending a day together with all PHH team members last year to workshop our organisational values has been invaluable. The ongoing learning of collaboration and communication make PHH an enriching work environment that enables shared learning, debriefing and reflection.

Listening to and learning new songs energises me. The music I listen to and play each day helps me reflect on who I am and what I can bring along to the therapeutic client space. I explore music playlists to listen to and integrate the elements of music and focused breathing to help with relaxation.



"I find the experience of having music therapy with Jean a wonderful and positive experience. It's uplifting... not what I was expecting. I find talking helps...It is enjoyable...It is something I look forward to. When she left, she left me in a good place...like planting those little seeds in me and giving me a chance to think about and reflect, so that I can grow. Being listened to and being comfortable talking about things is a very big part of it."

Moira



A Snapshot of Music Therapy Service Program Report

From 1st July 2022 to 30th June 2023, 43 music therapy referrals were made. Out of these, 77% of referrals were made by counsellor case workers and 23% were referred by our nurses. The age range of the clients was between 9 to 95 years old. 53% of the referrals were made when the clients were in the deteriorating phase, and 47% during the stable phase. The trend from the referral indicators shows that most clients were referred to music therapy for their previous connection with music, anxiety/relaxation, emotional and grief expression, mood, stimulation and quality of life. Six out of the 43 referrals were for carers and young family members. From my observation, some clients declined music therapy interventions because of their changing needs, and phone contacts would be made to offer resources and music for use at home.

I would like to end this report by acknowledging and thanking the fantastic PHH team, the allied health and nursing teams for their expertise and the internal music therapy referrals. In this year ahead, I am looking forward to incorporating more collaboration into my role through nurturing connection, strengthening, and expanding skills through learning and knowledge sharing, and critically evaluating the music therapy program outcome measures. I hope to achieve the shared vision together to support our clients and community to live and die well.





Community Engagement

Bronwyn Braden - Community Engagement Officer

It has been a year of growth and change for the organisation with regards to community engagement and fundraising. The theme of the year has been collaboration as we do truly achieve more by working together. Proudly, we have increased our communication and face to face interactions with our fundraising groups and community supporters, resulting in more fulfilment and a feeling of momentum building.

Peninsula Home Hospice created the new role of Community Engagement Officer with the aim of working with the existing fundraising stakeholders and establishing a Community Engagement plan to share our vision. This role works closely with the Fundraising Committee (FRC) and strategically across the organisation, to deepen the understanding of our purpose and message so that we can share this with our community to promote palliative care and in particular the services that Peninsula Home Hospice deliver. This is a key part of community conversations, a goal for the next five years. Thank you to the FRC for their input and support throughout this past year.

Community Engagement is essential for building trust, fostering social cohesion, and promoting a sense of ownership and shared responsibility within a community. We see it as a collaboration between us and our partners, our staff, and our volunteers and of course our clients and carers. In the future, we wish to empower individuals and groups to participate in shaping the development of our message. Community Engagement also helps to build stronger relationships between community members, government agencies, businesses, and other stakeholders, leading to more collaborative and inclusive approaches to problem-solving. Working with our Fundraising Committee, key partners such as the Red Hill Op Shop and the Auxiliaries, we are positioned well to launch this new phase of education and growth for our organisation.

Red Hill Op Shop (RHOS), now in their 40th year, have been instrumental in contributing to our fundraising revenue donating \$109,000 this year and \$1.23 Million since 1983. Their partnership is highly valued. We are sharing insights between the organisations and learning from each other. Our staff, clients and supporters are inspired to support the work they do by regularly donating goods or visiting the shop. The RHOS themselves are a NFP entity and are run by a Committee of Management, led currently by the President, Jane Reynolds. Jane's mother Shirley was involved with RHOS from inception, so we are grateful to see Jane continue this work. Thank you to all the volunteers and the committee for their unwavering support.

Fundraising events have been plentiful throughout the year, and we would like to acknowledge the following groups for their hard work and dedication to spreading the word of Peninsula Home Hospice and raising funds to support our service.

Mornington Auxiliary continues to be a powerhouse of activity, running their core events and dabbling in some new ones to change the audience we are talking to. The 2022 Christmas in July Luncheon at the Mornington Yacht Club with guest speaker Dr Mano Thevathasan, a key figure involved with the service since 1985, was well attended, as was the Blue Illusion Fashion Parade and The Tom Pickford Charity Golf Day at Frankston Golf Club arranged by Pat Randall and Catherine Norman. This event was blessed with magnificent weather and the 144 golfers enjoyed 9-holes at the invite only course along with a superb two course meal plus quality raffle prizes. The Mornington Auxiliary kicked off 2023 with a planning day held at our headquarters and the energy in the room was electric. This launched the 2023 event calendar with exciting events including the "Living" Movie Morning at Village Karingal, the Annual Rosebud Country Club Luncheon with Jane Clifton as guest speaker and the 9th Annual Yarrowonga-Mulwala Golf Event all

held in the first half of the year. Annie Dunlop, President of the Auxiliary, leads the group of 14, and we wish to acknowledge them all for their hard work over this and many years. Annie herself has had personal experience working with families as a grief counsellor with SIDS Australia. This along with her breadth of work and life experience supports us enormously and we are very grateful for this.

Westernport Friends of Hospice, led by Meg Merton, is supported by a weekly Mahjong group of 18 at the Red Hill Tennis Club who kindly offer their premises for this fundraising activity. Meg has also supported us over the many years by making and selling jams and is a regular volunteer with the RHOS.

In October, **Friends of Hospice**, Helen Fairlie and Marilyn Cunnington, hosted the Fish and Film Grand Finale with the Sorrento Cinema closing for re development. Whilst this itself was a sad occasion for our community, it was a bumper night with many familiar faces and new ones supporting the event.

Unframed-Art 2023 was held as an online Auction event this year supported by a robust marketing and promotional plan. This included a radio interview with Rachael Singleton on local community radio 3RPP, shopping centre displays in Blairgowrie, Sorrento, Mornington and Karingal and the traditional magazine and newspaper articles and online activity. Word of mouth continues to be how people hear about our events so thank you for this! We attracted new supporters and much interest in the concept of Unframed-Art which could not have achieved such success without the generosity of the 47 local Mornington Peninsula artists and the dedication of the PHH Fundraising Committee in particular the working group of Stuart Nussey, Marilyn Cunnington, Yvonne Gates, and Catherine Norman.

Thank you for your trust and supporting the work we are doing to make Peninsula Home Hospice more visible and more accessible informing the community about the benefits of Community Specialist Palliative Care. 2023-2024 is positioned to be an exciting one in the Community Engagement space in our 40th year.



Mornington Auxiliary helpers



Red Hill Op Shop fashion parade



Janet & Bronwyn promoting Unframed-Art 2023



The Tom Pickford Golf Day players



Stuart Nussey at Mornington Centre



Yarrowonga Charity Golf - Gala Dinner



Human Resource Management

Donna Nolan - Business Services Manager

In 2023 our aim was to consolidate the workforce in the aftermath of the global pandemic and build a robust structure that supports meeting client demand, growth and development for the organisation in line with the new strategic direction.

In the last 12 months as we move into the post pandemic era, we have experienced increased demand on the service, complexity in client care, high staff turnover, increased absenteeism and increased difficulty in recruiting. We have taken the opportunity of staff vacancies to review and reflect on the future needs of the organisation and implemented a reset of structure to support the goals of the strategic plan; to strengthen leadership, ease workload burden, increase diversity and to become an employer of choice. To this end we created additional roles in management and leadership, we extended our casual workforce and our administration support.

We sent our HR team to attend the 2023 Not for Profit People Conference, held in Melbourne in late February. The conference focus was on leadership and wellbeing with inspirational speakers from around the country presenting on topics including:

- What makes high performing NFP Organisations
- Vulnerability and empathy in leadership
- Wellbeing remotely; caring for those who care for others
- Engagement surveys

It was an opportunity to network with like-minded organisations and to compare service providers in HR consulting, recruitment, and databases. We discovered that many organisations are facing the same challenges as PHH in relation to the "great resignation", fatigue, and burnout of staff. It provided our team with a strong base to commence the work we need to do to achieve our long-term goals.

During the year we were visited by a Work Safe Assessor who reviewed our policies, procedures and incidents in relation to the following areas:

- Occupational violence and aggression
- Inappropriate workplace behaviours and
- Manual handling

We had a team of PHH managers and OH&S representatives to discuss and demonstrate evidence of our systems, training and incidents for staff and volunteers. Overall, there were no gaps in any of the three areas identified. The assessor was generous in her praise of the processes and documentation that we have in place to ensure that all of the PHH Team are working safely in whatever role they undertake in the organisation and applauded PHH for ensuring "the processes and documents are simple and easy to read which is as they should be."

Fiona Sheriffs, our Business Support and HR Officer was the lead in this process and is to be commended on her excellent work that led to this successful outcome.

We have completed the work of reviewing our workforce plan for 2023-2026, with an emphasis on staff recruitment, retention, and wellbeing. We will be embedding robust systems to support the management of our workforce and to ensure we continue to comply with legislation and maintain equity and fairness in the workforce.

Current Staff Breakdown



"We wish to thank all of the wonderful, amazing team at Peninsula Home Hospice for the awesome compassionate care we received for our late dear mother. We really appreciate everything you did for us. We could not have done it without your astounding help."





Nurses CPR Training



Mornington Auxiliary planning day



Strategic Planning Day discovering our core values



Some volunteers from the Red Hill Op Shop



Annie Dunlop, Mornington Auxiliary President at Movie Event - Living



CommBank Community Grant Presentation



Bronwyn Braden and Marilyn Cunnington



MDT team meeting every Tuesday morning



Dear Wonder Women,

"Thank you wonder crew for being such a huge part of dad's great team. We have much to thank you for; dad trusted you, we trusted you. Thank you for supporting my incredible mum and granting dad's wish to die at home with mum by his side. We know the care and compassion and time you all spent caring for my dad's wellbeing and we will forever be so very grateful. Thank you for holding our hands and gently, expertly guiding us through death and dying with dignity and care. Thank you for the great gift you gave us."



Volunteer Gardening Group



Some of the Administration Team



Bronwyn with Lions Club of Dromana



Morning handover meeting



Nurses CPR Training



Financial Summary

Richard Lindner - Treasurer

The recently concluded financial year includes almost a full year of the enhanced service delivery model which includes senior staffing restructure and an outsourcing of the after-hours call-taking and response. The service delivery model is the embrace of the Strategic Plan which aims to meet the community's needs in a financially sustainable way.

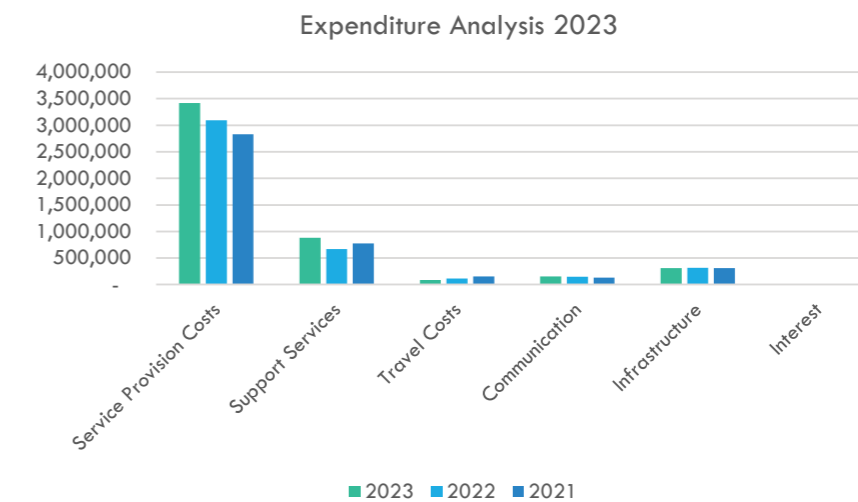
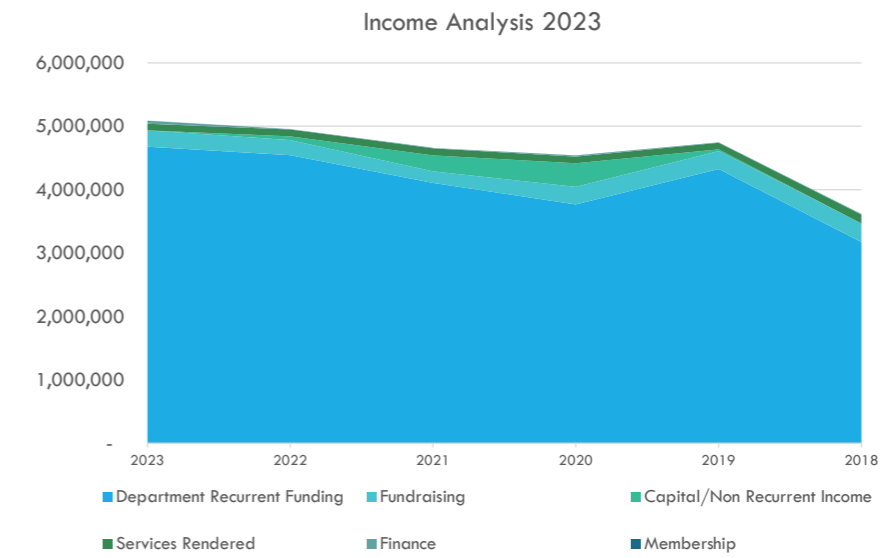
It is important to note that by good fortune and stewardship over time PHH's strategies, including initial costs of initiatives, are not heavily constrained by financial limitations. In this respect PHH can pursue strategies that build its capacity to serve the community with a focus on other factors such as human resources, technology and the like.

PHH continues to benefit from strong local community support. Contributions by individual donation and the outcome of activities organised and conducted by our supporter groups have increased over the level in recent restricted years. All represent opportunities for more members of the community to be a part of what we do and to spread our message. The funds raised go to support caring activities and therapies that are outside the scope of government funding.

PHH recorded an operating surplus for the year primarily due to modest under-budget expenditure in salaries, a depreciation adjustment on the scheduled renewal of the vehicle fleet and improving interest rates on investment of cash reserves. The budget for 2023/24 anticipates a deficit which includes capacity building costs and costs associated with building and retaining our clinician workforce. The budget also recognises specific funding for two major projects and their associated costs, one ongoing and the other commencing in the forthcoming year.

PHH's financial position continues to be robust. It holds cash reserves that surpass its employee entitlements and other contracted financial commitments.

I take this opportunity to acknowledge the focus and commitment to effective financial stewardship of PHH by the Chief Executive Officer, Manager Business Services and the Finance team for the year.



Our Donors & Supporters

Thank you to the artists who donated paintings for Unframed Art 2023

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

Anderson, Joan
Badenhop, Jan
Batty, Wendy
Beet, Pauline
Bennett, Judith
Boag, Pat
Bortz, Colin & Smile
Braden, Bronwyn
Bruehwiler, Albert
Clark, Fiona
Cross, Val
Dallas, Bergliot
Davie, Jo Anne
Dunn, Jill
Evans, Sally
Facy, Denise
Fox, Jill
Fraser, Tamara
Gilbert, Jean
Gillingham, Elizabeth
Gordon, Donald
Hodgson, Yasna
Howard, Steve
Ivanovic, Patricia
Jackson, Felicity
James, Val
Jarvis, Lyn
Jeffares, Marjorie
Knudson, Mickey
Konstantinov, Kathleen
MacKenzie, Karen
Manchester, Margery
McLeod, Lyn

Morse, Andrew
Rigg, Terrence
Roberts, OAM Frank
Runciman, Edna
Smith, Christine
Sutcliffe, Shirley
Turner, Brian
Turner, Joyce (Kathleen)
Turpie, Colin & Janis
Woolcock, Elizabeth
Wright, Marie

In-Memory Donations

Ballerini, John & Sylvia
Benson, Norma
Bowen, Shirley
Brooke, Narelle
Brown, Sally
Bull, Anne
Caple, Melinda
Chatel, Norma
Cresp, Gael
Cumberworth, Gina
Davies, Rod
Dixon, Hugh
Drake, Nick
Duncan, Andrew
Dymond, Natasha
Edwards, Katie
Edwards, Maureen
Egan, Kerri
Elphee, Judith
Fowler, Garry
Frame, Helen

Freeman-Wright, Sharon
Green, Frank
Griffin, Chris & Anthony
Gross, Helga
Gueli, Vincenza
Hall, Jan
Hampson, Robert
Hick, Stuart
Hirsh, Lauren
Hone, Judith
Howard, Steve
Hubbard, Sonia
Ingram, Wendy
Jenkins, Peter
Johnston, Stephanie
Kelen, Daniel
Kohnert, Frances
Lain, Felicity
Landy, Barry
Lane, Gerard
Lewis, Stacey
Mac, Nicki
Madgwick, Helen
Manuka Developments
Marshall, Christy
Marshall, Pamela
Martin, Helen
McKinnon, Noel
Noell, Carter
O'Bryan, Christine
O'Malley, Lynn
Paine, Joan
Peatfield, Susan
Penny, Gail

Percy, Courtney
Pitney, Pat
Pizzey, Ann
Pocklington, Judy & Less
Powell, Andrew
Riley, Stephanie
Riley, Wendy
Roberts, Elaine
Roberts, Raymond
Robertson, Michael
Sammells, Darrol & Vivienne
Sammells, Jennifer
Scott, Julia
Sherriff, Joanne
Smith, Kate
Stamp, John
Symes, Jodie
Thompson, Leanne
Thomson, Greame
Trembath, Margaret
Truong, Maria
Turner, Joyce (Kathleen)
Valder, Peter
Watson, Ange
West, Robyn
Wheeler, Rhonda
Wright, Michelle

Supporters

3RPP
Balnarring Bakehouse
Bendigo Bank Dingley Village - Community Branch
Bendigo Bank Mt Eliza
Brumby's Bakery Mt Eliza
Chelsea Uniting Church Parish Opportunity Shop
Clothing Angel Dry Cleaners
CommBank Mornington
Direct Chemist Outlet Rosebud
Elaine Walters Foundation
Evolving Ideas Graphic & Web Design
Fashion by Bronwyn
Flinders District Lions Club
Florrimell, Jill
Frankston Golf Club
Friends of Hospice
Giving Hope Pty Ltd
Grill'd - Mornington
Hills Transplants
Jim McFarlane Photography
Karingal Hub (Jones Lang LaSalle)
Lions Club of Dromana Inc
Martin Doyle
ME Bank
Mornington Auxiliary
Mornington Chamber of Commerce
Mornington Newsagency
Mornington Peninsula News Group
Mt Martha Bowls & Social Club Inc
Nepean Chapter - Order of the Eastern Star
Peninsula Hot Springs
Pharmasave Mornington Village Pharmacy

Red Hill Opportunity Shop Incorporated
Red Hill Tennis Club
Ritchies Stores Pty Ltd
Robinson, Lorraine
Rosebud Country Club
Rotary Club of Frankston
Rotary Club of Mornington
Rt Edgar Real Estate Mt Eliza
Sober Mule Cafe
Sorrento Golf Club
The Bays Hospital
Unframed Art Artists
Vicinity Shopping Centres - Bayside & Mornington
Westernport Friends of Hospice
Yarrowonga Mulwala Golf Club Resort

Thank you all the businesses that support our Auxiliaries and their fundraising events

Artworks by Janine Daddo



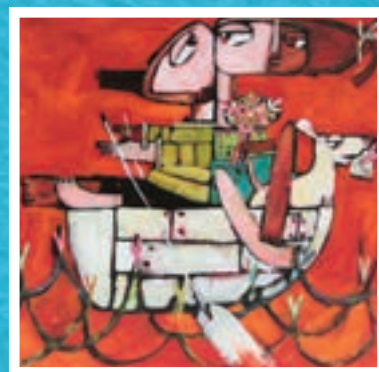
Messengers of Love

They took to the skies above and
rained on earth the gift of love.



The Treasures of the Day

Together they shared a life full
of adventure and with hope in
their hearts they nested for the
night.



A Journey of Love

...giddy just at the thought
of you, I hang on every word,
you fill my head with dreams
and my heart with joy...you're
beautiful, you're on a journey
of love.



The Kiss

Embraced in your love I
can soar, free, safe and
together.



All they Packed were Dreams

...and dreams aplenty, no idea
was too big, no desire too small,
wild and free, brave and bold,
adventure bound just you and me
and me and you, come what may
we have each other!

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Hon.Solicitors White Cleland Pty Ltd



Peninsula Home Hospice acknowledges the
support of the Victorian Government

