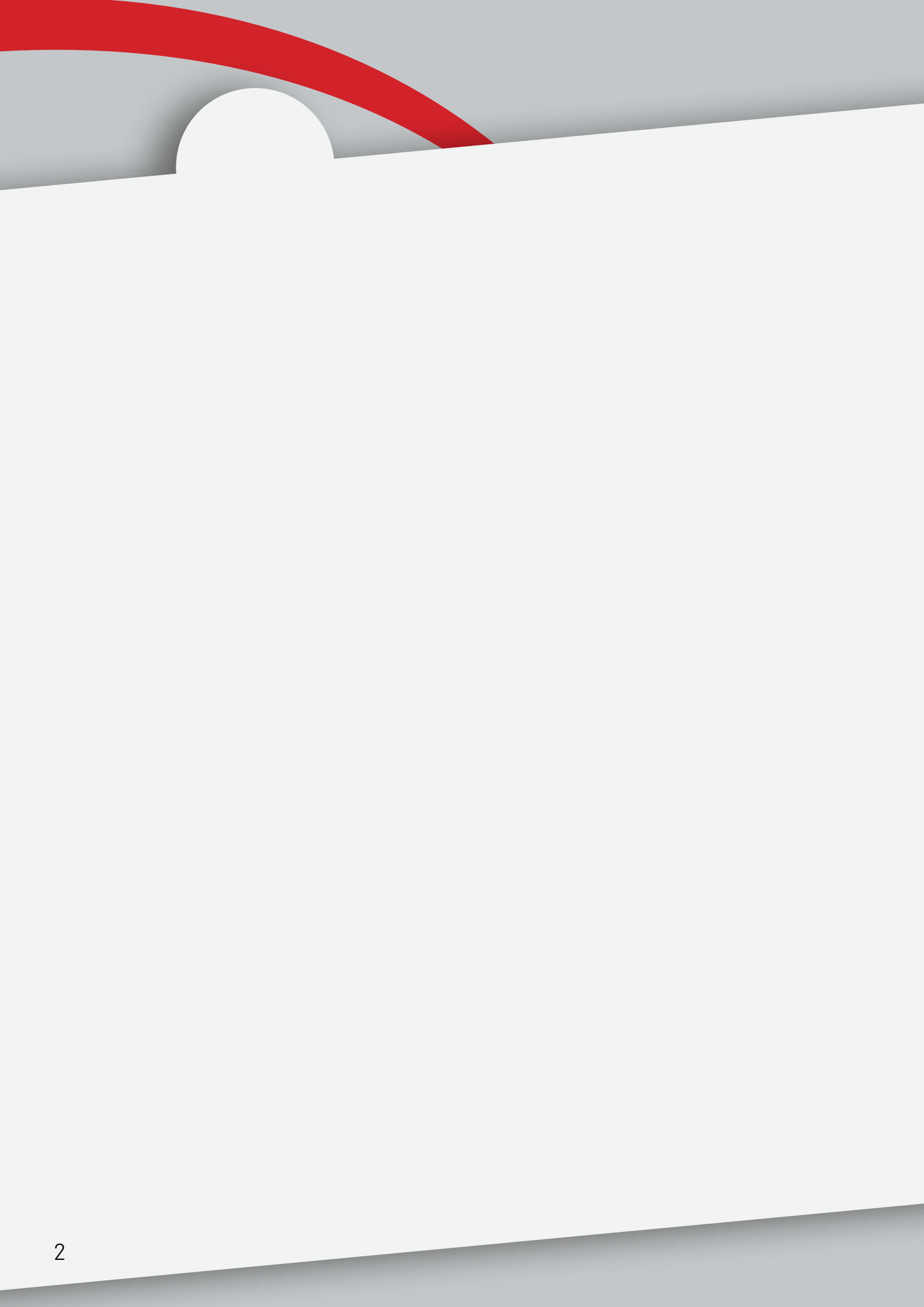




**ANNUAL REPORT 2014 – 15**  
compassion • respect • excellence



**south east palliative care**  
specialist care at home



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**south east palliative care**  
**specialist care at home**

*South East Palliative Care Ltd (SEPC) was established in 1984. We are an organisation whose formation was inspired and led by local community groups passionately committed to enhancing care provided at home to people with a life-limiting illness.*

## **Vision**

To bring people and services together to create a sustainable network that increases access to high quality care for all those approaching end of life

## **Mission**

Support people with a life limiting illness to live with dignity.

## **Values**

**Compassion**

**Respect**

**Excellence**

*Our values stem from a set of principles and beliefs with their foundations in our community and the broader palliative care movement. Our commitment to these values informs our approach to every day actions. Together they frame our code of conduct, which we use to enhance our culture.*

## Message from the Chair 2014 - 2015

The Board has once again played an integral part in the success of South East Palliative Care Ltd throughout the year. Their commitment and dedication to good governance practices has enabled us to advance as a leading Community Palliative Care service within a tightly funded and regulated industry.

I would like to pay tribute and thank Ms Patty Hodder who retired as a Director during the year. The Board and South East Palliative Care Ltd truly benefited from the long serving voluntary contribution and sharing of Patty's expertise not only for our organisation but to the broader Palliative Care sector throughout Victoria.

Board succession planning has welcomed two new Directors, Mr William Baker and Ms Jennifer De Vos of whom both bring valuable corporate expertise to the governance of our organisation.

The financial results for the 2014-2015 year provided us with a breakeven position and this has been particularly pleasing considering that our client contacts increased by 32% for the same period.

We have been able to support and provide palliative care services to clients and their families from over 45 very diverse ethnic backgrounds. We service a very large geographical area of approximately 1900 square kilometres which is heavily populated with more than half of our clients are from the City of Casey followed by the City of Dandenong, Shire of Cardinia and the City of Kingston.

The Board respects and appreciates the work of our management, staff and volunteers. Without their diligence, skills and dedication the organisation could not achieve success. Thank you.

During the year CEO Carol Carland retired after two years successfully leading the organisation through significant change. The Board recognises Carol's professional contribution and was sorry to see her go. Newly appointed CEO Mr Serle Harvey was welcomed to South East Palliative Care Ltd and commenced in September 2014.

We are excited about the future and remain dedicated to strategically positioning our organisation to embrace new opportunities, remain abreast of industry policy change whilst strengthening our core values and services. We will continue to invest in our people and communities.

It has been my privilege to work with the Board, the Management, Staff and Volunteers of South East Palliative Care Ltd over the last 12 months and I look forward to the organisation's challenges and opportunities in the year ahead.



Diane Sullivan  
Chair, Board of Directors

## Who We Are

SEPC are a not-for-profit organisation that provides high quality, care and support to people with a life limiting illness, their families and their carers. We service the community in the South East Victorian local Government areas of Cardinia, Casey, Greater Dandenong and (part of) Kingston – a total area of nearly **1,800 square kilometres**.

- Our Directors are a group of professional people who volunteer their time and expertise to provide corporate governance and strategic direction for the organisation.
- Our staff include professionals in nursing (including nurse practitioners), medical, occupational therapy, social work, pastoral care, counselling and music therapy.
- We have a considerable number of dedicated and passionate volunteers who assist us with various tasks, including home visits. Our volunteer program ensures all our volunteers are equipped with the appropriate skills and support.



## What we Do

The World Health Organisation (WHO) defines palliative care as:

*“An approach that improves the quality of life of patients and their families facing the problem associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual.”*

At SEPC, we provide palliative care and support in clients’ homes, including to those residing in Residential Aged Care Facilities (RACFs).

### ***In 2014-2015:***

- *our staff had 47,952 contacts with clients, exceeding our target of 47,580 (contacts include phone calls 📞 and visits 🏠)*
- *65% of clients died at their place of choice*
- *47% deaths occurred at home (incl RACFs)*

## Our Clients

SEPC clients come from all walks of life and of all ages living in our community. The majority are Australian born, however many were born overseas, with many non-English speaking families. In the past year:

56 clients were born in UK

17 clients were born in Vietnam

16 clients were born in Italy

11 clients were born in India

In addition, during June 2015, we had our first admissions of clients who were born in Thailand, Philippines, Mongolia and Uruguay.

### *Also in 2014-2015:*

- *53% of our clients were born overseas*
- *470 clients died on our program*
- *75% of clients had a malignant diagnosis*

# CORPORATE GOVERNANCE STATEMENT

## Role of the Board

The role of the Board is to provide strategic guidance for the organisation and effective oversight of management. The Board operates in accordance with the company's Constitution, Board Charter and Delegated Authority Policies. These describe the Board's composition, functions and responsibilities and designate authority reserved by the Board and that delegated to management.

## Composition of the Board

As at the date of this Annual Report, the Directors are as follows:

Ms Diane Sullivan Chair

Dr Wes Jame

Mr Bruce Greenland

Mr Graeme Legge

Mr Glenn Miller

Mr Mario Gurrisi

Mr Bill Baker

Ms Jennifer DeVos

Each director has the skills and experience necessary for the proper supervision and leadership of the company. As a team, the Board brings together a broad range of qualifications and experience in health care service delivery/management, finance, accounting, sales and marketing, information technology and community development.

The Chair is responsible for leading the Board, ensuring Directors are properly briefed in all matters relevant to their role and responsibilities, facilitating Board discussions and managing the Board's relationships with the Chief Executive Officer.

The Chief Executive Officer is responsible for implementing organisational strategies and policies.

## Board Practices

The Directors have adopted a Board Charter which sets out the role, composition and responsibilities of the Board of South East Palliative Care Ltd (SEPC) within its governance structure.

The Board meets regularly to evaluate, guide, review and determine the company's operations and objectives. The Directors receive monthly reports from the Chief Executive Officer and operational managers.



## Audit and Risk Committee

The Board has an Audit and Risk Committee, which is chaired by a Director and consists of at least three Board Members. The CEO, Financial Controller and Quality and Informatics Coordinator are also members of this committee. Details of the names of the Directors appointed to the Audit and Risk Committee, the number of meetings of the committee held during the year ended 30 June 2015 and the attendance record for each relevant member can be found on page 11.

The Audit and Risk Committee's primary functions are to ensure:

- Effective management of financial risks
- Effective management of corporate risks
- Effective management of strategic risks
- Reliable management and financial reporting
- Compliance with laws and regulations
- Maintenance of an effective and efficient auditing program including internal auditing

Some areas of focus for the reporting period for the Audit and Risk Committee include:

*Policy and Procedure Project:* Review and update of all SEPC policies and procedures to ensure legislative compliance and representation of current SEPC processes. All policies and procedure documents are now standardised and include version control information. A document control process was also implemented to ensure timely review and updating of all policies and procedures. As part of this project the Audit and Risk Committee reviewed and updated the following documents:

- Risk Management Policy
- Risk Management Framework
- Delegation of Authority Policy
- Delegation Manual

*Internal Audit Schedule:* development to ensure compliance with all relevant legislation, governing bodies and organisational policies and procedures

## Clinical Governance Committee

The Board has a Clinical Governance Committee, which is chaired by a Director and consists of at least three Board Members. The CEO, Clinical Services Manager, Nurse Practitioner, Medical Officer and Quality and Informatics Coordinator are also members of this committee. Details of the names of the Directors appointed to the Clinical Governance Committee, the number of meetings of the committee held during the year ended 30 June 2015 and the attendance record for each relevant member can be found on page 11.

The Clinical Governance Committee's primary function is to:

- Assist the Board of Directors to fulfil its clinical governance role in relation to the standard of client care and the oversight of clinical risk

Some areas of focus for the reporting period for the Clinical Governance Committee include:

*Medication Advisory Committee:* Established to provide leadership and direction in the safe administration and management of medicines according to legislative and statutory requirements.

*Residential Aged Care Facilities (RACFs):* Development of policy and procedure to support SEPC staff in the provision of care to clients in RACFs.

*Suicide Risk and Assessment:* Guideline document developed to support SEPC staff in identification and support of clients at risk of suicide. This document continues to be reviewed as updated information and guidelines are released.

*Terms of Reference:* Revised and updated in February 2015.

DID YOU  
KNOW  
?

“ 782 clients cared  
for during 2014-15 ”

“ 1% of clients are  
aged under 10 ”

“ 11% of clients are  
aged 50 or under ” ”

## Ethics and Codes of Conduct

The Board has a Code of Ethics Policy which reflects the commitment of the company to ethical standards and practices.

The company has also adopted an Employee Code of Conduct which applies to all employees, and which acknowledges the need for, and continued maintenance of, the highest standard of ethics and seeks to ensure that employees act honestly, transparently, diligently and with integrity.

## Directors' attendance at Board and Committee Meetings 2014-15

Director	Board Meetings		Committee Meetings			
	Meetings Held	Meetings Attended	Audit & Risk Meetings Held	Meetings Attended	Clinical Governance Meetings Held	Meetings Attended
William Baker (since July 2014)	10	10	4	-	4	4
Jennifer DeVos (since May 2015)	10	1	4	-	4	-
Bruce Greenland	10	7	4	2	4	-
Mario Gurrisi	10	9	4	3	4	-
Patty Hodder (retired Sept 2014)	10	3	4	-	4	1
Wesley Jame	10	9	4	-	4	3
Graeme Legge	10	9	4	-	4	4
Glenn Miller	10	10	4	4	4	-
Reginald Rowswell (retired July 2014)	10	1	4	-	4	-
Diane Sullivan	10	10	4	3	4	3

“ The average contacts per month during 2014-15 was 3,996 – of this figure, SEPC volunteers averaged 161 contacts each month ”



## Highlights in 2014 - 2015

This past year has seen SEPC consolidate and build on many of the services and systems implemented in the last 12 months. The main focus has been on system sustainability and improvement to further strengthen SEPC presence in the South East region. The goal is to build a framework that will allow the organisation to grow in the future, be adaptable to the changing climate, provide flexibility around service delivery and maintain viability with tight financial resources.

We acknowledge the **support of our philanthropic contributors** in particular the significant support for our respite project.

**Staff wellbeing and security** has also been prioritized with the installation of CCTV cameras in the office and an after-hours security escort service on weekends for nursing staff.

**Continued system upgrades** have occurred in Policy and Procedure reviews, Phase 2 of the Server and Cloud infrastructure and improvements to the communications services available to staff out on the road.

The retirement of the previous CEO and movement of a few senior staff has provided the organisation with new opportunities and a fresh approach to invigorate the organisation. Feedback from staff has been invaluable in reshaping the working environment allowing our dedicated team to focus on service delivery to our ever growing, diverse, client base.

The overwhelming and continuous support and dedication provided to SEPC from its **volunteers** cannot be underestimated. This group led by the Coordinator of Volunteers continues to provide excellent care in the areas of Family Support, Bereavement Support, Administration Support and the Ambassador programs. The development of a biography program, to be known as Sharing My Story, was piloted this year and will begin implementation during the next year.

**Community engagement** with the local Government areas like the City of Casey has helped SEPC increase its profile within the region by regularly participating in community initiatives like the Ageing Positively festivals, Cultural Awareness forums with Palliative Care Victoria and speaking engagements to other culturally and linguistically diverse (CALD) groups in the area.

**Networking** with St John of God (SJOG), South East Private Hospital (SEPH), Southern Migrant & Refugee Centre (SMRC) and local MPs has also been beneficial in building sustainable partnerships and promoting the service to the extended community.

SEPC's continued participation with the **Palliative Care Outcomes Collaboration (PCOC)** benchmarking service and collaborative relationship with **Southern Metropolitan Region Palliative Care Consortium (SMRPCC)** has also allowed it to gain knowledge and service enhancements that will benefit all stakeholders.

With all that has been achieved over the last 12 months, SEPC still continues to strive for improvements to better serve the South Eastern corridor. The work that has been started will continue and we thank all those involved – the Board, staff, volunteers and the extended community – for their support.

# Financial Information for the year ended June 2015

## Financial Summary

Revenue	FY2015	FY2014
Government Grant	3,304,645	3,188,706
Donations Received	29,182	37,870
Fundraising	5,605	5,890
Interest received	62,988	65,593
Other Income	111,442	142,272
	<b>3,513,862</b>	<b>3,440,331</b>
Expenses		
Employment costs	2,799,868	2,723,100
Motor Vehicles	125,579	133,416
Occupancy	77,738	76,592
Training/staff support	49,870	32,147
Communications	46,724	55,731
Depreciation	100,957	105,206
Other	311,554	309,615
	<b>3,512,290</b>	<b>3,435,807</b>
<b>Net Surplus / (Deficit)</b>	<b>1,572</b>	<b>4,524</b>

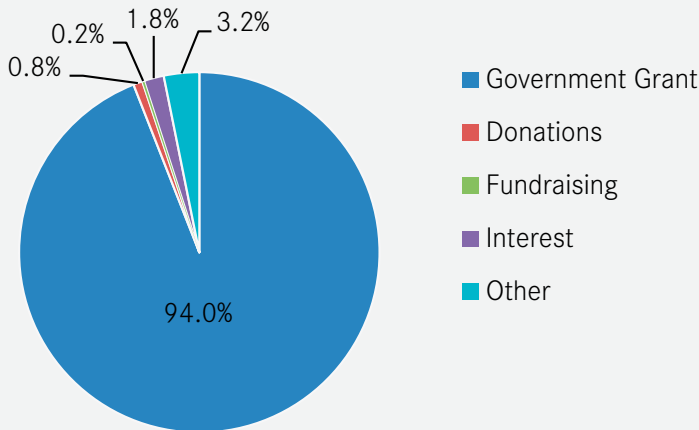
DID YOU KNOW ?

“ 54% of clients died in hospital ”

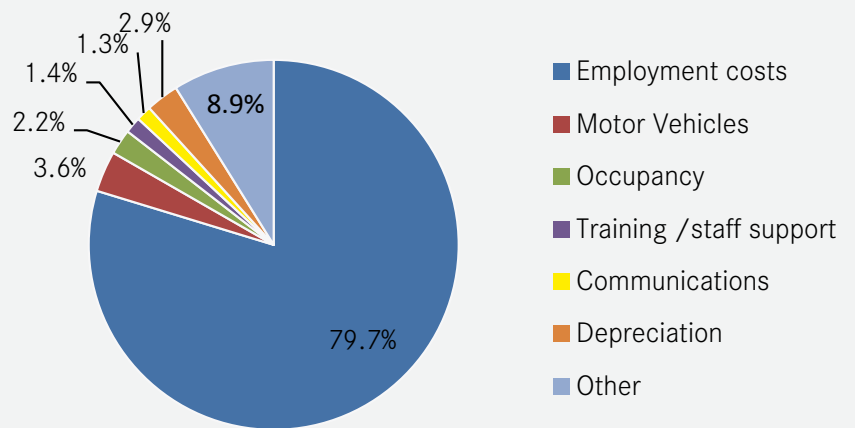
“ The majority of clients during 2014-15 resided in the City of Casey (53%) – with other clients residing in the City of Greater Dandenong (30%), Shire of Cardinia (17%) and part of the City of Kingston (2%) ”

“ 51% of clients are female and 49% are male ”

## Income by Source



## Expenses Category



In the opinion of the Board of Directors:

1. The financial statements and notes present fairly the business' financial position as at 30 June 2015 and its performance for the year ended on that date in accordance with Australian Accounting Standards and accounting policies;
2. At the date of this statement, there are reasonable grounds to believe that the business will be able to pay its debts as and when they fall due;
3. That the grants received from the Department of Health and Human Services were received and that payments were made in accordance for which the grants were provided.

**Glenn Miller**

Chair – Audit and Risk Committee

## Donors and Sponsors 2014-2015

The generosity of our donors acknowledges the work SEPC does and recognises the important contribution that we make in our community. It means a great deal to our team, as these donations allow us to enhance our service and provide “extras” to those in need.

We are thankful for all our donors ...You make a difference to what we can do.

### Clubs/Organisations

Perpetual Trustees  
Access Business Group  
The Country Women’s  
Association of Victoria Inc  
The Queens Fund  
Botanic Gardens Retirement  
Village Residents Committee  
Jubilate Choir  
Group of Friends  
Warren Opportunity Shop Inc  
The Uniting Church Op Shop  
Narre Warren North  
Adapt Air Conditioning P/L  
Berwick Opportunity Shop Inc  
Turning Point Church

### General Donations

Mr Don Moyes  
Dr Wes Jame  
Dr Ruth Redpath  
Mr K M Lee  
Mrs June Rogers  
Mr John Cate  
Mr & Mrs Cain  
P Lendon  
Mr Clive Fielder  
Mr Ed Van Kalken  
Mr & Mrs T Kilmartin  
Mrs Noela Black  
Mrs Schoenewille  
Mr Geoff Uhlhorn  
Ms Jenny Date  
Ms Di Crawford  
Mr Danny Krstic  
Mr David Lange  
Gil Yohalorn  
Mr Graham McConnell  
Mr Gerard Russell  
Ms Gillian Patten  
P & M Trenka  
Mrs Anita Clapperton  
Ms Christine Ritchie  
Mr Mike Alderman  
Ms Jennifer Simmons  
Mrs Jill Pearson  
Ms Jennifer de Vos  
Mr Brett Campbell  
A Richardson  
Mr Stephen Richards  
Minh Lam

### Family and Friends of the late:

Mr William Cooper  
Mrs Elizabeth Horne  
Mrs Rosa Warden  
Mr Alan Hartney  
Mr William Crawford  
Mrs Gwen Moyes  
Mrs Sheila Rice  
Mr Nicholas Angelidis  
Mr Stanley Ean Moser  
Mrs Beverley Mitchell  
Mrs Lorna Callum  
Mr Peter Rothwell  
Mrs Connie Manley  
Mr Bong Van Nguyen  
Mr Christopher Hall  
Mr Bryan Cunningham

## ANNUAL REPORT 2014 – 15

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