



Annual Report 2020-2021


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COLAC

Anam Cara House Colac acknowledges Aboriginal and Torres Strait Islander Peoples, past, present and future, as the First Australians and especially the Gulidjan (also known as the Kolakngat) people who occupied the Lake Colac region of Victoria.

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Our Mission

"To provide the South West Victorian community with excellence in respite and end-of-life care within a home-like environment; embracing respect and compassion for all people."



RESPECT DIGNITY TRUST COMPASSION COMMUNITY

What is Anam Cara House?

Anam Cara House Colac (ACHC) is a community founded health service established in 2011 to serve the regional community of South West Victoria. Anam Cara House Colac underpins home care by providing excellence in respite and end of life care for people with a long term or life-limiting illness. Anam Cara House Colac was established to support home care and as such, our point of difference is our personalised care provided in an "home like" environment within peaceful and rural surrounds.

Anam Cara House Colac is a fully accredited health provider under the Quality Improvement Council (QIC), and provides its care under the National Palliative Care Standards. Anam Cara House Colac is also a member of Palliative Care Victoria (PCV) and the International Association for Hospice & Palliative Care (IAHPC). Well governed with a skilled and stable community-based Committee of Management, Anam Cara House Colac is an incorporated, not-for-profit, charitable organisation. Our Community Hospice is staffed by a team of dedicated Registered Nurses, Personal Care Assistants and trained Volunteers who are all committed to providing person-centred care for both our guests and families.

Our unique care is available to all the community, without financial bias and is tailored to meet the individual needs of each guest (patient) and their family. Our mission is to support those in our community at a time when they need it the most. Anam Cara House Colac also supports a significant number of isolated and vulnerable people including many on low incomes or living in isolated or difficult circumstances.

The importance of family care is also recognised and accommodation and care support is offered to guests' families including follow-up bereavement care. In addition ACHC has on-call capacity to support carers 24 hours a day and can provide rapid access to care on-site at ACHC, or in-home - with no ACAS assessment required.

In summary, we are the only specialised palliative respite facility in our region and offer the following core services:

- End of Life Care
- Short term Residential Respite
- Day Respite
- In-home Care



"Star Gazer" -
The Anam Cara Lily

President's Report

Diane Wright OAM

This year marks the presentation of the 13th Annual Report of Anam Cara House Colac (ACHC) and also the 10th year since our formal Dedication and Opening on 20th November 2021. The saying "build it and they will come" has certainly been fulfilled for Anam Cara House with some 364 Guests (Patients) accessing our service since clinical care commenced January 2012. This has involved some 4,820 episodes of care, and while initial take up was cautious, over time and by "word of mouth" the good news spread of Anam Cara's reputation for excellence in 'home like' respite and end of life care.

Our hope is to mark this first decade of care, at our November 2021 Annual General Meeting with a presentation of Life Memberships, the launch of our book, 'The Anam Cara Colac Story' plus a Re-dedication Service and Celebration - COVID-19 restrictions permitting. However, this global pandemic has taught us, as a wise friend recently remarked, "to keep an open mind and be flexible"!

Anam Cara Colac has certainly remained flexible and adaptable in the face of COVID-19, with all its challenges and restrictions. As a result, many in the community have sought end of life care at Anam Cara House which has offered a welcoming and "home-like" sanctuary to guests and families, navigating this journey at such an extraordinary time. Throughout this time, we have ensured our short-term respite, end of life care and in-home care has safely continued, and only during stringent lockdowns was our day hospice necessarily suspended.



Indeed, during the past eighteen months we have been proud to provide 30 guests with 'family inclusive' end of life care, under prescribed Health Department & Aged Care Coronavirus Guidelines. This has been made possible by the fortuitous design and lay-out of our hospice rooms with an external exit from every hospice suite onto an outside verandah. Family members of our end of life guests could visit (two at a time) and be screened and checked in, outside their loved one's room, and then safely visit while not moving through the entire hospice. Families respected our guidelines and were grateful to have the opportunity to spend time together in order to say their goodbyes and create positive and lasting memories.

"You showed him respect and dignity at all times. We are forever grateful to you all. Thank you for the kindness and compassion you showed to our family, we always felt welcomed. It was comforting to see that Dad was in good hands." - Family Member

President's Report

Diane Wright OAM

We understand that the impact of COVID-19 on palliative care, for patients and their families, has been, and continues to be significant, especially as a result of isolation from loved ones and also subsequent grief and bereavement complications as a result of restricted patient visiting and attendance at funerals. We also understand the sacred nature of the end of life journey and therefore remain resolute in the continuation of our care. Indeed, Anam Cara House Colac has never lost sight of the fact that we have been established by the community to serve the regional community as the need presents itself – and now more than ever - especially in the face of COVID-19. This has involved being innovative and above all, compassionate in caring for the community that founded us. We have “held the ground” and been there when the community needed our care. As I stated in last year’s report, most certainly COVID-19 has marked “the coming of age” for our Community Hospice.

Also as a result of COVID 19 restrictions, we realised that our guests and carers were more vulnerable to marginalisation where they were unable to use digital devices. We responded to this by (successfully) applying for a grant to improve IT access for guests’ use. An upgrade to our Wi-Fi, and the installation of smart TVs will enable our respite guests and carers to connect with medical and allied health professionals (eg Telehealth) plus other family and friends.

All of this flexible care has been made possible by a committed and stable governing body in our Committee of Management, plus our dedicated and compassionate care team: our staff of

registered nurses, personal care assistants and volunteers, “on the ground” under the skilful management of Karen Eccles, our Hospice Manager and executive team, Jodie Lemke, Naomi Lettieri and Sue Spowart. In the words of our Acting Premier, The Hon James Merlino: *“a great organisation is built on good people who support one another”* [State Funeral of Mr Frank Costa OA]. This has certainly been true of our care team at Anam Cara House Colac - since our very inception.

However, no organisation can rest on its laurels and now more than ever Anam Cara Colac will have to be prepared and ready to continue to pivot and respond to the complexities of living with COVID-19 and other future challenges.

As we look to the future, our Committee of Management is ever mindful of careful planning and strategic thinking for Anam Cara Colac’s ongoing sustainability and operational efficacy. We are also mindful of the complex issues across our state, nation and even globally, that are now reverberating across Australia’s social, economic and political spheres. These will undoubtedly impact on the health sector, perhaps most especially Not-for Profit, Charity Organisations, as our increasing ageing and chronically ill population, places pressure on the demand for services and funding.

“Best practice palliative care is both person-centred and family inclusive, delivered in the setting of the person’s choice ”

President's Report

Diane Wright OAM

However, the organisations that survive and even thrive in this climate of change, will be those who see these challenges as opportunities for innovation, and look for alternative or enhanced ways of operating into the future. That is the challenge now before Anam Cara Colac. How we respond, will undoubtedly determine where Anam Cara finds itself in another 10 years as we continue to look to the community's needs and where possible, be responsive to those changing needs.

In this year's 2021 Oceanic Palliative Care Virtual Conference, which a number of our staff attended, the topic of Palliative Care and COVID-19 highlighted the importance of strong organisational structures and systems, including the importance of advocacy, data and evidence, digital health, quality standards and benchmarking.

For a number of years Anam Cara Colac has undertaken ongoing quality assessment under the National Palliative Care Standards and also through the Palliative Care Outcomes Collaboration [PCOC]. PCOC is a national voluntary program **implemented to improve the quality and outcomes of palliative care in Australia**. Anam Cara Colac adopted this programme to ensure a "gold standard" of guest care and to implement benchmarking via data collection.

We also benchmark our care – with good results - against relevant reports and recommendations from our sector's peak bodies Palliative Care Australia [PCA] and Palliative Care Victoria [PCV].

PCA & PCV vigorously conduct research and present to government robust reports on the future needs of Palliative Care in Australia. For example, in PCA's *Palliative Care Australia Report: Palliative Care 2030 Report* [Palliative Care Australia 2018] a road map for the next ten years, highlights that best practice palliative care is both person-centred and family inclusive, delivered in the setting of the person's choice and with their death to be in their preferred location. The report also highlights that co-morbidities will become an increasing factor in palliative care due to chronic progressive illnesses with longer disease courses (for example dementia). This report also stresses the importance of Innovative Models of Care, (underpinned by consistent Data Collection), Community Awareness, and Community Based Care (including timely respite options), plus Advance Care Planning and Bereavement Care.

Anam Cara Colac's model of care and service delivery stands up well against the above report and also against the guidelines of Palliative Care Victoria's Strategic Plan 2018 – 2020.

"Our care already delivers a significant number of recommendations for palliative care reported from The Aged Care Royal Commission: in particular an increased focus on person-centred choices and person centred control of their own care."

President's Report

Diane Wright OAM

In fact, since establishment, Anam Cara House Colac has been prescient in developing a local and community based model of care focused firmly on *choice in place of care, person-centred care and support to families/carers* – all key criteria in the fore-mentioned documents. Most certainly “big is not always beautiful” and providing people with a choice in place of personalised “home-like” care and underpinning home care is now clearly highlighted as optimal and best practice in palliative care for our ageing Australian population.

To conclude, Anam Cara House Colac values and recognises the importance of our key partner relationships which include Colac Area Health, Local and State Government, DHHS Victoria, NDIS, Palliative Care Victoria, Victorian Compassionate Communities Network, the support of our philanthropic partners, and that of the Colac and regional community. We have been founded by the community, for the community, and look towards the next decade of continuing to provide excellence in palliative respite care and end of life care for our community.

Diane Wright OAM
Founder & President

Frank Costa OA

We pay tribute to Frank Costa AO who died on 2nd May 2021. Frank graciously accepted my request to be Patron to Anam Cara House Geelong and was also a supporter and benefactor of Anam Cara House Colac. A true Champion of many people and organisations, the accordance to Frank of a State Funeral was indicative of the high esteem in which he is held by the Geelong and wider community. Vale Frank



Brian Wood



On Sunday 23rd May, on a beautiful autumn afternoon, we welcomed Elizabeth Wood along with family and friends to our hospice, for the Dedication of the Brian Wood Prayer Room. Brian, an inaugural member of our Melbourne Committee and stalwart champion of Anam Cara Colac, was honoured with the unveiling of his portrait and the naming of our Quiet Room in his memory. On this special occasion I paid tribute to Brian, saying “Brian was a man of integrity, insight and enormous energy and has been an invaluable advisor and mentor to Anam Cara Colac and to me personally. Always a man of his word, Brian loyally ‘stayed the distance’ and consistently gave of his time and skills to our Community Hospice with our best interests always in his heart and on his mind. Brian, who died on 20.01.2021, will be fondly remembered at Anam Cara Colac, for his generous and selfless contribution to our Hospice.” ~ Diane Wright OAM

Hospice Manager's Report

Karen Eccles

In 2020 – 2021, our 10th year of providing support to our region, Anam Cara House Colac has firmly cemented our role as a place of choice for care. Our delivery of overnight respite, end of life care, day respite and in home support has continued to flourish. The pandemic has been a very challenging time for many of the people we support, with isolation and a reduction in access to medical care and outside support, having a great impact on mental health and carer stress. This has made the past year especially busy and we are proud to have been able to support 77 people and their support network in our programmes, impacting over 200 people.

Over our 10 years of care provision our range of services to the community has become more diverse in response to needs we have identified. From offering a limited amount of overnight and day respite in 2012 we are now providing overnight care for between 250 – 300 nights per year, our day respite has grown from 1 day per week to 3, and we have recently obtained funding to offer a 4th day. We also provide in home respite for people who wish to remain in their own home for end of life care; equipment lending; transport for guests so that people who are unable to drive can access our support, assistance with Advance Care Planning; and a bereavement follow-up and support programme. In addition, we have been able to offer community education programmes, information for schools and placement for TAFE students. The opportunities for us to contribute to our community are endless and we look forward to the adventures ahead.



The biggest challenge for us during lockdowns has been supporting our Day Respite guests, many of whom live alone. During the times we were unable to offer Day Respite, we maintained weekly contact with our guests, assisted them to access supports when they were struggling and offered overnight respite during the most difficult times. It has brought great pleasure and satisfaction to see the return of all of our Day Respite guests at the end of lockdowns, showing that our engagement has been successful, and they have continued to feel part of the Anam Cara family, even when home alone. The joy on their faces when reunited has been immense.

Despite the limitations of lockdowns we have had some opportunities to welcome visitors to Anam Cara and have some fun times. Highlights of the year include hosting visits by Fiona Brew and Josephine Stevens from Colac Area Health, Councillors from Colac Otway Shire, staff from Rosehaven Hospice in Mansfield and Heike Fleischman from Palliative Care Victoria. It is always a pleasure to share our story and our beautiful hospice with visitors.

Hospice Manager's Report

Karen Eccles



Diane Wright OAM, Fiona Brew CEO Colac Area Health, Josephine Stevens Executive Director Colac Area Health & Karen Eccles

The pandemic has changed the way we do many things and we have become quite adept at attending Zoom meeting and webinars. We also had our first Zoom Guest Speaker, Andrea Grindrod from La Trobe University, during Palliative Care Week, to talk about the Healthy End of Life Project.

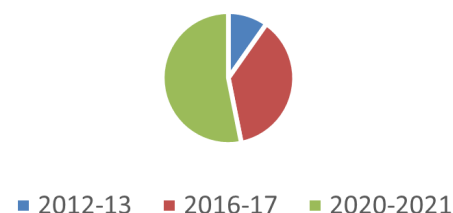
A highlight for the year was the Oceanic Palliative Care Conference, a two yearly event. The conference this year was due to be held in Sydney in September but went online due to COVID restrictions. The online format made it a great opportunity for more of our staff to participate and make the most of the information and networking opportunities.

Guest and Carer Services

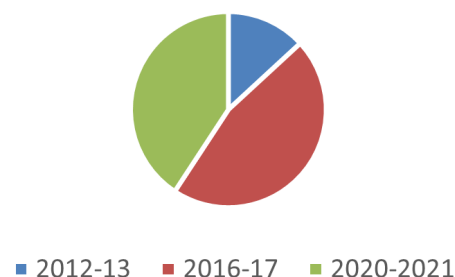
We provided 744 episodes of overnight respite to 64 guests and their families this year, had 26 guests for 350 attendances at Day Hospice and supported 4 families for end of life care in their home. We were privileged to support 14 people and their families through end of life in the hospice. The graphs below show the growth in service from our humble beginnings in 2012 – 2013 when we cared for our first guests, until last

year. Day Respite for 2020-2021 levels take in only 89 days of attendance compared with 122 the previous year.

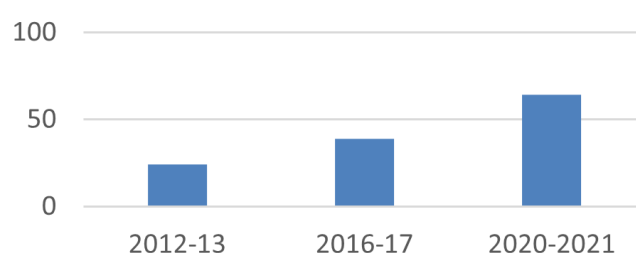
Overnight Respite episodes of care



Day Hospice Attendances



Individuals Supported Overnight



Hospice Manager's Report

Karen Eccles

Quality Management

In February 2021 we underwent an independent audit to measure compliance with the NDIS standards. This was the final step in renewing our registration as NDIS Service Providers.

In December this year we are due to complete our third accreditation assessment. Preparation is well advanced and all of the goals of our Quality Improvement Plan for this accreditation cycle, have been met. Anam Cara House Colac is committed to Quality and Safety and we are constantly seeking to improve the way we operate our service. The accreditation process is very valuable as a framework on which to build our systems to the highest possible standard.

We continue to participate in the Palliative Care Outcomes Collaboration and have uploaded data and received reports for three 6 monthly periods now. The reports track our performance against national benchmarks and we are pleased to report our service is doing as well as many, much larger, funded services. The reports also give us an opportunity to track changes in our performance and easily identify improvements or areas where we have an opportunity to improve as well as being a valuable tool for planning care for our guests.

Volunteers and Staff

Our staff and volunteers have been exceptional this year in their commitment and constant willingness to adapt to the ever changing landscape of requirements and adaptations, to ensure our workplace and guest care are safe and compliant with government guidelines.

Restrictions on working across multiple worksites has meant that at times some of our staff were precluded from working for us. The willingness of remaining staff to pick up the shifts and ensure we could continue to provide our very important service, has been greatly appreciated.

We were sad to farewell our General Services Assistant of 5 years, Kaylene Tiley, in February and wish her well in her future endeavours.



Kaylene Tiley & Karen Eccles

Hospice Manager's Report

Karen Eccles

In November we succeeded in offering a volunteer course and welcomed 5 new volunteers to our team. Our volunteers are vital to the successful operation of Anam Cara and we are blessed with a wonderful group. Our guest support volunteers have contributed greatly to overnight and day respite care and ensured that at busy times, our staff and guests are well supported. We also have a dedicated maintenance team who ensure that our grounds and building always look great and function efficiently and safely. We are ever grateful for their prompt response to any maintenance issues, sometimes we couldn't keep the house open without them.

I am always grateful to our team of staff and volunteers for their passion and commitment and for making each day at work a joy for me.

As we navigate towards our COVID normal life we look forward to the next 10 years of providing vital care to our community.

Karen Eccles
Hospice Manager



Volunteer Andrew Wright

Volunteers Flo, Peter & Brian



Community Liaison Report

Naomi Lettieri

The last 12 months have presented us with unprecedented challenges. The events and implications of COVID 19 have forced a shift in how I, as a Community Liaison Nurse, interact with and build relationships in the Communities we serve.

Largely this has meant a move to using digital technology to interact with our stakeholders and the phone to keep in touch with our guests and regular service users. We are fortunate to have the ability to switch to these methods and if there is a silver lining to be found in the clouds that COVID 19 have created this would be one and it has led to some unexpected benefits.

As a result of the digital platform, we have become used to, I have been able to network on a wider level, on a state and national level to both raise our profile and to contribute to service development. In times gone by attending meetings in Melbourne on a regular basis would not have been possible. Webinars, national events, grant information sessions, all have been accessible online. These have been a useful means by which I can bring back information to the hospice executive team, staff and volunteers with regards best practice, service development and funding streams.

Our growing awareness of the benefits of digital technology and the developing chasm of isolation some of usual guests and their carers were experiencing due to COVID 19 led us to take a proactive approach. The Gardiner Dairy Foundation supported us to upgrade our IT capability, with improved Wi-Fi access, smart TV's



and devices such as iPad. This has given us the capability to connect people with medical care and family remotely. Acciona too, are generously supporting the redesign of our website so that we can make it more contemporary and engaging.

In the last 12 months with the support and key work of our wonderful volunteers we have been able to establish our Walking Bereavement Support Group and the Bereavement follow-up process has been conducted with volunteers.

We have finalised the details of our Going Home Project with the Willow Tree Foundation and set the guidance in place to be able to support families when there is a death of a child or young person with an episode of after death care. This is a new service and will enable us to support more people in a unique and family-centred way with the view to help families through this difficult time in their lives.

Through the Victorian Compassionate Communities Network, we have developed stronger working relationships with organisations outside of our region. During the course of

Community Liaison Report

Naomi Lettieri

COVID-19, we have shared information and supports to help us all follow best practice. We supported Rosehaven Hospice in Mansfield with guidance and advice to help them get off the ground.



**Toni Appleby & Bianca Hurley from
Rosehaven Hospice, Jodie Lemke &
Naomi Lettieri**

We have also consolidated our relationship with Community Palliative Care (CPC). I attend a monthly meeting with CPC and their Colac Area Health Allied Health team to help identify and support people in the community who could benefit from one or more of our services.

Increasing the awareness of completing an Advance Care Plan has also been a priority. With the support of the South West Community Foundation, we are working on training more staff to be competent in the requirements of completing an Advance Care Plan with our guests and partners. We are increasing awareness with our culturally diverse residents too, sharing information and offering our free Advance Care Planning services to them as well.

I have become more involved in writing or contributing to Community Grant applications. In the process I have worked on developing relationships with our local philanthropic fund providers. Acciona, the Foundation of Rural and Regional Renewal, The Gardiner Foundation and Give Where you Live, the Anthony Costa Foundation, The Southwest Community Foundation, Colac Connected Communities and Colac Otway Shire have been wonderful local and regional support to Anam Cara Colac. I have enjoyed developing stronger connections to these organisations and look forward to continuing this into the next year.

In May we celebrated Volunteers Week with our wonderful volunteers and special guest, Heike Fleischmann, Volunteer Engagement & Capacity Building Manager at Palliative Care Victoria. We were blessed with a period where we were able to have face to face meetings and events. It was truly delightful to have a morning tea with our Anam Cara Colac Volunteers (see photo on front cover).

We celebrated those who have supported guests for 10 years, listened to their reflections on their experiences as volunteers and welcomed our newer volunteers as well.

"Our Volunteers have contributed over 3500 hours this year. Using the formula provided by Volunteering Australia, the Economic Value of Volunteers equates to over \$150,000 this year alone."

Community Liaison Report

Naomi Lettieri

In the same month we celebrated Palliative Care Week, Andrea Grindrod, Project Manager and Research Fellow from Latrobe University joined us via Zoom. She presented her work on the Healthy End of Life Project (HELP). Andrea's work within the Palliative care space is both impactful and inspirational, she is a wonderful advocate and voice for both people who are in need of care and those who are delivering it.

As I look forward to the next 12 months, I look forward with optimism. Optimism that I believe that the experiences of COVID 19 have made us more resilient and adaptable to change. In time we will be able to enjoy the much-missed face to face communication opportunities and events. I very much look forward to the resumption of the Parkinson's Support Group and the hosting of other community events at Anam Cara Colac.

Naomi Lettieri
Community Liaison Nurse



**Merle Collins with
Fr Michael O'Toole**



**Naomi Lettieri & Margret Barry
at Palliative Care Week**

Treasurer's Report

Wayne O'Brien

For Year Ended 30 June 2021

Anam Cara House Colac has produced a net profit of \$456,693 for the year compared to last year's net loss of \$43,651.

It is another financial year disrupted by the ongoing Covid-19 pandemic but fortunately for Anam Cara House it has also provided opportunity, as the organisation remains nimble and flexible to accommodate quality end of life care for a number of guests from the local community.

The strong financial result has come from predominantly three major streams of income. Firstly, the continuing strong philanthropic trust income, secondly, the strong return on investments with our Fund Manager JB Were and thirdly, the final year acquittal of our ancillary services grant from the Department of Health and Human Services.

Operating expenditure has been maintained in line with the operating budget with the largest cost of salaries and wages only having a moderate increase. This is supported by the dedication and passion of the nursing team, and also the many volunteers that provide significant hours of assistance throughout the year. It is sometimes a fine line between providing holistic, respective care to the community whilst keeping costs under control, and the executive team does a stellar job to co-ordinate and keep all team members trained and informed.

Anam Cara House has seen an increased number of end of life care episodes this year



which is testament to the respect and awareness of the organisation in the community. The extension of these services to in-home palliative care and bereavement services, is a result of the executive team thinking of new ways to provide this holistic care.

The increased awareness of Anam Cara House, and therefore increased use of the facilities, will require more financial resources in coming years but the Committee of Management is continually looking at sustainable streams of income into the organisation. With nearly ten years track record, Anam Cara has strong credibility for a model of care that is now integral to the community in Colac and the surrounding region.

At the date of this report no matters or circumstances have arisen which would have a material adverse effect on the financial health of the organisation.

Wayne O'Brien
Treasurer

Our People

COMMITTEE OF MANAGEMENT

Mrs Diane Wright OAM - President
Mrs Marion Nott - Vice President
Mrs Helen Gibson - Secretary
Mr Wayne O'Brien - Treasurer
Mr Tim Gore
Mrs Lyn Harris OAM
Mr Phil Harris
Mrs Andrea Langdon
Dr Ian Mackay

MELBOURNE FOUNDATION

Mr John Dowling

FOUNDING PATRON

Mr Neil Stewart

PATRON

Mr Michael Stewart



COMMITTEE OF MANAGEMENT

Back Row L to R - Lyn Harris OAM, Phil Harris, Andrea Langdon & Helen Gibson
Front Row L to R - Diane Wright OAM, Tim Gore, Marion Nott & Wayne O'Brien
Absent - Dr Ian Mackay

Volunteering – True Philanthropy

Robert Costa, at his brother's funeral in May this year, defined the true meaning of philanthropy as "being the love of humanity and about the giving of one's time, energy and one's self to your fellow man". This quality of philanthropy given by many people to Anam Cara House Colac is what I believe has enabled, and will continue to enable, Anam Cara House to provide outstanding service. - Diane Wright, President

At Anam Cara House Colac our volunteers are incredibly valued - they are our Gold - our volunteers in the hospice, those caring for the grounds and maintenance and also our volunteers working on our Committee of Management and in the wider community - for example, our Patrons, Neil & Michael Stewart, and also John Dowling.

In November 2021 at our 10th Anniversary Celebration (COVID-19 restrictions permitting) we will recognise a number of our Volunteers who have given over ten years of service to Anam Cara House Colac.



Wendy Hay

We will also acknowledge the service of Mrs Wendy Hay. Wendy has been a part of Anam Cara House Colac since in inception and has served as a long term volunteer over many years. We pay tribute to Wendy's dedication to Anam Cara Colac and wish her well in her relocation to Gisborne.

Colin McKenna was appointed a Member of the Order of Australia for his contribution and service to the community, on Australia Day 2021. A great supporter of 'Peter's Project' in Warrnambool, Colin is a passionate supporter of the wider South West Community, including Anam Cara House Colac. He and his wife Janice and their family have been involved as Foundation Members of Anam Cara Colac since establishment and remain most valued supporters.



Colin McKenna AM

Our Volunteers

As part of their 40th Year Anniversary celebrations, Palliative Care Victoria compiled 40 stories from people involved in providing palliative care. Our long term volunteer, Cheryl Harlock, shared her story:

How did you get involved as a palliative care volunteer?

I worked in a Pharmacy for many years and later in an Adult Day Activity Centre for aged and disability clients, so I have had experience with many aspects of ageing, illness and disability. After I retired I was made aware of Diane Wright's intention of starting a Hospice. I just wanted to be involved as a volunteer because I thought it was a much needed and special service for our community to have available to them. I wanted to be part of it.

What does your volunteer role include?

I started my volunteer role helping with Day Hospice/Respite Care when the Hospice first opened. I am still in this role after 10 years and still enjoying it. My duties include spending time one on one with guests who come in for the day. We do simple craft activities, go for walks, play card games and share stories. We have lunch together and many cups of tea or coffee too. I think the time spent talking and sharing is as important as the activities. Occasionally I volunteer on other days to support the Nurse on duty with the patients or guests for a few hours. I can help in the kitchen or sitting and talking to a guest, making cups of tea or whatever else I can help with.

What are some of the highlights volunteering in palliative care?

Being with people when sometimes they are at the last part of their lives. I have only encountered this experience a few times but I feel it is a privilege to be part of their care. Another part of my role I enjoy is getting to know people as they come into Day Respite and form a special connection with them. It is always good to see them change from not being sure if they want to be here, to feeling that this day each week is just another part of their lives they look forward to. We feel like family.

Is there a person or patient that stands out for you?

There is a lady who I have come to know very well because she has been attending Day Respite for as long as I have been volunteering. I admire her for her strength as she lives a life that is constantly causing pain and other chronic health problems. She just keeps going and enjoying things that she can do. I like spending time with her, enjoying activities and talking with her. Her illness doesn't define her; she is as special and important as anyone else.



Guest Anne with Cheryl Harlock

Our Volunteers

We continue Cheryl's story ...

What has been your most memorable volunteering moment or experience?

When I was volunteering one day, not is Day Respite, but helping with an end-of-life guest, I had my first experience of being there when someone passed away. The nurse of duty was just so gentle and caring to the dying man. She played music that he like, quietly in the background and she spoke to him gently as he died, continuing after his death. I picked a rose and placed it on his chest at the nurses' suggestion. It was such a special, beautiful moment and I felt privileged to be there.

Can you share a positive change in palliative care in the last 40 years?

I don't really know because I wasn't aware of it or familiar with what it was like in the 80's, but my guess is that it would have been in a hospital situation and it wouldn't have been possible for family to be involved and cared for as much as in a Hospice like Anam Cara.

What change would you like to see in palliative care in the future?

For all health professionals, such as hospitals, doctors and nurses, families and the community to work together to make the last days of a person's life something they are comfortable with. More awareness in the community of what palliative care is, and make it more understandable in the sense that, palliative care is not just for your last days of life but that the support starts much earlier than that.

What is your advice for someone thinking about volunteering in palliative care?

My advice for a person who wants to start volunteering is to get in touch with a palliative care hospice or department and do the training course. Become informed about as many illnesses and medical conditions as you can so that you can understand the patient's condition and needs.

What do you think is the secret to a good life?

Appreciate what you have and use the gifts you have been given. Have empathy for others. Live life you are proud of and be truthful and caring.

Vale

- A Tribute to our Volunteers



Dr IJ Bear AM - RIP 08/04/2021

Dr Isabel Joy Bear AM, Foundation Member of Anam Cara Geelong and Colac and a much loved Aunt to our Founder. Joy was a great Champion and benefactor to both Anam Cara Geelong and Colac. Vale Joy

Mary-Anne Ryan - RIP 07/03/2021

Mary-Anne Ryan and her husband, Stephen, have been loyal supporters of Anam Cara House Colac since our establishment phase. Mary-Anne served on our Committee of Management for many years - her nursing experience contributed significantly to the Hospice's sound governance.



Kevin Matheson - RIP 20/12/2020

Kevin Matheson was part of the Anam Cara family for almost six years. He was a well loved member of our Day Hospice group. Kevin lovingly tended our gardens and took great pride in the meticulous presentation of our grounds.



Our Milestones

- **Our "gold standard of care"** that provides care for the "whole person" addressing their physical, spiritual and psycho-social needs. This includes developing trusting relationships and ensuring good communication with guests and families. Plus collaborating with other palliative care providers: doctors, community nurses, social workers, allied health and religious ministers, ensuring guests' optimum quality of life.
- A **reliable and committed care team**, underpinned by stable and visionary governance with a strong commitment to the mission and values of Anam Cara Colac.
- The provision of flexible and safe **"family inclusive" end of life** care during COVID-19.
- Preparation of our third instalment of **Accreditation** in December 2021.
- Ongoing **Strategic Planning**, especially with regard to service delivery and succession planning at Management and Committee level.
- An updated **Memorandum of Understanding** with Colac Area Health for the seamless delivery of palliative care within the community, with the result of a 30% increase in referrals from Community Palliative Care.
- A valued relationship with **Colac Otway Shire** who are supporting an approach by Anam Cara Colac for State government funding.
- Respected relationships with local and regional Politicians who are also actively supporting our current funding approach to **State Government**.
- Support to other emerging palliative care providers eg **"Rosehaven"** Mansfield's Community Hospice.
- Provision of **In Home Respite**.
- In conjunction with the **Willow Tree Foundation**, Anam Cara provided our first after death care to a young man who passed away, and his family. **The Going Home Project** aims to support families to return home as a complete family unit after the death of a child, until the family are ready to surrender the body of the child to the next stage of care.

Major Funding Contributors

>\$50,000

Neil & Yvonne Stewart
Michael & Kylie Stewart
Department of Health & Human Services
Federal Department of Health & Ageing
Melbourne Gala Event 2014, 2015, 2016 & 2017
H & L Hecht Trust
GWA Griffiths Estate
Anonymous Trust
The Midfield Group - Colin McKenna & Family
Colac Industrial Park - Socrates Papadopoulos & Peter McKay
Barry McVilly
The Hugh D.T. Williamson Foundation
Colac Gala Event 2018
Thyne Reid Foundation
The Ian Potter Foundation
Newman's Own Foundation
Allan Myers AO QC
Chris & Marilyn Meade
The Gualtierio Vaccari Foundation

>\$25,000

Foundation for Rural and Regional Renewal (FRRR) - including The Gardiner Foundation
Ian Rollo Currie Estate Foundation
CRF (Colac Otway) Pty Ltd
Mortimer Petroleum
AMP Foundation
Gall Family Foundation
Give Where You Live
Collier Charitable Fund
The Anthony Costa Foundation
Dr JJ Bear AM
3CS/MixxFM
AL Lane Foundation
Estate Ruth Roche
Norm Tann
Cressy Satellite Group
Colac CBD Satellite Group

>\$15,000

Charles Stewart & Co Pty Ltd
John T Reid Vic Charitable Trust
AKD Softwoods
Lochrie Pty Ltd
PMF Foundation
Geoff Lavender & Margie Drake
Ross Higgins
Landpower Colac Pty Ltd
Grosvenor Foundation
Crowe Horwath
Helen Macpherson Smith Trust
Jim & Elaine McMaster
BDH Constructions
Bendigo Bank Community Enterprise Foundation
The Jack Brockhoff Foundation
Budget Furnishings - David Harris
The Caponero Grant
Clarke & Barwood Lawyers
Colac Hosts
D & K Richmond Pty Ltd
ET & EW Murnane Pty Ltd
Lynton & Elsie Evans
Merv & Faye Brunt
Michael & Susan Hanley
Ray & Maureen Wheadon
Richardson & Dennis Insurance Agencies
Spence Construction
Barongarook Satellite Group
Graincorp Operations Ltd
Colac Community Enterprise Foundation
Acciona/Mt Gellibrand Wind Farm
"MAE01 Soul Friend" Erskine Family Trust

Major Funding Contributors

>\$10,000

Wettenhalls Group
Gary & Leni Dempsey
Lions Club Forrest
Elton Group
Carlisle River Satellite Group
Delta Group
The Marian & EH Flack Trust
The Danks Trust
Pardoo Cattle Company
- M & A Joyce
Argento Panels
Westpac Foundation
Noel & Robyn Cuolahan
Estate Margaret Costin
Paul Riordan

>\$5,000

Ern Hartley Foundation
Harold Mitchell Foundation
JG Johnstone Real Estate
- Gary Redford
Estate Margaret McNeill
Ray & Andrea Langdon
Colac Investments
Denise Connor
NAB Foundation
Meriba Service Club
Colac Otway Shire
Irene Zappelli
Dyson & Jennie Scott
GMHBA
Michael Washington Headshave
Terry & Lyn Harris
Alex Pappas
Archie & Hilda Graham Foundation
Bank of Melbourne
Barbara & Margaret Gaylard
Coffey Hunt Chartered Accountants
Colac Water Supply Specialists
Costa Family Foundation

>\$5,000 cont

Dove Livestock
David Falk & Co
Ed & Edie Monahan
Pirron Yallock Satellite Group
Coles Coachlines
Murray 2 Moyne Respite Riders
Suncorp-Metway Ltd
Tim & Elizabeth Gore
Estate Lorna Boyd
Estate Veronica Holder
Estate AK Rechter
G & E Jones Trust
Gordon Bros Pty Ltd
HF Richardson & Co
R Slater & Sons Pty Ltd
Rural Rinance
Sears Business Agents
The Thomas O'Toole Foundation
Wade Family Trust
Warrnambool Ag
Yokin Pty Ltd

>\$2,500

The William Angliss Charitable Fund
Midway Pty Ltd
Colac Toyota
Clearwater Logging & Transport Co
Lorne Real Estate
Ray & Wendy Hay
Dooley & Catherine Moore
Peter & Jenny McConachy
Leo Delahunty
Landlink Opteon
Melb St Clair Reunion Lodge No 17
BWC Wilson
Tim & Helen Gibson
Uebergang Foundation
Phil & Kate Harris
Rob & Pam Jamieson
Geelong Advertiser

>\$2,500 cont

Stringer Clark Lawyers
Moore Stephens Melbourne
Rodger Constructions
Liftquip Pty Ltd
Ross & Robyn Alexander
Rob & Deb McClure
Birregurra Satellite Group
St Vincent De Paul Society
Victoria Inc
Honda Foundation
Palliative Care Victoria
Shane Jacobson
Henry Bongers
ACE Travel
Newskills
Thompson Family
BT & IC Delahunty
David & Helen Baulch

Grants & Major Donations

WE WOULD LIKE TO ACKNOWLEDGE THE FOLLOWING INDIVIDUALS, ORGANISATIONS AND PHILANTHROPIC TRUSTS FOR PROVIDING FUNDING AND DONATIONS. WE SINCERELY THANK EACH OF YOU FOR YOUR GENEROUS CONTRIBUTION TO ANAM CARA COLAC THROUGHOUT 2020/2021.

Department of Health and Human Services
Colac Motor Group
NAB Foundation
Lyn Campbell
Diane Cobbledick
Colac Motor Group
Colac Otway Resident's Action Group Inc
Colac Otway Shire
Doug Collins
Denise Connor
Country Hockey Umpire Inc
Eileen Cunningham
John Daffy
Lenor Dempsey
Estate of Kaye Cooper
Estate of Lorna Boyd
Estate of Veronica Holder
Gwenda Evans
Foundation for Rural & Regional Renewal
John Gnacinski
H & L Hecht Trust
Terry & Lyn Harris
Ben Hickey
Paul & Barbara Kennedy

Merrilyn Kohout
Antonia Kubisz
Andrea & Ray Langdon
Lochrie Pty Ltd
Lavanet
Kevin & June Matheson
Keith & Helen Maxwell
Jim & Elaine McMaster
Michael & Kylie Stewart
Mortimer Petroleum
Acciona/Mt Gellibrand Wind Farm Pty Ltd
Noel Cuolahan
Alicja Rose
Ross Higgins
Janice Riches
South West Community Foundation
AD Steel
Neil & Yvonne Stewart
Doug Tanis
The Anthony Costa Foundation
The Caponero Grant
The Dromoland Capital Trust
The Gall Family Foundation
The Midfield Group
The William Angliss Charitable Fund



Anthony Costa
Foundation

COLAC MOTOR GROUP



How Can You Help?

BECOME A MEMBER

Annual Memberships for 2021/2022 are now due. Payments of \$50 may be made directly to the office or via direct deposit to our bank account (BSB: 633 000, Account No: 128 787 173).

VOLUNTEER YOUR TIME

Become a Palliative Care Volunteer (full training provided). Alternatively you may like to volunteer in one of the following areas - Maintenance and Grounds Team, Fundraising or Committee of Management.

MAKE A DONATION

We appreciate any support you can offer. Donations can be made online at www.anamcarahousecolac.org.au, directly to the office or via direct deposit to our bank account (BSB: 633 000, Account No: 128 787 173). Donations over \$2 are tax deductible.

LEAVE A BEQUEST

Including Anam Cara House in your Will is a wonderful way to help us continue our work.

FIND US

Visit the Website - to find everything you need to know about Anam Cara House Colac, visit us at www.anamcarahousecolac.org.au

On Facebook - "Like" us on Facebook to keep up with the happenings at the Hospice, www.facebook.com/AnamCaraHouseColac



ANAM CARA HOUSE COLAC (“ THE ASSOCIATION”) INC.
REGISTRATION NO. A0047930K

FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2021

Anam Cara House Colac Inc
Registered No. A0047930K
Financial Report for the year ended 30 June 2021

COMMITTEE'S REPORT

Your committee members submit the financial report of Anam Cara House Colac Inc. for the financial year ended 30 June 2021.

Committee Members

The names of committee members throughout the year and at the date of this report are:

Diane Wright	Ian Mackay
Wayne O'Brien	Phillip Harris
Tim Gore	Mary-Anne Ryan (Dec'd)
Marion Nott	Helen Gibson
Andrea Langdon	Lynette Harris

Principal Activities

The principal activities of the association during the financial year were to operate a Hospice for charitable purpose.

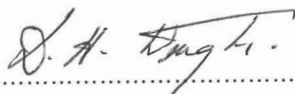
Significant Changes

No significant change in the nature of these activities occurred during the year.

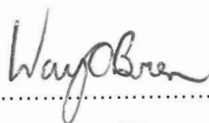
Operating Result

The profit for the financial year after providing for income tax amounted to \$456,693 (2020: loss of (\$43,651))

Signed in accordance with a resolution of the Members of the Committee.



.....
Diane Wright



.....
Wayne O'Brien

Dated this 29th day of October 2021

Anam Cara House Colac Inc
Registered No. A0047930K
Financial Report for the year ended 30 June 2021

INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
INCOME			
Members' subscriptions		2,600	3,050
Donations & grants – community & philanthropic		561,261	352,633
Grants – government		239,478	232,246
Fundraising income		15,865	60,541
Government COVID19 support		34,784	22,160
Interest received		138	7,459
Increase in value in managed investment		361,168	-
Cattle trading profit/(loss)		-	1,146
		1,215,294	679,235
EXPENDITURE			
Advertising		1,887	6,468
Administration expenses		33,101	21,137
Bank charges		1,121	1,291
Cattle expenses		-	-
Utilities		20,032	17,181
Fundraising expenses		-	4,000
Decrease in value in management investment		-	24,551
Insurance		39,921	25,983
Operating costs		6,945	5,314
Postage & stationery		7,776	5,440
Property maintenance		13,992	8,534
Professional development		3,318	2,778
Superannuation		53,016	51,027
Salaries & wages		577,492	549,182
		758,601	722,886
Profit (Loss) before income tax		456,693	(43,651)
Income tax expense	2	-	-
Profits (Loss) after income tax		456,693	(43,651)

Anam Cara House Colac Inc
Registered No. A0047930K
Financial Report for the year ended 30 June 2021

BALANCE SHEET AS AT 30 JUNE 2021

	Note	2021 \$	2020 \$
CURRENT ASSETS			
Cash and cash equivalents		2,573,093	2,346,232
GST receivable		1,055	1,511
Trade and other receivables		8,589	15,989
TOTAL CURRENT ASSETS		<u>2,582,737</u>	<u>2,363,732</u>
NON-CURRENT ASSETS			
Property, plant & equipment	3	2,401,277	2,401,277
TOTAL NON-CURRENT ASSETS		<u>2,401,277</u>	<u>2,401,277</u>
TOTAL ASSETS		<u>4,984,014</u>	<u>4,765,009</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables		19,615	20,355
Grants in advance		-	236,948
TOTAL CURRENT LIABILITIES		<u>19,615</u>	<u>257,303</u>
NON-CURRENT LIABILITIES			
Grants in advance		-	-
TOTAL NON-CURRENT LIABILITIES		<u>-</u>	<u>-</u>
TOTAL LIABILITIES		<u>19,615</u>	<u>257,303</u>
NET ASSETS		<u>4,964,399</u>	<u>4,507,706</u>
MEMBERS' FUNDS			
Retained profits		4,964,399	4,507,706
TOTAL MEMBERS' FUNDS		<u>4,964,399</u>	<u>4,507,706</u>

Anam Cara House Colac Inc
Registered No. A0047930K
Financial Report for the year ended 30 June 2021

CASH FLOW STATEMENT FOR YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from donors/community		587,520	554,390
Receipt of grants		285,323	115,354
Payments to suppliers and employees		(646,120)	(978,411)
Interest received		138	7,459
Finance costs		-	-
Net cash provided by (used in) operating activities	5	226,861	(301,208)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of property, plant and equipment		-	(19,091)
Net cash provided by (used in) investing activities		-	(19,091)
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds from borrowings		-	-
Repayment of borrowings		-	-
Net cash provided by (used in) financing activities		-	-
Net increase (decrease) in cash held		226,861	(320,299)
Cash at beginning of financial year		2,346,232	2,666,531
Cash at end of financial year		2,573,093	2,346,232

Anam Cara House Colac Inc
Registered No. A0047930K
Financial Report for the year ended 30 June 2021

STATEMENT OF RECOGNISED INCOME AND EXPENSE FOR THE YEAR ENDED 30 JUNE 2021

	Retained Earnings
	\$
Balance at 1 July 2019	4,551,357
(Loss) attributable to members	<u>(43,651)</u>
Balance at 30 June 2020	4,507,706
Profit attributable to members	456,693
	<u>4,964,399</u>
Balance at 30 June 2021	<u><u>4,964,399</u></u>

Anam Cara House Colac Inc
Registered No. A0047930K
Financial Report for the year ended 30 June 2021

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Reform Act 2012 (Victoria). The committee has determined that the association is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the Associations Incorporation Reform Act 2012 (Victoria) and the following Australian Accounting Standards:

AASB 101: Presentation of Financial Statements;

AASB 107: Cash Flow Statements;

AASB 108: Accounting Policies, Changes in Accounting Estimates and Errors;

AASB 110: Events after the Balance Sheet Date;

AASB 116: Property, Plant and Equipment;

AASB 117: Leases;

AASB 118: Revenue; and

AASB 1031: Materiality.

No other applicable Accounting Standards, Australian Accounting Interpretations or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The special financial report has been prepared on the cash basis of accounting including the going concern assumption and thus the financial statements do not reflect commitments, obligations, receivables or payables.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

a. Plant and Equipment

Each class of property, plant and equipment is carried at cost or fair value as indicated less, where applicable, any accumulated depreciation and impairment loss.

b. Income tax

The association is exempt from income tax under Division 50 of the *Income Tax Assessment Act*.

c. Cash and Cash Equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with banks, other short term highly liquid investments with original maturities of three months or less.

d. Revenue

Revenue from donations, membership fees and fundraising activities are recognised upon its receipt.

Interest revenue is recognised on receipt.

e. Goods and Services Tax (GST)

The association was registered for GST during the financial year.

Anam Cara House Colac Inc
Registered No. A0047930K
Financial Report for the year ended 30 June 2021

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

NOTE 2: INCOME TAX EXPENSE	2021	2020
	\$	\$

a. The components of tax expense comprise:

Current tax	-	-
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NOTE 3: PROPERTY, PLANT AND EQUIPMENT	2021	2020
	\$	\$

Anam Cara House-at cost		-
Anam Cara House-at valuation	2,350,000	2,350,000
Plant & equipment – at cost	51,277	51,277
	<u>2,401,277</u>	<u>2,401,277</u>

NOTE 4: AUDITORS' REMUNERATION	2021	2020
	\$	\$

Remuneration of the auditor of the Association for – auditing the financial report	-	-
	<u>-</u>	<u>-</u>

NOTE 5: CASH FLOW INFORMATION	2021	2020
	\$	\$

Profit (Loss) after tax	456,693	(43,651)
Changes in Assets and Liabilities		
- Decrease (increase) in trade and term debtors	7,400	(12,645)
- Decrease (increase) in inventories	-	506
- Increase (decrease) in trade and other payables	(284)	4,628
- Increase (decrease) in grants in advance	(236,948)	(250,046)
	<u>226,861</u>	<u>(301,208)</u>

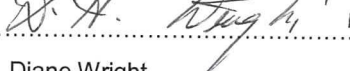
Anam Cara House Colac Inc
Registered No. A0047930K
Financial Report for the year ended 30 June 2021


**ANNUAL STATEMENTS GIVE TRUE AND FAIR VIEW OF FINANCIAL POSITION AND
PERFORMANCE OF INCORPORATED ASSOCIATION**

We, being members of the committee of Anam Cara House Colac Inc, certify that -

1. The statements attached to this certificate give a true and fair view of the financial position and performance of Anam Cara House Colac Inc during and at the end of the financial year of the association ending on 30 June 2021.
2. At the date of this statement, there are reasonable grounds to believe that Anam Cara House Colac Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

President 
Diane Wright

Treasurer 
Wayne O'Brien

Dated this 29th day of October 2021

ANAM CARA HOUSE COLAC
ABN: 34 389 908 652
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
ANAM CARA HOUSE COLAC

We have audited the accompanying financial statements of Anam Cara House Colac, which comprises the statement of financial position as at 30 June 2021 and the income statement, balance sheet, cashflow statement, statement of recognised income and expense, a summary of significant accounting policies and other explanatory notes and the committees' declaration.

The Responsibility of the Committee for the Financial Statements

The committee of the association are responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations). This responsibility includes designing, implementing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial statements based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Auditor's Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of Anam Cara House Colac as at 30 June 2021, and its financial performance and cash flows for the year then ended in accordance with the Australian Accounting Standards (including Australian Accounting Interpretations).

DW Accounting & Advisory Pty Ltd

Chartered Accountants



Andrew Draffin
Director
Level 4, 91 William Street, Melbourne VIC 3000
4 February 2022

*"You matter because you are.
You matter to the last moment of
your life; and we will do all we
can to help you die peacefully,
but also to help you live until you
die."*

DAME CICELY SAUNDERS

Founder of the Modern Day Hospice Movement



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