

Volunteers for Palliative Care Inc.

ANNUAL GENERAL MEETING



volunteers

for palliative
care



**REPORT
2022-2023**

Volunteers for Palliative Care Inc.

Annual General Meeting –
Monday 11th September 2023
Lorn Park Bowling Club 5.30pm

Agenda

- ✧ Chairperson
- ✧ Welcome
- ✧ Apologies
- ✧ Minutes of previous AGM meeting moved & seconded
- ✧ Business Arising
- ✧ Chairperson's Report
- ✧ Treasurer's/Audit Report
- ✧ Co-ordinator's Report presented by Amy O'Donnell
- ✧ General Business:
- ✧ Close meeting
- ✧ Hand Over to Returning Officer
- ✧ Election of New Committee
 - ✧ Chairperson
 - ✧ Secretary
 - ✧ Treasurer
 - ✧ Board Members
- ✧ Close of Meeting

Minutes of meeting held Monday 19th September 2022

Volunteers for Palliative Care Inc

6.30pm

ANNUAL GENERAL MEETING

Welcome by Kate McLaughlin

Apologies Glenda Briggs, Ross Iles, Kathleen Iles, Sue McKenzie NGO Unit Programme Manager, Ailsa McKenzie NGO Unit Manager, Janelle Maher NUM MDPCS, Mayor Penfold, Chair person Ross Iles, Kathleen Iles, Steve Duggan, Rose Arthur

Present Andrew Rennie, Kate McLaughlin, Beth Fowler, Judith Robinson, Kathryn Bennett, Kate McCarron, Montana Duggan, Tracey Varley, John ?, Jannifer Reynolds, Ross Whybin, Wendy Kennedy, Teha Brazier Jenny Aitchison's office, Charlie Pickard, Beverley Peachman, Helen Pearson, Leslie Pearson

Minutes of the previous AGM

Moved to be accepted Seconded

Adoption and Business arising from Previous AGM

Motion 1. That the Minutes from Previous Annual General Meeting 3rd November 2021 be accepted as true and accurate record of that meeting:

Moved Andrew Rennie Seconded Kathryn Bennett Carried

There was no business Arising

Moved Beth Fowler Seconded Andrew Rennie

Reports

Chairman's Report

Kate McLaughlin read report from the Chairman as Ross was off sick with CO-VID

Motion 2. That the Chairman's Report be accepted.

Moved Kate McLaughlin Seconded Andrew Rennie

Co-ordinator's Report

Presented by Judith Robinson

Motion 3. That the Co-ordinator's Report be accepted.

Moved Kate McLaughlin Seconded Beth Fowler

Treasurer's/Financial Review Report

Income

Donations/General Purpose \$257.40

Total Income/ Gross profit \$257.40

Expenses

Wages & salaries/wages health funding \$6,280.79

SGC Superannuation \$643.11

Total wages & salaries \$6,923.90

Administration

Computer	\$25.00
Insurance	\$272.33
Rent	\$752.57
Insurance – Workers Comp	\$106.15
Subscriptions	\$92.73
Telephone/internet	\$122.73
Volunteers' reimbursement – petrol	\$90.86
Postage/Printing/Stationary	\$20.45
Staff Recruitment	\$305.00
Electricity	\$205.86
Total Administration	\$1,972.93

Total Expenses	\$8,896.83
Operating Profit	-\$8,639.43
Total Other Profit	0.00
Total Care Program Expenses	0.00
Net Profit/Loss	-\$8,639.43

Motion 4. That the Treasurer's/Financial Review Report be accepted.

Moved Kate McLaughlin **Seconded** Andrew Rennie

General Business

Andrew Rennie thanked Judith for all of her years of service; and for leading the Community and the Volunteers through the CO-VID period.

Election of Executive Committee for 2022-2023

The Chair of the meeting was then surrendered to the Returning Officer; Montana

Vote of thanks to the outgoing Board.

Declaration of Board positions vacant.

Nominations as per ballot sheet ... nominations were accepted as follows:

Full Name Position Title Action Required

Ross Iles Chairperson

Moved Jannifer Reynolds **Seconded** Kathleen Iles

Glenda Briggs Vice Chairperson

Moved Kate McLaughlin **Seconded** Andrew Rennie

Kathleen McLaughlin Treasurer

Moved Kathleen Iles **Seconded** Ross Iles

Beth Fowler Secretary

Moved Kate McLaughlin **Seconded** Kathryn Bennett

Kathleen Iles Board Member

3

Moved Glenda Briggs **Seconded** Andrew Rennie

Glenda Briggs Board Member

Moved Kathleen Iles **Seconded** Ross Iles

Andrew Rennie Board Member

Moved Kate McLaughlin **Seconded** Beth Fowler

Meeting finished 7.15pm



Volunteers For Palliative Care Maitland

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Chairperson AGM Report September 11, 2023

The past twelve months have seen the following changes in Volunteer Coordinators, with Judith Robinson resigning, Kate Mc Carson being appointed then resigning and Amy O'Donnell being appointed in January.

The AGM was held on 19th September 2022 followed by a farewell for Judith.

Ross Iles was elected Chairperson, Glenda Briggs Vice Chairperson, Beth Fowler Secretary, Kate McLaughlin Treasurer with Board Members Kathleen Iles and Andrew Rennie.

Our first Board Meeting was held on 10th October 2022.

This has been quite a challenging year with many great achievements thanks to our dedicated Board and our Volunteer Coordinator Amy.

In November we vacated our office in Maitland with the Volunteer Coordinator now working from home. We are also renting a storage unit in Maitland.

We had a belated Christmas/New Years celebration for Board Members and Volunteers in January at Lorn Park Bowling Club.

In February, HNEH presented us with the chance to apply for surplus funds which we were fortunate enough to be granted in March. The purpose of this financial support was to enhance our business operations, re-establish connections with the community, and promote our service. As a team, we took on this significant project, which included:

- Develop a strategic plan with help from a consultant. This included the analysis of population and client demographics, national Palliative Care trends plus SWOT exercises with the Board and Volunteers.
- Purchase a software program called 'Better Impact' to better manage Volunteer recruitment and training plus streamline the collection and reportability of our statistics.
- Hire a casual marketing assistant to help with website, Facebook and LinkedIn upgrades.
- Hire a professional photographer/videographer to provide us with photos and Volunteer testimonials to use on our social media sites.

- Radio advertising with 2NUR-FM and Public Notice advertising with the Maitland Mercury to recruit more Volunteers and Clients.
- Purchase a pull up banner.
- Purchase flyers to advertise our services.
- Purchase voice recorders for use by Memoir Volunteers.
- Stock up on stationery supplies.
- Send Amy to Oceanic Palliative Care Conference.
- Pay PO Box in advance.

We have been a part of the following fund-raising activities and community events with a big thank you to everyone who has freely given their time:

- Two Bunnings sausage sizzles
- Presence at Maitland Heritage Festival with a raffle and promotional material
- Hot cross buns

We also accepted direct donations from members of our community during the year plus Paypal donations via our Facebook page.

Our Board members are a dedicated team of volunteers who have contributed endless hours in promoting our service to the community, a big thank you.

A special thanks to Amy who has been of great assistance with our extra funding activities plus has managed to train some new Volunteers.

And finally, the service could not operate without our wonderful, dedicated Volunteers. Hopefully, now that things are back to normal, you can continue to carry out the activities for which you were trained.

THREE CHEERS FOR THE VOLUNTEERS

Ross Iles

Chairperson

0403 338 734

r.iles@skymesh.com.au

Good evening to everyone,

On behalf of the Board, I present to you the audited Financial report for Volunteers for Palliative Care Incorporated for the financial year ending 30 June 2023.

Recovering from 2021-22, which was our most difficult financial year in the Board's memory, we are proud to present a robust financial statement that reflects the health and optimism of a revitalised service.

We implemented a range of cost-saving measures including reducing the number of hours worked by the coordinator, and relinquishing our office space. Wages were reduced, and rent was abolished, along with other associated costs like utilities and some insurances.

We were contacted by our funder, NSW Health, to ask if we were interested in additional funding to help re-launch our service. Following a lengthy submission preparation, we were successful in the grant and were given an extra \$50,000. The stipulation was that money was to be acquitted by June 30 2023, with only 10% able to be retained for future expenditure. This extra funding arrived in March and the Board committed to extra meetings and many hours of discussions and planning to spend the money strategically, and to our best advantage.

We invested in a number of key initiatives to engage a business consultant, rework our strategic plan, overhaul our image, social media presence and to employ a marketing assistant for a short period to produce materials we can use for advertising and engagement throughout the year. We hired a photographer and crafted a more professional image. We took out an ad campaign package with 2NUR FM, and with the Maitland Mercury, with the dual objectives of recruiting more volunteers to increase capacity, and to increase exposure by generating community awareness and client families.

Increased fuel costs have seen several of our transport volunteers take up the offer of reimbursement for their trips. This is largely covered by fundraising efforts. We've had two successful Bunnings BBQs this year, and we continue to attract funding from different sources.

I am pleased to confirm that our organisation is in a much more stable financial position at the end of the financial year than when it began. We are back on track, and I thank the Board for the work that has been undertaken to secure our financial future as we confidently build our ranks and serve the Maitland community.

We would like to extend our gratitude to our dedicated volunteers, generous donors, and the state government for their unwavering support. Together, we have been able to adapt to the changing landscape, ensuring that palliative care remains accessible to those who need it most.

In conclusion, Volunteers for Palliative Care is positioned for a bright future. With your continued support, we are confident that we will not only overcome the challenges posed by the pandemic but also continue to grow and improve our services.

Thank you for your trust and commitment to our mission.

If you have any comments or questions, I am happy to address them now.

Thank you
Kate McLaughlin



Volunteers For Palliative Care Maitland

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Volunteer Coordinator AGM Report September 11, 2023

It is a pleasure to be here for my first AGM with Volunteers for Palliative Care. Since joining in January, it has been an exciting journey and I have enjoyed getting acquainted with the service.

In July 2022, we received approval to resume community visits after COVID-19 restrictions. However, there was a low number of clients between July and January 2023 plus changes in staff resulted in a period of slower service provisions.

Following my appointment, I received encouragement from the Board members and our funding partner to re-engage our Volunteer workforce and rebuild connections within the community. As a priority, I reached out to the Maitland Dungog Palliative Care Service to reaffirm our commitment and strengthen our referral activity. We also began regular coffee catchups for our volunteers and implemented a 'Buddy System' to provide additional support to our newly trained volunteers. Both initiatives have proven beneficial for everyone, including myself, as they have given us a chance to gather as a team, communicate, share experiences, and foster relationships.

In May, we purchased a Volunteer software program called 'Better Impact', to improve Volunteer recruitment, training and streamline the collection and reportability of our statistics. This is still in the set-up phase and training will be provided to Volunteers once this is up and running.

Our website has undergone a significant upgrade, incorporating a bequests information page, medical practitioner support page, and a resources page for Volunteers and community members. Furthermore, we launched a social media campaign, which included establishing Instagram and LinkedIn pages. Both are quickly gaining a following. To enhance our visual content, we hired a photographer to capture professional Volunteer lifestyle images. These are now used across our website, social media, newsletter, and advertising materials. Lastly, we filmed four Volunteer testimonials to showcase the exceptional work of our Volunteers plus highlight our services.

Let's look at the great work we have achieved this year...we provided care for a total of **29** families. From July to December 2022, we served 8 families, and this number increased to 21 families from January to June 2023. It is encouraging to see the steady rise in client referrals since January.

In terms of Respite and Companionship, we are proud to have delivered a total of **383** hours. From July to December 2022, we provided 153 hours, which increased to 230 hours from January to June 2023.

The numbers for transportation have been relatively low this year, with a total of **54** transport services provided. This breaks down to 28 services from July to December 2022 and 26 services from January to June 2023. We reimbursed a total of \$1381 in fuel expenses to our transport Volunteers.

During this period, Companionship emerged as our primary area of support, followed by respite and transportation services. As anticipated, phone contacts decreased once we resumed in-person visits. Interestingly, many of our companionship requests have involved community engagement activities, such as outings to parks, coffee shops, and leisurely drives. This trend could be attributed to the lingering effects of the prolonged isolation people experienced during the COVID-19 pandemic.

In terms of client satisfaction, we are pleased to report a 100% satisfaction rate with our services.

In light of the COVID-19 pandemic, our volunteer numbers were impacted, as many volunteers expressed discomfort in participating in face-to-face visits. In January, we had 19 volunteer names, but only 12 were willing to actively engage in community activities. By May, our volunteer count reached 14, operating at maximum capacity for May, June, and July. We successfully trained 2 new volunteers in May and have another 4 scheduled to graduate in late September. Moving forward, our focus for the upcoming year will be recruitment and training. We are starting to see an increase in inquiries since our promotional activities began, which is an encouraging sign.

I would like to extend a heartfelt thank you to our exceptional volunteers. Despite being a small team, you have provided the community with an incredible amount of support. I am constantly inspired by your generosity and the countless hours you devote to ensuring the well-being of our families. Your kindness, empathy, and ability to create meaningful connections amazes me.

We were delighted to celebrate and treat our volunteers to a special morning tea at Maddies of Bolwarra during National Volunteer Week. The event provided a wonderful opportunity for our Volunteers and Board Members to bond, and everyone was encouraged to share their experiences as 'Changemakers.'

Moving forward in 2023-24, our focus will not only be on Volunteer recruitment and training but also on enhancing professional development opportunities for all Volunteers. To achieve this, I plan to organise regular fresher/mandatory training sessions. Additionally, we are actively seeking funding to support our Volunteers in attending the NALAG Grief and Loss

training. This training will be a valuable addition to our Volunteer professional development portfolios and will also help us in establishing a 'Grief and Bereavement Community Support Group' in the future.

Furthermore, we are in the process of securing funding for the launch of our Memoir Writing Program. To ensure the program's success, we will need to participate in initial "train-the-trainer" education. Stay tuned for updates on this exciting endeavour.

I would like to extend my appreciation to our Board Members for your guidance and support. Thank you for generously dedicating your time and expertise to ensure the effective functioning of our organisation.

A special thank you goes out to Kathleen and Ross for providing me with the necessary information and education to help me fulfil my role. Kathleen, thank you for the incredible amount of work you do behind the scenes. Ross, thank you for your consistent presence at our volunteer coffee catchups, your accessibility to our Volunteers has been appreciated by all of us.



Amy O'Donnell - Volunteer Coordinator
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VOLUNTEERS FOR PALLIATIVE CARE INC

FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2023

VOLUNTEERS FOR PALLIATIVE CARE INC

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VOLUNTEERS FOR PALLIATIVE CARE INC

**PROFIT AND LOSS STATEMENT
FOR THE YEAR ENDED 30 JUNE 2023**

	Note	2023 \$	2022 \$
INCOME			
Interest Received	2	42	7
Other Revenue	3	8,220	14,319
Extra Funding		50,000	-
Health Fund		82,200	78,700
Donations		10,916	17,807
Hospice Donations		675	310
		152,053	111,143
LESS EXPENDITURE			
Accountancy Fees		450	900
Advertising		15,738	16,316
Cleaning		2	-
Consultancy Fees		1,650	-
Computer Expenses		565	3,944
Depreciation Expense		50	-
Education Resources		68	-
Electricity		430	923
Insurance		7,684	4,697
Low Cost Write-Off		101	2,240
Motor Vehicle Expenses	4	1,473	2,754
Other - Volunteer Expenses		2,905	1,449
Printing And Stationery		2,087	1,238
Provision - Leave Entitlements		(20,614)	(8,253)
Rent		2,647	8,502
Repairs And Maintenance		236	-
Salaries And Wages		87,032	83,084
Staff Training And Welfare		18	85
Staff Recruitment		305	-
Storage Fees		1,539	-
Subscriptions		2,788	1,303
Superannuation Contributions		6,059	8,091
Telephone		3,552	1,381
Thankyou Items		152	-
Travelling and Conference		789	-
Uniforms		562	-
		118,268	128,654
NET OPERATING PROFIT (LOSS)		33,785	(17,511)
Retained Profits (accumulated losses) at the beginning of the financial year		(46,124)	(27,656)
TOTAL AVAILABLE FOR APPROPRIATION (DEFICIT)		(12,339)	(45,167)
RETAINED PROFITS (ACCUMULATED LOSSES) AT THE END OF THE FINANCIAL YEAR		(12,339)	(45,167)

The accompanying notes form part of these financial statements.

VOLUNTEERS FOR PALLIATIVE CARE INC

**BALANCE SHEET
AS AT 30 JUNE 2023**

	Note	2023 \$	2022 \$
CURRENT ASSETS			
MMB General Purpose		11,616	7,623
MMB Visa		517	11
MMB LSL		3,433	15,855
Greater Hospice		-	13,821
Petty Cash		100	24
MMB Funding		4,394	-
MMB Term Deposit		15,000	-
MMB Extra Funding		12,473	-
		<u>47,533</u>	<u>37,334</u>
TOTAL ASSETS		<u>47,533</u>	<u>37,334</u>
CURRENT LIABILITIES			
Super Payable		-	1,358
Trade Creditors		463	872
Employee Entitlements	5	3,756	24,370
ATO Creditor	6	3,670	3,918
		<u>7,889</u>	<u>30,518</u>
TOTAL LIABILITIES		<u>7,889</u>	<u>30,518</u>
NET ASSETS		<u>39,644</u>	<u>6,816</u>
EQUITY			
General Reserve		51,983	51,983
Retained Profits (Accumulated Losses)		<u>(12,339)</u>	<u>(45,167)</u>
TOTAL EQUITY		<u>39,644</u>	<u>6,816</u>

The accompanying notes form part of these financial statements.

VOLUNTEERS FOR PALLIATIVE CARE INC

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

1 Statement of Significant Accounting Policies

The financial statements are a special purpose report prepared in order to satisfy the financial reporting requirements of the Australian Charities and Not for Profits Commission Act 2012. In the opinion of the committee the association is not a reporting entity because it is not reasonable to expect the existence of users who rely on the association's general purpose financial statements for information useful to them for making and evaluating decisions about of resources.

The financial report has been prepared in accordance with the Associations Incorporations Act of New South Wales, the basis of accounting specified by all Australian Accounting Standards and Interpretations, and the disclosure requirements of Accounting Standards AASB 101: Presentation of Financial Statements, AASB 107: Cash Flow Statements, AASB 108: Accounting Policies, Changes in Accounting Estimates and Errors, AASB 1031: Materiality and AASB 1054: Australian Additional Disclosures.

As the Association has produced special purpose financial statements no other recognition and measurement requirements for other Australian Accounting Standards have been applied.

	2023 \$	2022 \$
2 Interest Received: Interest	<u>42</u>	<u>7</u>
3 Other Revenue: Other Revenue	<u>8,220</u>	<u>14,319</u>
4 Motor Vehicle Expenses: Motor Vehicle Expenses	<u>1,473</u>	<u>2,754</u>
5 Employee Entitlements: Opening Balance	24,370	32,623
Additional Provisions Raised	<u>(20,614)</u>	<u>(8,253)</u>
	<u>3,756</u>	<u>24,370</u>
6 ATO Creditor: Gst Payable	<u>3,670</u>	<u>3,918</u>

VOLUNTEERS FOR PALLIATIVE CARE INC

STATEMENT BY MEMBERS OF THE COMMITTEE

The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.


In accordance with a resolution of the committee of Volunteers For Palliative Care Inc, the members of the committee declare that the financial statements :

1. present a true and fair view of the financial position of Volunteers For Palliative Care Inc as at 30 June 2023 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements and the requirements of the Associations Incorporation Act 2012; and
2. at the date of this statement there are reasonable grounds to believe that Volunteers For Palliative Care Inc will be able to pay its debts as and when they fall due.

This statement is signed for and on behalf of the committee by:

Chairperson

Name:




Ross Lee

Treasurer

Name:

Dated:



Kate McLaughlin
5-9-23

VOLUNTEERS FOR PALLIATIVE CARE INC

AUDITOR'S REPORT

FOR THE YEAR ENDED 30 JUNE 2023

We have examined the books and other records of the Volunteers for Palliative Care Inc and report:-

- a) The balance sheet and profit and loss statement for the year ended 30 June 2023 of the Volunteers for Palliative Care Inc are drawn up as to show a true and fair view of the transactions during the year and the position at the end of the year.
- b) The books and other records have been kept in a manner consistent with normal accounting practice and so as to enable an audit to be properly conducted.

Kelly Partners Hunter Region Pty Ltd
173B John St
Singleton NSW 2330



Brad Crooks
Senior Partner

Dated: 05/09/2023