

Goulburn Valley Hospice Care Service Inc.

# 30th Annual Report

21st November 2018



**GOULBURN VALLEY**  
HOSPICE CARE SERVICE INC.



	<b>Page</b>
Vision Mission Statement	3
Annual General Meeting Agenda	4
Minutes of the previous Annual General Meeting	5
President's Report	9
Executive Manager's Report	11
Co-ordinator of Volunteer's Report	17
Opportunity Shop Report	18
Hospice Car Rallye Report	19
Friends of Hospice Report	21
Audited Financial Statements	23

*“Death should become simply a discreet but dignified exit of a special person from a helpful society without pain or suffering and ultimately without fear”. (Phillip Aires)*

## **VISION**

A world where life limiting illness, death and grief are managed with respect and compassion.

## **MISSION**

To lead, promote and develop excellence in palliative care

## **VALUES**

<b>RESPECT</b>	we respect each other, our patients, and their carers and respect their right to have a choice.
<b>TRUST</b>	we trust in each other and will show trust in those we serve at all times.
<b>TEAMWORK</b>	we value each other as team members, providing support to one another, working cooperatively and respecting each other's views. We value working with other providers. In particular we see ourselves as part of a team with our patients and their carers.
<b>DIGNITY</b>	we treat everyone as someone worthy of respect and maintain their dignity at all times.
<b>BELIEF</b>	we believe in each other and the value of what we do AND we believe in the capacity of our patients and their carers.

## **OBJECTIVES**

1. To provide access to community based palliative care 24 hours a day, 7 days a week;
2. To provide Palliative Care at point of service free of charge;
3. To support the needs of our patients, to limit pain and distress;
4. To assist terminally ill persons to die in their place of choice;
5. To support and assist family and friends throughout the illness, death and bereavement;
6. To provide a comprehensive service, that is integrated with all appropriate community services. In particular specialist medical, nursing and pastoral care, bereavement counselling and volunteer support;
7. To provide care in accordance with individual needs and wishes;
8. To recognise and respect cultural and religious beliefs in relation to death, dying and bereavement;
9. To demonstrate a strong commitment to education, both at a service and community level.

**ANNUAL GENERAL MEETING****AGENDA**

**The Thirtieth Annual General Meeting of the Goulburn Valley Hospice Care Service Inc.  
is to be held at 5.30 p.m. on Wednesday, 21st November, 2018  
at Rotary Hospice House, 32 Packham Street, Shepparton.**

1. Opening and Welcome
2. Apologies
3. Confirmation of Minutes of last Annual General meeting
4. President's Report (to be presented by Lindsay Symons)
5. Treasurer's Report (to be presented by Greg Luscombe)
6. Executive Manager's Report (to be presented by Faye Hosie)  
and including the Co-ordinator of Volunteers' Report
7. Fund-raising Reports comprising:  
Opportunity Shop  
Hospice Car Rallye  
Friends of Hospice
8. Appointment of Auditor
9. Annual Subscription: In accordance with the Rules of the Association, to confirm that the Annual Subscription for the year 2018/2019 is \$10.00; for volunteers the subscription is \$2.00.
10. General Business
11. Guest Speaker - Mr John Lewis, Chief of Staff. Shepparton News
12. Election of Committee of Management
13. Presentation of Long Service Certificates
14. Closure

Refreshments

**GOULBURN VALLEY HOSPICE CARE SERVICE INC.**

**Minutes of the 29th Annual General Meeting of the Goulburn Valley Hospice Care Service held at 5.30 p.m. on Wednesday, 1st November, 2017 at Rotary Hospice House, 32 Packham Street, Shepparton.**

The President Lindsay Symons welcomed everyone to the 29th Annual General Meeting.

ACKNOWLEDGEMENT: This AGM is being held on the traditional country of the Yorta Yorta Nation, which comprises eight different clan groups including the Kailtheban, Wollithiga, Moira, Ulupna, Bangerang, Kwat Kwat, Yalaba Yalaba and Nguilliam-Wurrung Clans. We wish to acknowledge them as the traditional owners; and also to pay respects to the elders past, present and future; and to the elders of any other communities who may be present.

**PRESENT:** The Mayor, Cr. Dinny Adem, Mr. Lindsay Symons, Dr. John Hetherington, Mr. John Beaver, Mrs. Wendy Cook, Mr. Robert Sands, Hon. Mrs. Jeanette Powell, Dr. Paul O'Dwyer, Mr. Patrick Sofra, Mrs. Carmel Smith, Dr. Sivakumar Subramaniam, Palliative Physician, GV Health, Mrs. Faye Hosie, Murray Primary Health Network, Mrs. Patricia Gibson OAM, Mrs. Jenny Bradbury, Ms. Sharon Bover, Mrs. Narelle Graham, Mrs. Andrea McNabb.

**APOLOGIES:** Hon. Wendy Lovell M.P., Suzanna Sheed MP., Mr. Damian Drum MP., Cr. Bruce Giovanetti, Greater Shepparton City Council, Mr. Peter Harriott, CEO, Greater Shepparton City Council, Mrs. Teresa Williamson, Department of Health and Human Services, Ms. Odette Waanders, CEO, PCV, Dr. Peter Eastaugh, Mr. Greg Luscombe, Fr. Joseph Taylor, Mrs. Carmel Johnson, Mrs. Barbara Evans, Monsignor Peter Jeffrey, Mrs. Cheryl Hammer, CEO, The Community Fund, Mrs. Gail Jenkins, Mrs. Jean Osborne, Mr. Brian Bradbury, Mrs. Sonia Strachan, Mrs. Julie Poon, Mrs. Carly Connelly, Mrs. Shirley Taylor, Mrs. Tanya Holt, Mrs. Kerrie Frappell, Mrs. Tracy Lyle.

Moved by Joseph Taylor, seconded by Les Young that the apologies be accepted. Carried.

**CONFIRMATION OF MINUTES OF LAST MEETING:**

Moved by Patricia Gibson seconded by John Beaver, that the Minutes of the 28th Annual General Meeting of the Goulburn Valley Hospice Care Service Inc. be received as a true and correct record of the proceedings.

Carried.

**WELCOME:** The President, Mr. Lindsay Symons welcomed members and guests to the 29th Annual General Meeting of the Goulburn Valley Hospice Care Service.

**REPORTS:****PRESIDENT'S REPORT:**

The President, Mr Lindsay Symons presented his second Annual Report of the Committee of Management, and acknowledged the continued generosity of our hard working Committee, Staff, Support Groups and Donors - in order to ensure we can continue to provide and enhance our level of care.

He reported on the successful Audit by The Australian Council Health Standards (ACHS) for which the Service gained four-year accreditation; and the commissioning of Pippa Wischer to produce the Precious Times, Carer Book featuring some of our local carers.

Moved by Paul O'Dwyer, seconded by Robert Sands that the report of the President be received.  
Carried.

**TREASURER'S REPORT:**

Lindsay Symons presented the Audited Financial Statements for the financial year ending 30/06/2017.

Moved by Ric Sofra, seconded by John Beaver, that the Audited Financial Statements be approved  
Carried.

**EXECUTIVE MANAGER'S REPORT:**

Carmel Smith presented her report which also incorporated the report of the Welfare Officer / Bereavement Counsellor, and the Co-ordinator of Volunteers.

Moved by John Beaver, seconded by John Hetherington, that the report of the Executive Manager be received.  
Carried.

**HOSPICE OPPORTUNITY SHOP REPORT:**

The Opportunity Shop report was tabled.

**FRIENDS OF HOSPICE REPORT:**

The Friends of Hospice Report was tabled.

**FRUITLOOP REPORT:**

The Fruitloop report was tabled.

**HOSPICE CAR RALLYE REPORT:**

The Hospice Car Rallye Number 22 report was tabled.

Moved by Robert Sands, seconded by Paul O'Dwyer, that the reports of the fund-raising committees be accepted.  
Carried.

**APPOINTMENT OF AUDITOR:**

Moved by Robert Sands, seconded by Ric Sofra, that Plus One Group be appointed as Auditor for the 2017/2018 financial year. Carried.

**ANNUAL SUBSCRIPTION:**

Moved by Robert Sands, seconded by Jeanette Powell, that this meeting confirm that the Annual Subscription for membership of the GV Hospice Care is \$10.00 with the exception of volunteers' subscription which is set at \$2.00. Carried.

**ELECTION OF COMMITTEE OF MANAGEMENT:**

The President declared all positions vacant; and invited DR. SIVAKUMAR SUBRAMANIAM, the West Hume Palliative Care Physician, who is based at Goulburn Valley Health to address the meeting; then to take the Chair for the election of the Committee of Management.

Dr. Siva addressed the meeting and spoke about his background in Palliative Care, and his vision for palliative care in the West of Hume in the future.

Dr. Siva stated that Nomination Papers had been received from the following people: Mr. Lindsay Symons, Dr. John Hetherington, John Beaver, Greg Luscombe, Wendy Cook, Dr. Paul O'Dwyer, Robert Sands, Les Young, Michael Blake, Rev. Father Joseph Taylor, Patrick Sofra, and Jeanette Powell.

As the number of nominations did not exceed the number to be elected it was moved by Wendy Cook, seconded by Andrea McNab that above persons be duly elected to the Committee of Management. Carried.

Mr. Lindsay Symons resumed the Chair stating that the election of office bearers would take place at a Special Meeting of the Committee of Management to be held after the conclusion of this Annual General Meeting.

The Chairman thanked Dr. Siva for his participation.

**PRESENTATION OF SERVICE CERTIFICATES:**

The Chairman advised that the following members are awarded certificates for their volunteering service:

**25 Years:**

Patricia Gibson OAM – COM / FOH

**20 Years:**

Audrey McLaren – OPSH

**15 Years:**

Val Matthews – OPSH

Robin McDougall - OPSH

Annette McDougall – OPSH / Patient Care

**10 Years:**

Helen Colley - OPSH

Bobby Dohnt – OPSH

Barbara Lorains – FOH

Margaret McMaster - FOH

A number of the other recipients were not in attendance. The Chairman will present their certificates on another occasion.



**EXECUTIVE MANAGER FAREWELL:**

John Hetherington was invited to address the audience. He spoke about Carmel's contribution to the Service and the community, and thanked her for her years of work at Hospice.

**MOTION OF THANKS:** Moved by John Hetherington, seconded by John Beaver that the members of the Goulburn Valley Hospice Care Service thank Carmel Smith for her dedicated work for our patients and their families in particular, and for the wider community in general. And that this be minuted in the record for this meeting. CARRIED BY ACCLAIM.

Lindsay Symons then spoke and thanked Carmel. He also introduced the new Executive Manager Faye Hosie.

**CLOSURE AND THANKS:**

The Chairman closed the meeting, thanking those who attended for their continued support and issued an invitation to remain for light refreshments.

MEETING CLOSED AT 6.55 p.m.



On behalf of the Goulburn Valley Hospice Care Service Committee of Management, staff and volunteers, I am pleased to present this 30th Annual Report.

Goulburn Valley Hospice Care Service's mission is to lead, promote and develop excellence in palliative care. The Service is dedicated to enhancing the quality of life of our patients and their families and carers, to limit pain and distress and to assist terminally ill patients to die in their place of choice by providing the highest standard of palliative care twenty-four hours a day, seven days a week. In order to provide that care we rely on the continuing support of the Goulburn Valley community and the State Government. The extraordinary community support we receive from support groups, donors and volunteers inspires our Service to continue to develop and improve our performance and standard of care. The Committee of Management is indebted to the many supporters of GV Hospice Care for their continuous support and contributions.

This year was a momentous one for the Service, marked by the transition of the Executive Manager position from Carmel Smith to Faye Hosie. The smoothness of that transition is a testament to the high standards of professionalism, skills and experience of both Carmel and Faye and GV Hospice Care is well-placed to face the challenges of the future.

A primary responsibility of the Committee of Management is to ensure the Service's financial position remains secure and well-managed. With a view to ensuring adequate resources for the Service's future infrastructure needs and development, the neighboring property at 4 Wyndham Street has been acquired and the Committee and staff will be working on development plans.

Our Opportunity Shop has gone from strength to strength this year and the efforts of our enthusiastic staff and volunteers, combined with increased trading hours, have made an extraordinary contribution to our financial security.

This year the Committee commissioned master story-teller Pippa Wischer to assist with the development of a history of the Service, to mark our 30 years of service to the community. Pippa has been working with a number of past and present committee members to record the development of our Service and the challenges that have faced, and achievements recorded by the Service over the years.

Looking to the future, 2019 will see the introduction of Voluntary Assisted Dying laws for Victoria. Our staff and Committee are working to ensure that our Service is well-prepared. The Service is also working hard at the development of our strategic plan, which will help ensure that GV Hospice Care remains a leader in community palliative care.

I would like to thank once again our *two* Executive Managers Carmel Smith and Faye Hosie, who have provided the Service with exceptional leadership and provided me with generous and invaluable support. The Committee of Management thanks the clinical team, the support staff, Opportunity Shop staff and our volunteers for the wonderful service and dedication. I would also like to thank once again my fellow members of the Committee of Management for their continued dedication and support.

Finally, on behalf of the Service I would like to express our appreciation of the faith and trust our patients and their carers have placed in us. Inviting us to participate in their care is an honour. Thank you.

**LINDSAY SYMONS**

**PRESIDENT**



Luncheon held for retiring Executive Manager, Carmel Smith

The cliché, 'time goes quickly when you are having fun', has certainly been true as I complete the first 6 months as the new Executive Manager of the Palliative Care Team. The role is professionally rewarding and it is a privilege to work alongside a talented team of professionals and volunteers, all highly respected and supported by the community. This was evident during the farewell celebrations for Carmel Smith after 14 years of management, as she described her journey starting with only two nurses. With growth over the years, the team today consists of 19 staff and over 100 volunteers providing support.

### Our Team

Other long standing staff members also retired through the year from full time employment; Helen "Bunty" Gundry, Anne Watt, Paula Lindsay and Sharyn Oxenbury. These exceptional people now travelling and spending time with their own families. The team has been fortunate to have both Carmel and Bunty continue as casual nurses providing relief when needed and Sharyn completing the Volunteers Carers course, now in a new role with our trained carer volunteers. We acknowledge the amazing contributions Kevin Finteln provided to the Opportunity Shop as he retired from driving the van, another long standing volunteer.

Four new staff were welcomed to the team between March and April. Damien Finteln and Loretta Steng joined the team within the Opportunity Shop, supporting the logistics of converting the many donations received into saleable goods. Juliette Buchanan commenced as the Bereavement and Family Support Worker and Annie Jorgensen was recruited to our experienced nursing team.

Opportunities arose to combine two part time roles to enhance the service with the creation of the Bereavement Counsellor/ Family Support Worker role. Juliette in her short time identified the increasing frustration and anxiety some families experienced as they navigated through challenges such as MyGov portal. The new role enables the service to meet the changing needs of families, reinvigorating the Supportive Care Team.

### Continuous Learning

An important strength of our service is one of knowledge. This means we take the time to reflect, we keep asking, what are we doing well, where are our challenges, what could we do differently? Understanding such enables our team to have a clear vision on educational needs. All staff participate in professional development opportunities with two nurses currently enrolled in postgraduate and master level programs. Opportunities to learn benefits the individual, the service and importantly the community we care for. Continuous 'upskilling' of staff ensures the services capabilities are keeping pace with current standards and changes in medical and psychosocial science.

Activity Recorded: Month of February 2018	Bereavement Support	86
	Discipline Specific Assessment	74
	Education	140
	Follow Up / Monitoring / Review	873
	Initial Assessment	17
	Care Coordination / Case Conference	593
	Symptom Pain Management	344

Participation in the annual **Specialist Palliative Care Professionals Care forum** included international guest speaker, Liese Groot-Alberts presenting *The art of caring for self*. Dr Sivakumar Subramaniam West Hume Palliative Care Physician presented on *Prognostication – Art or Science?* And Tara Jones, Oncologist presented on *new oncological treatment options for non-curative malignancies – is it worth a try?* The nurses reflected on how important self-care is when working in the palliative care sector. The staff look forward to this annual event.

Our continuation to participate in and learn from the **Palliative Care Outcomes Collaborative (PCOC)** enables the nurses to review and improve upon clinical care provided. The nursing staff trialled and provided feedback on a symptoms assessment scale, a tool to aid in evidence based practice with the Australian Health Services Research Institute (AHSRI). The communication tool aims to be used by patients independently or with the nurse to capture and record their symptoms and improve communication of care. The service continues to meet, and at times exceed, PCOC national benchmarks.

In the 2017/2018 reporting period for **Clinical indicators for Pain (CLiP)** four reports noted all indicators were met (100%). In alignment with the Victoria's End of Life and Palliative Care framework, our service can demonstrate it provides people with quality care that relieves pain, distress and suffering, as measured through such benchmarking collaborations.

**The Hume Region Palliative Care Consortium (HPCC)**, aims to achieve a coordinated, integrated and responsive system that provides the highest standard of health care for palliative care patients and families in the Hume region. As part of this Collaborative we advocated hard to enable an agreement with The University of Melbourne and the Centre for Palliative Care to facilitate postgraduate studies in Shepparton. Studying for the Specialist Certificate in Palliative Care in Shepparton will enable local access to postgraduate training and education, building our regional palliative care workforce capacity. As one of the seven organisations funded, this collaboration enables us to provide palliative care leadership in the Hume Region.

GV Hospice Care has again provided opportunities for clinical placement of nurses participating in the **Banksia Palliative Care Resource Nurse** course. Another opportunity to build the workforce of nurses working across the Hume Region.

Education and increasing the conversation on end of life care within the community is just as important as educating staff. In partnership with other services, GV Hospice Care participated in the **End of Life Roadshow**, with a thought provoking and hilarious performance known as 'Unspoken: What will become of me?' Attended by some of our Volunteers, it was full of interactive performances, some which left the audience laughing and importantly provided a safe place, where unspoken anxieties on end of life, became part of a comfortable conversation. Themes of ageing, declining capacity and a sense of identity were all part of the interactive art displays, viewed by 198 people over the two day event.

### Providing Coordinated and Integrated Care

During the past financial year the clinicians recorded 20,273 contacts with patients and carers across the care and bereavement periods through home visits, phone calls, and group programs.

Our specialist palliative care service continues to develop and maintain close links with local hospitals, district nursing service, general practices, community health care services, residential aged care and disability service providers.

Working with the Hume Regional Palliative Care Consortium, access to the Palliative Care Physician Dr Siva, each fortnight has continued. This partnership enables the staff to benefit from both the education component of the visit and importantly for a number of highly complex patients, access to comprehensive clinical reviews in the comfort of their own home.

Our after-hours model of care provides patients and carers access to specialist palliative care support via telephone advice and as required, after hours visits to ensure the needs of patients are met. We aim to document the Service's model of care to showcase to other interested services.

We look forward to reviewing the outcomes of the **family and carers experience survey** coordinated by the Department of Health and Human Services. This survey is mailed to patients, carers and those participating in the bereavement program over several months. The patient experience measurement contributes to improving the safety and quality of care in health services.

### Comments from the Carers'

*"I could not have managed without Hospice. They made a difficult and sad time bearable. Their guidance, expertise, reassurance, compassion and care and kindness was comforting. To have that level of backup in our corner was beyond belief". (Anne)*

*"When my wife became very restless and disorientated during the night I rang Hospice at 8.00am, I did not want to disturb the nurse during the night. The nurse soon arrived and explained that if my wife was in hospital, we would press the call button – in the future we were to think of Hospice this way and call at any time we were struggling. I had almost given up and thankfully realised just how special Hospice is".*

*"Since my wifes passing, the calls to check if we are ok have been helpful as so many things have abruptly stopped". (Peter)*

*"Hospice showed care and compassion to all our family, especially the four girls". (Mavis)*



Our Opportunity Shop could not function without the Volunteers – in our last financial year 2017/2018, approximately 9558 Volunteer hours were recorded. As hours were not recorded routinely, this reflects the minimal contribution recorded by the Volunteers. The Australian Bureau of Statics (ABS) valued the Opportunity Shop Volunteer's contribution at an equivalent of 4.7 full time staff. The Service recognises the significant support provided by Volunteers as integral to its success.

With great feedback from our Volunteers, we have started a small project with the Greater Shepparton City Council to support the creation of a campaign on promoting better donation practices. The project aims to reduce the amount of unsaleable goods sometimes 'dumped' in charity donations bins.

Providing **Boomerang Bags** in the Opportunity Shop was a fantastic opportunity to participate with the Shepparton Kiwanis Sunrises to reduce the use of plastic bags. Supplying pillow slips, t-shirts and pieces of material, busy sewers creating over 500 bags which were donated and sold through the Opportunity Shop.

The **Baking from the Heart** is a remarkable a group of Volunteers which provide homemade slices and biscuits, a 'sweet treat' to patients and carers accessing the service. At times thirty ladies can be baking a range of cakes, slices and biscuits. With precise logistics, every six weeks another dynamic group of Volunteer drivers have the goods distributed in a day. The joy this small gesture brings cannot be underestimated.



Boomerang Bags

Baking from the Heart



## Community Donations

The Service is generously supported by many different individuals and groups who quietly raise funds, whilst others such as the Mooroopna Country Music Group, kick up their heels and make noise to highlight the Service. The “boot-scooters” good wishes are heard over the local radio as they highlight our palliative care service.

September 2017 noted 160 cyclists on the Fruit Loop ride enjoying another great day thanks to the hard work of the Rotary Club of Shepparton Central and catering provided by Rotary Club of Shepparton South. The ongoing legacy of this ride provides the Service with exceptional financial support each year.

There are many individuals, families and groups which donate from the selling of goods at a garage sale, to motor bike rides, car rallye, croquet and bowls tournaments, wine, cheese and art exhibitions and the list goes on. Each month people walk in the door of Hospice House and amaze us with their donations.

## Challenges and Opportunities

Hospice welcomed the increase of \$137,000 to our ‘block funding’, received in December from the State Government. This will support the service to meet the needs of families within the home, ensuring compassionate end of life and palliative care.

The past 18 months has seen major changes in policy and legislation both at a state and federal level which will have implications for how GV Hospice Care provides services into the future. A number of reviews follows a series of interrelated announcements, including the Voluntary Assisted Dying Legislation into law and the announcement of an estimated \$62 million investment (over 5 years) to increase the options for people with a terminal illness to be cared for and die in their place of choice. It is expected that some changes will be challenging for the entire palliative care sector.

Review of palliative care funding models, commissioned by the Victorian Minister for Health has seen a number of open forums with sector consultations inclusive of key stakeholders and peak bodies. Recommendations from the formed Expert Panel will be provided to the Minister, we note that Carmel Smith was a member of the Panel contributing her knowledge of the sector. We will wait and see what recommendations emerge, expected in late October 2018.

During the month of March there were many conversations and education for staff on the adjustments to **The Medical Treatment Planning and Decisions Act 2016**. The Act supports the Service’s objectives, ensuring care is provided in accordance with the individual’s needs and wishes. Staff explain to patients and carers that the Act describes the obligations for health professionals who care for people when they do not have decision making capacity. The Act ensures that when there is a written record around medical care (of treatment) that it is consistent with the person’s preferences and values.

On 29 November 2017, the Victorian Parliament passed the **Voluntary Assisted Dying Act 2017**. The Act creates clear obligations for health practitioners. Victorians at the end of life who are suffering and who meet strict eligibility criteria will by law be able to request access to voluntary assisted dying. We have until June 19, 2019 to prepare our response if such a request arises. Experience from other jurisdictions has shown the importance of clear and factual information and education about voluntary assisted dying.

It's been a busy year full of challenges, opportunities and changes within GV Hospice Care as we strive to meet the needs of our community. Achievement occurs because of the wonderful, engaged, committed and enthusiastic Committee of Management, Staff, Volunteers and our generous, Loyal Donors. Our team takes this opportunity to thank each and every one for their ongoing commitment and support. I look forward to another year of activity with our patients, carers and community, all are central to everything we do within our service.



Palliative Care Volunteer Training

People often ask me ‘what do your volunteers do? The short answer is, within set guidelines and whilst maintaining appropriate boundaries, the volunteers do what is needed to be done to help maintain and support a person’s ‘normal life’ as much as possible, during a time which often involves much change, and which can be very unsettling. The longer answer starts with... it depends on what is important to the people we are caring for. It may be reading to someone, going for a walk, sitting with an unwell person while their carer has a break, listening to someone’s life story, helping with groceries...but really, the magic is in having a new trusted person acting as a ‘friendly neighbour’ and how that looks practically depends on the circumstances.

*“Together we can build resilient communities and empowered and active citizens through volunteering” (Volunteering Victoria).*

The Patient Care Volunteer program is the team I work closely with, we have a team of 25 volunteers who are trained to support our patients and their carers to live, die and grieve well. Our Bereavement Craft group is supported by volunteers, as is our Carer’s group, Memorial service and Community Christmas Tree of Remembrance project.

We have volunteers involved in many areas including fundraising, our Opportunity Shop, Committee of Management, and patient and carer support. I would like to take this opportunity to thank each and every one of them for the time, energy and effort they have contributed to Hospice.

During volunteer week this year we asked some of our volunteers to answer the following prompts (noted below), I have included a small sample of some of the responses

#### **Volunteering is...**

“a great way to meet people”  
 “great for me and great for our community”  
 "about what I can give, not about what I have”

#### **I volunteer because...**

“to help those people who may need it”  
 “I like to give back to the community”  
 “I enjoy it”

#### **My volunteering has...**

“taught me new things”  
 “enhanced my life”  
 “been very rewarding”

You can see from the responses that the volunteering experience is definitely a win/win situation! It’s a positive experience for volunteers and our service, alike. These projects, along with others, expand the breadth of our delivery of palliative care, which involves much more than symptom control and treatment, and contribute to us achieving our mission to lead, promote and develop excellence in palliative care.

**TANYA HOLT**  
**CO-ORINATOR OF VOLUNTEERS**

The first full trading year in the new building has been very successful for the Opportunity Shop, as it again has performed well in the 2017/2018 year.

Gross income was up 4.4% on budget and 9.7% on previous year. Net Income was down 11.8% on budget and 5.7% on previous year. The reduction in net income is primarily because of additional staff, and subsequently wages were up 27.4% on budget and 30% on previous year. Expenses were up 31.6% on budget, and 34.2% on previous year. The current year will see a settling of wage expenses, as the staff changes settle.

Our Manager, Sharyn Oxenbury retired at the end of June, after working twelve years at the Opportunity Shop, as Manager for about 10 years. During Sharyn's time, the Opportunity Shop has flourished, and under her guidance, with the valued support of Julie Argus and Darlene Crossley, our Opportunity Shop has become a great place to shop and also to work. Sharyn, Julie and Darlene provide the most friendly, empathetic work environment that the Volunteers just love going to work. Sharyn will be sadly missed, but we wish her and Peter a relaxing retirement with plenty of travel.

In May, Loretta Steng was appointed to fill the warehouse role that Sharyn had done and Loretta has already shown herself to be a valuable member of the staff.

Julie Argus was appointed as the new Manager and with the ongoing support of Darlene, Loretta and the volunteers, there is no doubt the Opp Shop will continue to go from strength to strength.

Early 2018 also saw the semi-retirement of Kevin Finteln, our volunteer who for 10 years has been emptying the collection bins, doing deliveries, the banking, and generally working very hard for the Service. Kevin has been a wonderful volunteer and has certainly helped the Opportunity Shop grow into the organisation it is today. We also wish Kevin a long and happy retirement.

Kevin's role has been taken over by Damien Finteln, who commenced in March, and he is proving to be a valuable member of staff, by being proactive, and always looking for better ways to do the work. It was decided that this role should now be a paid position to enable continuity, and provide assistance in the warehouse or shop as required.

The Volunteers are one of our greatest assets, and their contribution can in no way be understated, and as I say every year, we are truly indebted to them for their continued donation of expertise and time.

Again, as always, we thank our continuing supporters, both private and commercial, who provide us with our very saleable stock.

To everyone involved in the operation of the Opportunity Shop thank you again for all the things you do to help make it the success it is.

**JOHN BEAVER**

**OPPORTUNITY SHOP REPRESENTATIVE**

## Goulburn Valley Hospice Rallye 2018

### Rallye No. 23

It is extremely satisfying knowing that having completed our 23rd GV Hospice Car Rallye, that the Rallye is still in great shape.

I would like to thank the Committee - Bill Parsons, Myra Quick, Andrew Mc Nab, Mat Innes-Irons and Bob Sutton and friends that spend countless hours piecing together all the various aspects to ensure that the running of the Rallye is safe, enjoyable and fruitful. I also need to thank the participants as their involvement is what contributes majorly to the financial success where every cent raised goes directly to GV Hospice Care and allows them to provide the sensational care and service that helps those in need. This year we raised a tad over \$59,000 which is another great effort - thank you all that contributed towards the Rallye's ongoing success.

The Rallye was held over the 5th and 6th of May with our Saturday destination being the George Kerferd Hotel at Mayday Hills, Beechworth. There were many Entrants that were participating for the first time, and many seasoned campaigners, but what lay ahead was a very challenging course plotted by two highly experienced rally drivers, Andrew Telford and Tony Onley. The course was a fantastic drive, great scenery, quality roads, the weather held out and the drinks at Beechworth were a refreshing reward for a tough day in the saddle. We had a classic country style morning tea at the Molyullah hall and lunch at the Rutherglen Anglican Church was great too.

We welcomed back our M.C. Extraordinaire Paul Custance to keep Saturday night's events rolling on. How did Paul make the Ace of Hearts that Pattie Jeffery randomly selected from a deck of cards, then signed by Pattie, appear in a Kit Kat in Paul's inner coat pocket that had not been opened? Wow, there were some tricks performed that even the magicians couldn't work out how they pulled it off. Thank you to the Entrants that dressed up to meet our theme - Magic and Mystique.

Saturday night was about fund raising-silent auctions, raffles and auctions. I have to thank and acknowledge the generous people that donated items that assisted in raising money for Hospice. There are many people that are Community orientated and willing to make a difference for the better, thank you again to all our sponsors and supporters. Your contributions have played a major part for 23 years of GV Hospice Car Rallies.

On Sunday morning, we all headed off via another network of fabulous roads to Fowles Winery for lunch, a few more auction items, acknowledgements and the final tally of how much money was raised. The lunch was amazing, the venue was terrific and the staff and service were exceptional - thank you Fowles Winery. I think everyone left Avenel with a warm glow of contentment knowing that they had successfully completed one of the most challenging rallies in 23 years, and the rewards got a little sweeter as the weekend progressed.

I feel privileged to be part of a great team that has a common goal of making a positive difference to a great organisation that our community requires.

Preparation has started on the 24th Rally. If you know of someone that would be interested in participating, please pass on my email address so we can include them on our data base. I look forward to seeing and welcoming many seasoned campaigners and newcomers on the 2019 GV Hospice Car Rallye.

### MIN INNES-IRONS

#### GOULBURN VALLEY HOSPICE RALLYE CHAIRMAN 2018



Once more, the 2017/2018 financial year has raced passed us. The Friends of Hospice continue to meet at Rotary Hospice House on the first Thursday of each month, with approximately 19 members.

Late in June, 2017 a lunch was held at Longleat Winery, where we presented Julie Weidenbach of Avonlea Flowers with a certificate of thanks and a lovely gift made by Ella Egan. The Friends of Hospice are very appreciative of Avonlea Flowers, who continue to generously donate beautiful flowers for one of our major fundraising events, Tea and Harmony.

The Spring Garden Party in November was held in the gardens of Jeanette and Ian Powell. Fortunately it was a glorious spring day as the previous day was a very wet Saturday. Thank you to Fred O'Keefe of Broken River Winery for the wonderful selection of quality wines for everyone to try; the generosity of Margi Gould from Boosey Creek Cheese, providing numerous delicious cheeses to complement the wines, along with a donation. Thank you Margi. The beautiful music of the 'Filette' Quartet, again organised by Wendy Oaks. The generosity of all enabled the Friends of Hospice to raise the sum of \$ 5,208.93.

The Friends of Hospice welcomed the new Executive Manager, Faye Hosie at our March meeting. Faye introduced herself, giving us an insight to her extensive work history and her wish to support the vision of GV Hospice Care into the future.

We also welcomed the new Bereavement Counsellor/Family Support Worker, Juliette Buchanan at our June meeting. Juliette spoke about her role in assisting families at a stressful time and caring for their loved ones.

A great deal of coordination is required by the Friends of Hospice as planning commences in readiness for the Spring Garden coach tour scheduled for the month of October. Amazing designed gardens in the surrounding districts of Yarra Glen and Yea have been identified.

The Aussie Hotel has been exceedingly generous over the last few years and this financial year a donation of \$1,500 was provided to the Friends of Hospice by Paul Tsorbaris. Funds were raised from the annual Carols by Barrels night, a tradition for many people returning to Shepparton for their Christmas festivities.

We are already looking ahead to the 2019 Tea and Harmony event with contact being made for impressive speakers to be accompanied by brilliant musicians. We are all looking forward to this event as much chatter and laughter occurs on this day.

Friends of Hospice would like to thank each and every person who sponsored, donated, supported and assisted at our functions for their kindness and generosity to the Service.

A warm welcome awaits new members.

**WENDY COOK**

**FRIENDS OF HOSPICE HONORARY CO-ORDINATOR**



The Goulburn Valley Hospice Care Service Inc. acknowledges  
the support of the State Government.

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