



THE KARUNA HOSPICE SERVICE LTD

Annual Report

2018-2019 & 2019-2020



karuna

dedicated holistic support

compassionate care

KARUNA HOSPICE SERVICES

Karuna offers holistic, high quality Palliative Care services based on the Buddhist value of compassionate care.

PURPOSE

To support people with life limiting conditions to live well and die well in their place of choice.

VALUES

Compassion – to treat individuals with kindness and care.

Courage – to have the conversations we need to have.

Dedication – holistic support for all aspects of death and dying.

OUR GOAL

To alleviate the fear of death and dying, provide comfort and peace and enrich lives.

In the spirit of reconciliation Karuna acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

*Cover Page: Clinical Nurses Mel, Claire, Lynda and Clinical Services Manager Karen.
Photography by Marina Meier*

Karuna Board Members



Catherine Mickel
Board Chair



Tracey Porst
CEO |
Executive Director



Ian Flint
Non executive
Director



Suzanne Cadigan
Non executive
Director



Michelle Wilson
Non executive
Director



David McKinless
Non executive
Director



Hilary Clarke
Non executive
Director

CHAIR'S MESSAGE

It is timely to reflect on the thousands of people whose lives have been touched by Karuna during the course of the last year. It is timely to imagine what the end of life journey may have been like for many without Karuna's care. And it is timely to thank all of our staff, volunteers and donors for the many gifts they have given throughout the year – gifts of time, expertise, kindness and always compassion for others.



These past two years have seen an ongoing effort to ensure that our holistic model of care continued to be held up as the gold standard in Palliative Care in the home. Our clinical team of nurses, doctor, psychologists and counsellors undertook professional development activities to maintain the highest standards of practice and the Board of Directors remains committed to ensuring that there is adequate resourcing to continue these high standards set by all Karuna staff over our nearly 30 year history.

This Annual Report highlights yet again the enormous contribution made by our hundreds of volunteers.

Karuna was founded and initially run purely by volunteers and they remain integral to our model of care as they work alongside both our clinical and corporate staff. If it is true that the happiest people are not those getting more but those giving more, then the Karuna family of volunteers is indeed a very happy one.

To our dedicated donors, old and new to us these past two years, we thank you. Your gift of giving has not just been about making a donation, it has also been about making a difference and again this Annual Report highlights just how much we relied on your generosity to achieve the high number of services we were able to deliver.

We saw a year of healthy growth in revenue and we acknowledge our CEO, Tracey Porst, and the Management team for their hard work and dedication to our core values of excellent Palliative Care in the spirit of kindness and compassion. Our strategic plans for the coming year will see continued growth and an increased capacity to assist more families facing an end of life journey.

On behalf of the Board of Directors, I thank you all for your commitment to the work of Karuna.

A handwritten signature in black ink that reads "Catherine Mickel".

Catherine Mickel | Board Chair

CEO'S MESSAGE

Firstly I would like to thank the staff and volunteers at Karuna for their dedication and commitment to Karuna throughout these past two years.

Karuna's staff and volunteers are of diverse faiths and spiritual traditions, but united in values and service to others with compassion and kindness.

Our goal has always been to support as many people in our community to live well and die peacefully in their place of choice. Backed by a contemporary business model, Karuna specialist nurses, counsellors and support staff provide care and comfort for hundreds of people every year.

I also wish to acknowledge throughout these past two years, our loyal donors who continue to support our mission. I am pleased to report that the year end financial result is strong and positions Karuna for a stable and sustainable future.

The ongoing support of our regular donors along with a number of bequests have made a meaningful and very welcome contribution to our resources.

Once again we maintained focus on our strategic focus areas.

- A lead provider in our field
- Financially stable organisation
- Serve more people
- Committed and competent organisation.

For your information we have included FY19 and FY20 data in our report this year.

I hope you enjoy reading Karuna's annual reports, where we focus on what we have been able to achieve and our ongoing commitment to compassionate care for our clients and their families.



Thank you for helping to keep Karuna caring.

A handwritten signature in black ink that reads "Tracey Porst". The signature is fluid and cursive, with the first name "Tracey" being more prominent than the last name "Porst".

Tracey Porst | Chief Executive Officer



Each year Karuna supports over 2,000 Queenslanders seeking guidance, answers and support in relation to end of life.

Our dedicated team work diligently to provide in-home care that gives people choice, along with the courage and confidence they need to face illness and loss.

Hospital environments aren't for everyone and Karuna's special in-home service helps people stay in the familiar and reassuring surrounds of their own home.

Karuna's enrichment programs invite people to explore the wider issues of emotional and spiritual wellbeing, and how to be better prepared for the choices they need to make around end of life.



CHANTELLE'S STORY

Chantelle King is one of Karuna's treasured volunteers, giving her time to provide us with graphic design services. Chantelle has a very personal reason for this, and I'd like to share her story with you.

In 2016 at the age of 57 Chantelle's Mum, Sharon King was diagnosed with stage 4 cancer. This was a devastating blow for her children - Chantelle, Dominique, Odette and Tony as they had lost their father to pancreatic cancer in 2011. Sharon was given a terminal diagnosis and there was nothing the doctors could do. Upon hearing her serious prognosis, Sharon's only wish was to die at home.



"Our dad died (at age 54) in hospital so we were familiar with the hospital process. But regarding in-home palliative care, we had no idea where to turn, how it worked or what would be involved in caring for Mum at home.

"As four siblings aged 25 to 30 at the time with no other family for support, no medical background and absolutely no understanding of how to care for a terminally ill person, Karuna became our family. They assisted us in ways I can never truly describe.

"Whether it be midnight phone calls to adjust Mum's pain dosage; daily visits to our home to check in and guide us on Mum's care or accessing the on-call nurses to answer questions and help us find medical resources - Karuna was exceptional in their support," she said.

Almost half of our income comes from generous donors, allowing us to continue our commitment to home-based, holistic palliative care.

"Our hope is that other families reach out to Karuna in their time of need and experience death in the positive way we did when facing the loss of a loved one - by finding peace, calm and kindness," she said.

Chantelle said the team at Karuna were very special humans who welcomed families with unconditional love and deep compassion.

"As a family, my siblings and I were not prepared for the emotional, physical and spiritual strain that Mum's diagnosis brought us but we were determined to honour her wish to die at home." - Chantelle.

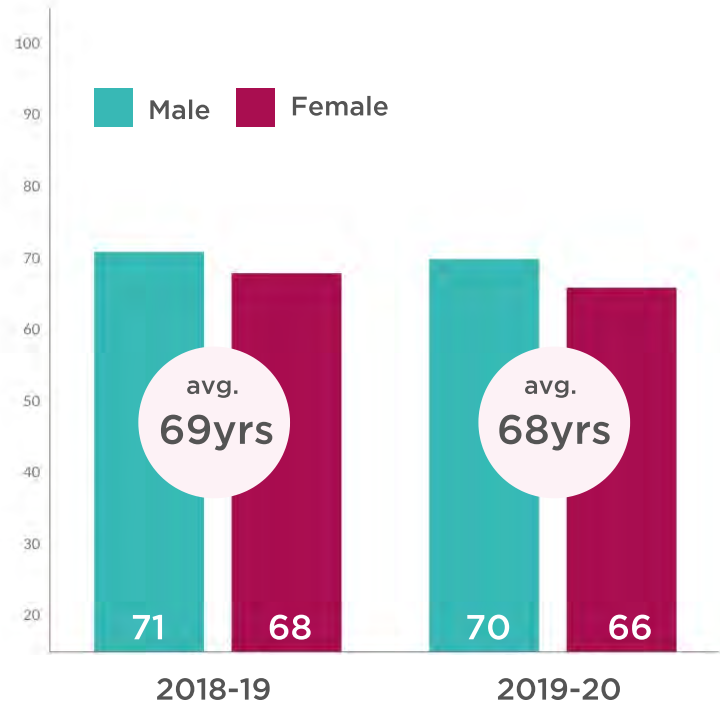


HOME CARE ADMISSIONS

Gender



Average Age (years)



Age Range

2018-19
15-105 yrs

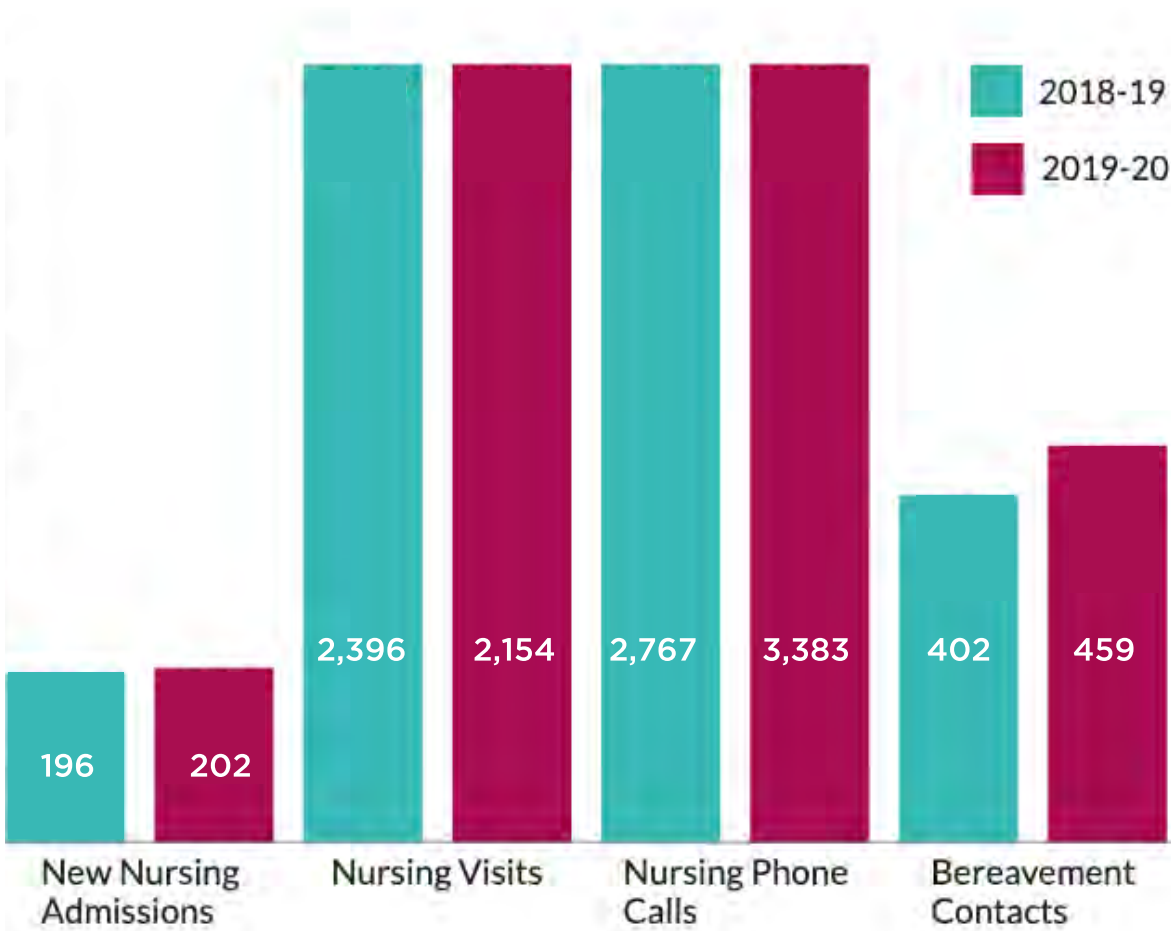


2019-20
13-97 yrs



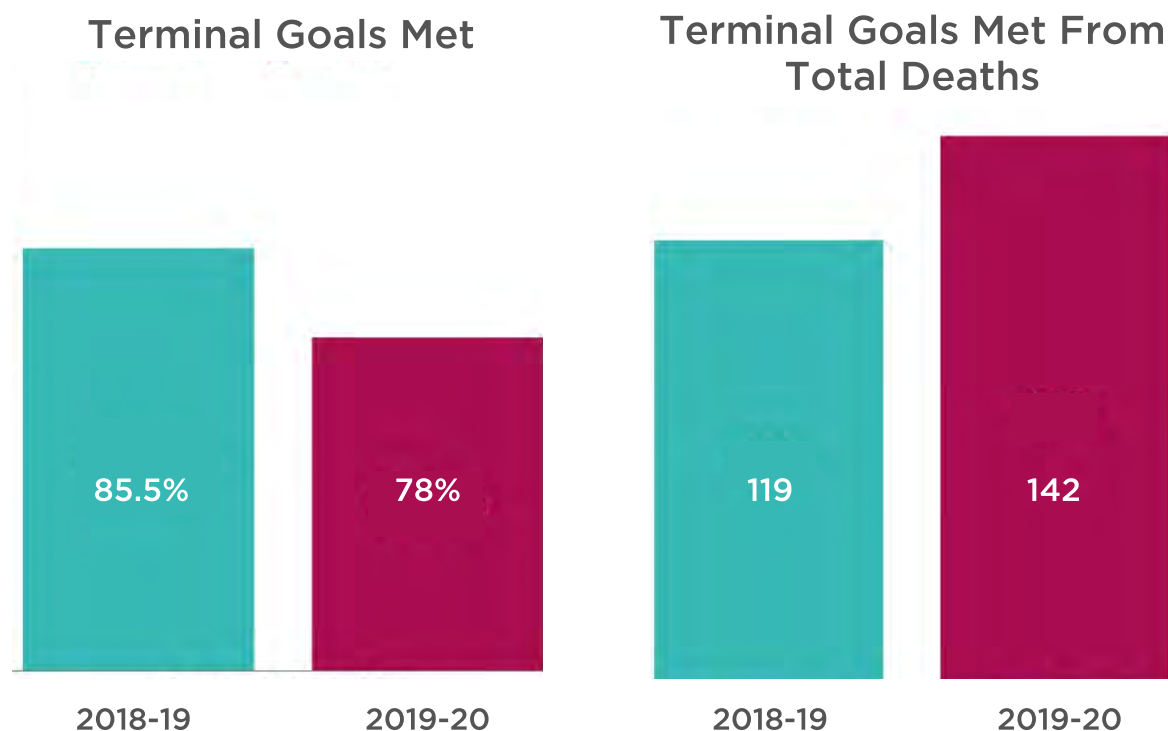
Nurse Kate | Psychologists Dr Julie and Sandy | Clinical Administrator Josette

Outcomes of Care



Receptionist Anne | Clinical Intake Nurse Lynda

Terminal Goals Met



Diagnosis



Clinical Services Manager Karen | Counsellor Ven. Lozang Tsultrim | HR & Bus. Systems Emma

Length of Stay in Karuna Care

2018-19

2019-20

108

Average in Days

121

1 - 1114

Range in Days

5 - 1294



Historic Karuna House as depicted by renowned Brisbane artist Katy Edwards



Garden and Maintenance Volunteer Harry

SPIRITUAL CARE

Resilience and Compassion

There's been a lot of discussion about the idea of resilience in recent times. It's spoken of as a quality that allows us to spring back from the challenges that life throws at us, the strength to overcome physical and emotional hardship and the ability to withstand stormy times.

There is also another perspective from the Tibetan Buddhist tradition that adds an interesting nuance to this discussion.



**Venerable Tenzin Chodron,
Spiritual Executive Officer**

In her book, *Spacious Minds – Trauma and Resilience in Tibetan Buddhism*, Sara E. Lewis, says “The Tibetan notion of resilience is characterised by spaciousness, a willingness to let go, and a sense of flexibility. The support that Tibetan refugees give to one another often follows the sensibility of a Buddhist approach known as *lojong* or “mind training,” which emphasises changing the way you think rather than changing the external environment.

In this context, resilience is an approach for meeting life’s inevitable problems with openness and the conviction that everything in life is workable. “Instead of thinking we must be strong enough to remain untouched by the trials of life, actually we can allow ourselves to be touched deeply by them.”

For Tibetans, those considered most resilient are often those who are deeply affected and transformed by adversity. Resilience here is not defined as the ability to bounce back, like physical material that can withstand brute force. Instead, those who are most resilient use their vulnerability as a way to deepen compassion. In this way, compassion is both the result of resilience and a method to train in resilience. Tibetans in their practice of resilience use suffering as a transformative opportunity.”

I find this approach very helpful, especially the idea that we can learn to use our difficulties as a means to develop deep compassion for others, rather than simply being caught in the pain of the experience. Something to consider.

2018-19		2019-20
196	Learning Programs in Hours	153
65	Spiritual Care & Family Liaison in Hours	20.5

VOLUNTEERING WITH KARUNA

Volunteers gave between 7,000 and 10,000 hours of time, to Karuna. Each year this support directly contributes to Karuna's work both in the office and the community.

Volunteer support adds great value to what Karuna does, supporting us to achieve our mission and strategic objectives.

Volunteer support encompasses our Board of Directors (responsible for the overall governance, management and strategic direction of Karuna), administration, garden and maintenance, events and craft.

Volunteer's contributions, whilst not always directly involving clients, ensures that our clients receive the highest quality of care through ongoing loyal support.

"Volunteering in palliative care has been a heartfelt desire of mine ever since first visiting Chenrezig in the early 1990s and learning about Karuna's work in Brisbane.

I feel so fortunate to be a volunteer with such an amazing caring, compassionate organisation that provides such a genuine, kind, and worthwhile service.

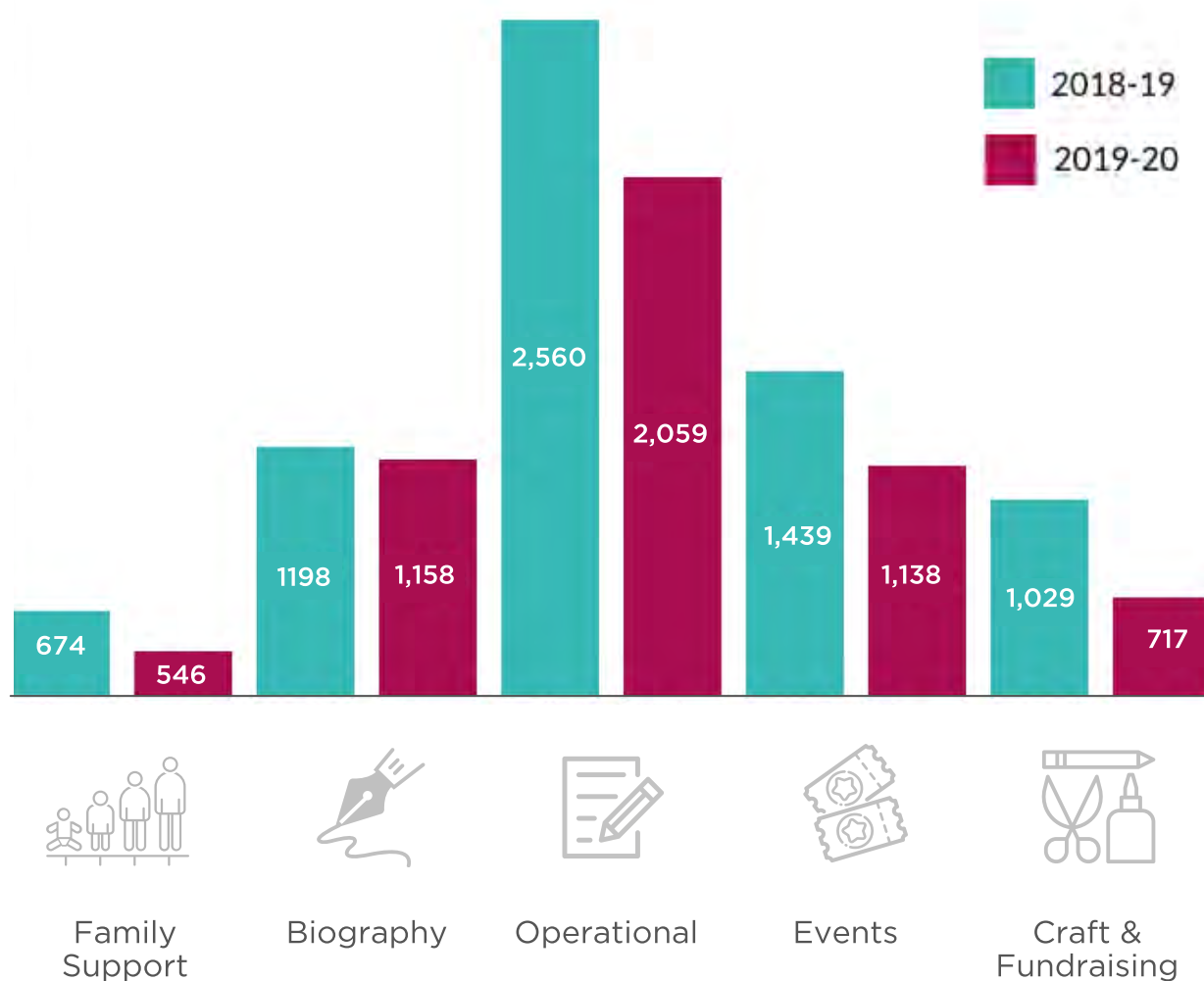
I have learned so much and love participating in all the various roles I've been involved in. I cannot imagine the day that I would not want to be a part of Karuna".

~ Wendy



Volunteer of the Year Una Hilditch | Biography and Volunteer Coords Carmel and Coralie

KARUNA VOLUNTEER HOURS



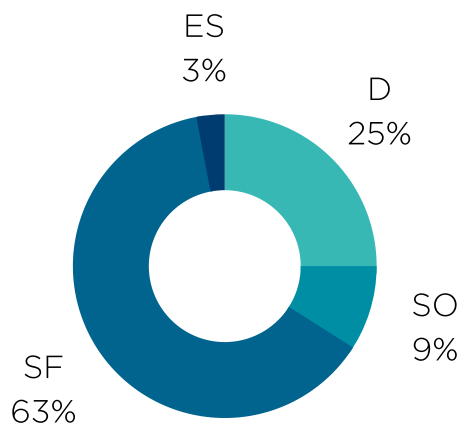
Total Volunteer Hours	
2018-19	2019-20
7,277	5,920

Our volunteer support offering was curtailed by the pandemic in the last quarter of 2019-2020. This included events and in-home visits. Whilst we were unable to offer in-home support, we were able to continue the biography program by teleconferencing.

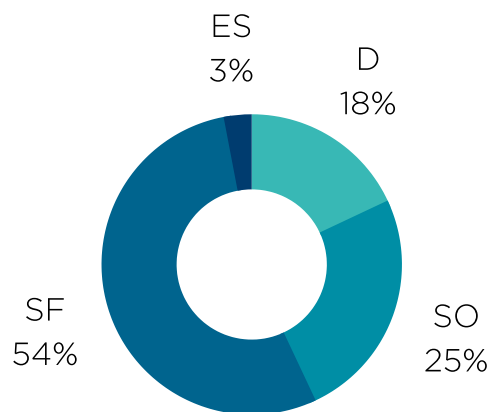
FINANCIALS

Revenue

2018-19

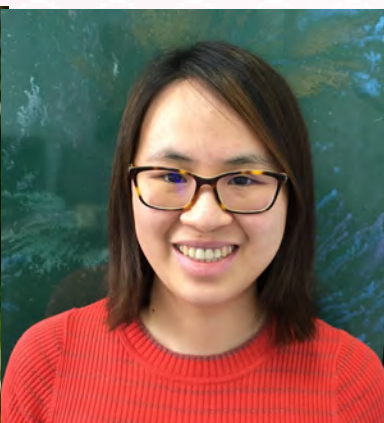


2019-20



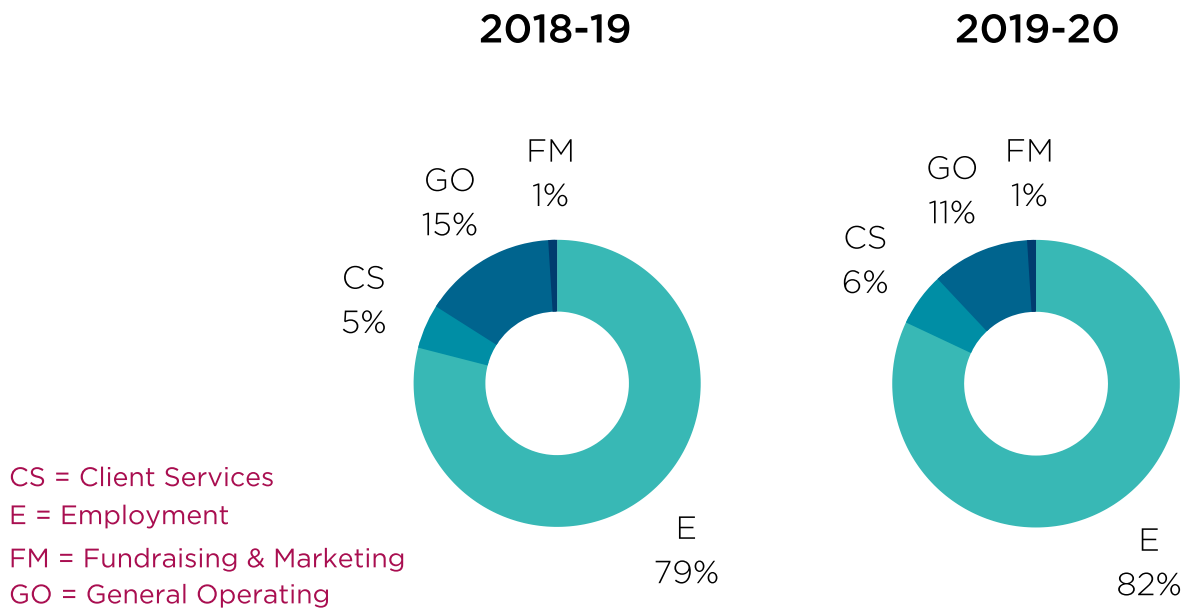
ES = Events & Sponsorship
D = Donations

SO = Sales & Other
SF = Service Funding



Corporate Services Manager - Emma | Accountant - Sunny | Finance - Michelle

Expenses



In the FY20 financial year, Karuna received \$3.48m in funding and achieved a net surplus of \$618k.

This surplus is largely due to the kindness and generosity of our supporters and gift in Will along with various short-term government subsidy's. These funds will contribute to Karuna's future as a sustainable and resilient organisation. Our FY20 surplus provides particular reassurance that we will continue to support clients and their families through the challenging economic times that may lay ahead.

Our fundraising initiatives will also allow us to invest in the quality and growth of our services to holistically support as many people as possible into the future.



Bridge to Brisbane | Donor Sponsored Nurse's Car

OLIVIA'S STORY

For Kirsten and her family, Christmas is a time they especially remember their young daughter Olivia. Smart and funny, Olivia is remembered for her cheeky voice and love of animals. Filling her phone with pictures of her beloved dog Skye, Olivia was studying to be a veterinarian when she was diagnosed with Rhabdomyosarcoma in 2015 after experiencing pain in her hip.

When all treatments had been exhausted Olivia asked to come home so she could be near her family, her dog and her guinea pigs. But she wasn't ready for Karuna then, because Karuna meant end of life care, and they just weren't ready to face that yet.

We reassured Kirsten and Rick that she'll know when you will need us and we waited until Olivia was ready to face her transition to end of life care.

And when Olivia called for us, we were there for her in those last couple of months - at home in her bedroom that she loved so much. Olivia wouldn't have had that quality of care without Karuna.

"We are so grateful, so thankful to Karuna."

When they talk about Olivia, for a moment it's like she's still here. Her room has been kept just as she left it in 2016. Her pet guinea pigs Daisy, Elsa and Poppy are still there too as a reminder of her gentle spirit and love of animals.

"Thank you Karuna - we couldn't do it without you."



When Karuna started looking after my daughter Olivia, it meant I could stop being a carer and just be a Mum. I am so grateful to Karuna for giving me that. ~ Kirsten





Karuna Stupa and Gardens

COMMUNITY SUPPORT

Thanks to our wide network of supporters, in conjunction with our Government funding, Karuna continued to deliver comprehensive, caring support to a large number of Queensland families.

Karuna supporters come in many guises - people who include a gift in their Will, event organisers, volunteers, corporate citizens, community groups, regular and occasional donors.



Community Relations Verena Coombs

Throughout 2018 and 2019 we piloted taking part in the Brisbane Open House program, which resulted in introducing and welcoming many new faces into Karuna House. Our volunteers provided spectacular afternoon teas which proved a great hit with our new guests. The community is always very interested in the history of the house and we are always happy to share the story.

Our annual Christmas Markets featuring the fine work of our volunteer craft groups and bakers were yet again extremely well supported. We are thankful for all their efforts.

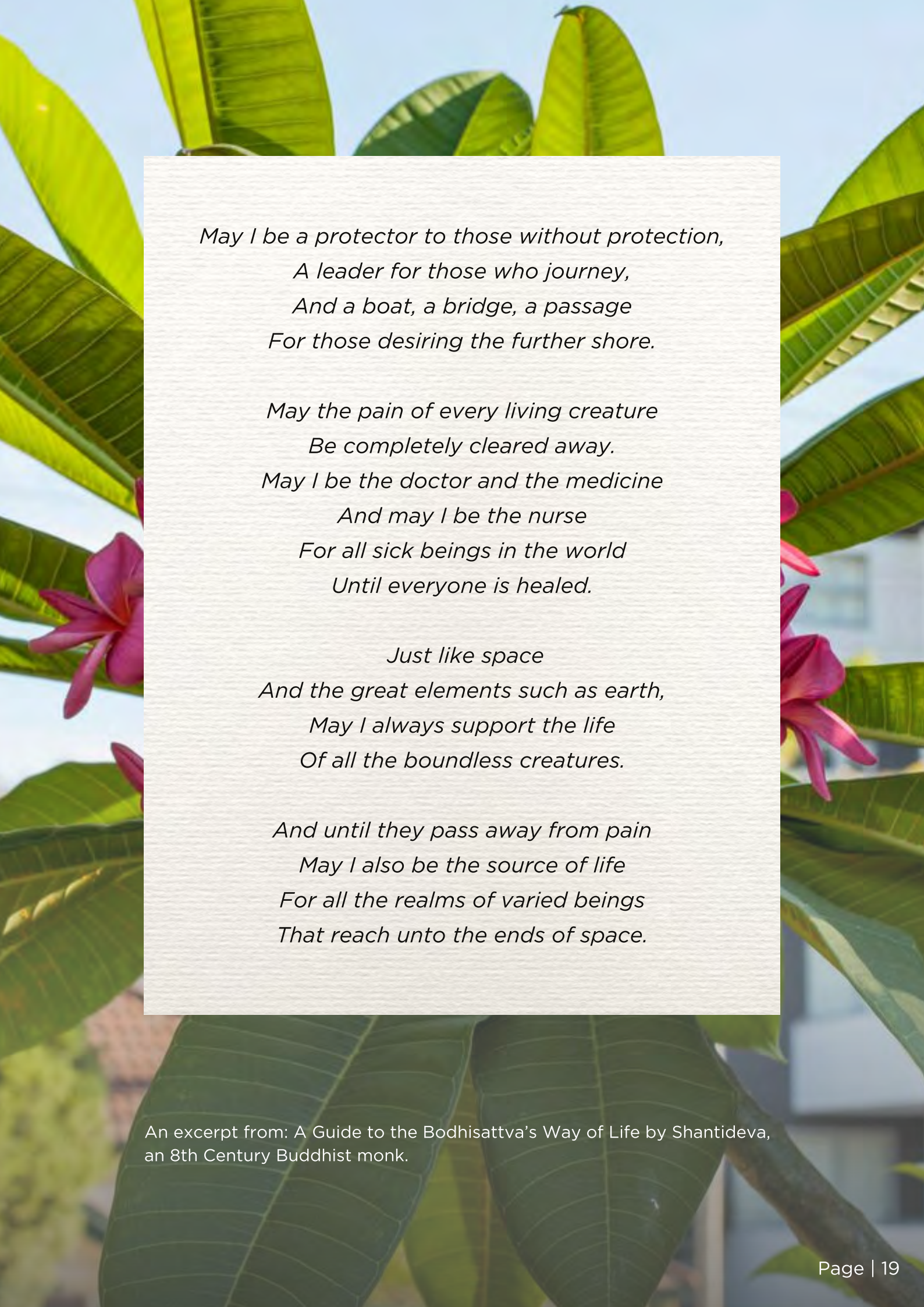
Another new initiative was taking part in the Bridge to Brisbane fun run, which raised \$60,000 over the two years. Karuna was also supported by a number of external groups, assisting us to fund several items of equipment.

We were also grateful to all of the individual third party supporters who asked their family and friends to make 'gifts in memory' of their loved ones.

We assisted our Bereavement support team who hosted an annual Memorial service for our bereaved families.

We are very thankful to every single person who has helped to keep Karuna caring for all those who need us.





*May I be a protector to those without protection,
A leader for those who journey,
And a boat, a bridge, a passage
For those desiring the further shore.*

*May the pain of every living creature
Be completely cleared away.
May I be the doctor and the medicine
And may I be the nurse
For all sick beings in the world
Until everyone is healed.*

*Just like space
And the great elements such as earth,
May I always support the life
Of all the boundless creatures.*

*And until they pass away from pain
May I also be the source of life
For all the realms of varied beings
That reach unto the ends of space.*

An excerpt from: A Guide to the Bodhisattva's Way of Life by Shantideva,
an 8th Century Buddhist monk.

Thank you

There is no gift I could make which would adequately demonstrate the care and support I freely received from Karuna. ~ Colin

You all do great work. You looked after a friend of mine years ago. Thank you! ~ John

Dying with dignity and peace is a worthwhile goal for all of us. ~ Peter

Karuna provides such a compassionate service to enable terminally ill people to remain with their loved ones in their home. Your work is well known and much appreciated. ~ Peggy



karuna

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compassionate care

The Karuna Hospice Service Ltd

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Queensland 4030

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Email: karuna@karuna.org.au

www.karuna.org.au

The Karuna Hospice Service Limited

Financial Statements

For the Year Ended 30 June 2020

The Karuna Hospice Service Limited

Statement of Profit or Loss and Other Comprehensive Income
For the Year Ended 30 June 2020

	Note	2020	2019
Revenue	5	2,723,708	2,563,990
Other income	5	752,060	54,216
Employee benefits expense		(2,313,231)	(2,096,160)
Depreciation and amortisation expense		(51,060)	(42,817)
Other expenses	6	(493,778)	(540,229)
Profit for the year		617,699	(61,000)
Total comprehensive income for the year		617,699	(61,000)

The Karuna Hospice Service Limited

Statement of Financial Position

30 June 2020

	Note	2020	2019
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	7	3,028,813	2,428,730
Trade and other receivables	8	3,676	7,986
Inventories (cost)	9	7,356	8,496
Other assets	11	104,262	37,136
TOTAL CURRENT ASSETS		3,144,107	2,482,348
NON-CURRENT ASSETS			
Property, plant and equipment	10	282,219	274,825
Right of use asset		5,045	-
TOTAL NON-CURRENT ASSETS		287,264	274,825
TOTAL ASSETS		3,431,371	2,757,173
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	12	138,230	108,651
Employee benefits	14	260,294	240,055
Other financial liabilities	13	29,516	40,254
TOTAL CURRENT LIABILITIES		428,040	388,960
NON-CURRENT LIABILITIES			
Employee benefits	14	11,539	-
Lease liability		5,880	-
TOTAL NON-CURRENT LIABILITIES		17,419	-
TOTAL LIABILITIES		445,459	388,960
NET ASSETS		2,985,912	2,368,213
EQUITY			
Retained earnings		2,985,912	2,368,213
TOTAL EQUITY		2,985,912	2,368,213

The Karuna Hospice Service Limited

Statement of Cash Flows For the Year Ended 30 June 2020

	Note	2020	2019
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		3,426,554	2,468,606
Payments to suppliers and employees		(2,789,814)	(2,542,791)
Interest received		48,666	54,451
Net cash provided by/(used in) operating activities	20	685,406	(19,734)
CASH FLOWS FROM INVESTING ACTIVITIES:			
Movement in plant and equipment		(85,323)	(58,763)
Net cash used by investing activities		(85,323)	(58,763)
CASH FLOWS FROM FINANCING ACTIVITIES:			
Net increase/(decrease) in cash and cash equivalents held		600,083	(78,497)
Cash and cash equivalents at beginning of year		2,428,730	2,507,227
Cash and cash equivalents at end of financial year	7	3,028,813	2,428,730