



The Karuna Hospice Service Limited

2012 - 2013  
**Annual Report**  
*for the year ended 30 June 2013*



**karuna**  
dedicated holistic support

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*the kindest care*

# Karuna's Values

To serve others with kindness  
To cultivate wisdom and compassion  
To create a trusted place of refuge  
To imbue the joy of giving  
To be ethical in all activities



Karuna is an affiliate of The Foundation for the Preservation of the Mahayana Tradition  
[www.fpmt.org](http://www.fpmt.org)

## About Karuna

*Karuna is a not-for-profit community organisation based in Brisbane providing health and education services locally and throughout Queensland.*

Our service began in 1992 in response to the needs of families in Brisbane facing end of life. Using a holistic approach Karuna offers access to care and education that leads to a peaceful state of mind at the end of life.

A small team of health care professionals established a not-for-profit home hospice service offering guidance and holistic care. The service was named Karuna, a word which means "compassion". The vision was to enable people who were approaching the end of life to live in comfort and peace in the familiar and reassuring surrounds of their own home.

Today Karuna's vision is to grow the service so that more individuals and families who are facing the fragility and uncertainty of life can find the reassurance and guidance they seek.

Karuna's Care and Support program includes no-fee nursing, family support, guidance and information. It is delivered via local and state wide services to people approaching the end of life and also those caring for them.

Karuna's Education programs offer a range of interactive workshops, courses, coaching and resources. They are designed to shape direction and meaning in life, build courage and confidence in the face of uncertainty, or help reconstruct life after loss.

Backed by a modern business structure our programs provide highly valued support to thousands of people in Queensland every year.



*Karuna's spiritual patron, His Holiness the 14th Dalai Lama with Yeshe Khadro, Karuna's Spiritual Leader.*

Our nurses, social workers, counsellors, educators and volunteers come from diverse faiths and spiritual traditions; but we are united by our values and the Buddhist principles that underpin Karuna.

Karuna's spiritual foundation derives from the Foundation for the Preservation of the Mahayana Tradition (FPMT). It was founded by Lama Thubten Yeshe (1935-1983) and Lama Zopa Rinpoche in 1968. Karuna is one of 200 global FPMT service and teaching organisations.

Karuna's Spiritual Patron is His Holiness the Dalai Lama, whose lifelong mission is to serve others with universal compassion and kindness. His Holiness visited Karuna in 2007.

## Karuna's Leadership

Karuna has operated for 20 years on the foundation of specific core principles that have been drawn from the natural empathy and compassion of our founding staff and volunteers and now embodied in our specialist nurses, counsellors, social workers, spiritual care workers and family support and biography volunteers.

This unique style of care has enabled thousands of families to transform their experiences around death and dying. Karuna's reputation is based on a particular philosophy of care which encompasses:

- a confident, open approach to end of life, helping people explore their beliefs and overcome their fears
- a trusted, loving and reliable presence for all family members throughout their entire journey
- a respect for each individual's beliefs and wishes, and
- ways to empower people to find meaning and purpose in all life no matter what their current stage may be

In 2013 our attention has been on planning for the future and looking at how Karuna can help more families in more ways.

Moving forward our focus is to continue providing the vital services we do today as well as ensuring families continue to receive the courage and confidence they need during these most difficult of times. Over the next 20 years as we extend our service to more people we need to ensure our staff and volunteers continue to embody this unique philosophy of care that Karuna's reputation is based on, something we refer to as 'The Karuna Way'. Our holistic approach to preparing for end of life focusses not only on the physical and emotional, but the spiritual and the practical.

In the coming year we will be documenting and formalising the way in which we combine traditional clinical practices with our holistic focus and look at ways we can share this information with the broader community through our education and care services. We are capturing and recording the evidence based best practice knowledge we have gained through our 20 years of service and combining this with the wisdom of our spiritual tradition and our unique Karuna culture. We look forward to launching an on line service in 2014 which will make this information available to a wider community.

I thank each and every one of you for your continued support of Karuna and the community we care for.

*Yeshe Khadro*  
*Karuna Spiritual Leader*

# Message from the Chair

Karuna has continued to implement business process improvements this year while maintaining our focus on supporting the community through the Home Care program, the Palliative Care Helpline and Education services.

## Care and Support

We remain committed to providing in-home palliative care services to as many families as our funding permits along with our state-wide Help Line and counselling services.

Thanks to the generosity of major supporters, our team implemented a revolutionary new electronic Client Care system (Palcare) which provides our nurses and counsellors real-time 24/7 access to our client records resulting in an improvement in the continuity of care for each client. Karuna is the first service in Queensland to embrace this international best practice system. We were able to care for 690 families this year and hope to increase this number next year through the efficiencies gained under the new Palcare system.

The Palliative Care Helpline continues with an increase of 20% in the number of calls taken over the previous year.

## Education and Advocacy

We continue to encourage wider community conversations around end of life issues through conference presentations, media interviews and presentations to community groups. In the coming year Karuna will seek opportunities to ensure people have the support and knowledge they need to make informed choices on the crucial issues around death and dying.

Under the guidance of Yeshe Khadro, Karuna will broaden its learning programs to support:

- increased individual confidence and resilience in facing the fragility of life
- greater individual acceptance and understanding of the end of life and
- greater openness about death and dying as a community

## Financial

Karuna's field of expertise is in providing comfort and resilience to those faced with the fragility of life including those supporting others. In the coming year we will be looking to expand our revenue streams to support our vision of helping more families in more ways.

On behalf of the Board, a word of thanks to:

**Our Family Support & Biography Volunteers** who provide respite and support to families each week. Our team of 55 active volunteers provide an invaluable service with care and compassion and we are grateful for the contribution they bring to our team.

**Our Patrons and Ambassadors** continue to support us within the community by raising awareness of Karuna's services. We were especially honoured to host Her Excellency, Ms Quentin Bryce for a recent private visit to Karuna to meet with some of our families.

**Our Donors** who contribute over 40% of the funding required to enable us to continue providing our vital services to the community. In the past year, we were delighted to welcome more than 60 new regular donors to the Karuna Circle of Kindness family. Your contributions are vital and we thank you for your kindness and support.

**Our Community** who support Karuna by donating their time and their expertise often on a daily basis. Community support for Karuna continues to grow each year and the Board acknowledges the importance and value of the contributions made by so many supporters and volunteers from across a wide spectrum of our community.

On behalf of Karuna, I would like to express my heartfelt thanks to all who have supported our work over the past year, and to my fellow Board members who donate their time and expertise.

**Catherine Mickel**  
**Board Chair**

# Karuna's Board

The Board of Karuna is a strong skills-based team of executives who ensure Karuna's future growth and long term sustainability. Our elected Board Members serve on a voluntary basis.

## **Chair, Mrs Catherine Mickel**

*(B.Phty)*

Catherine is a qualified physiotherapist with over 30 years' experience across public, private and community health sectors. She is the former National President of the Australian Physiotherapy Association (APA) and was the APA's national spokesperson for seven years. She has a special interest in policy development in Aged Care and Palliative Care and has served on numerous national committees and advisory boards.

## **Company Secretary, Mr Peter Caswell**

*(BBus, FCIS, MAICD)*

Peter is the founder of an innovative biological and organic waste and water business and a partner in a business consultancy. He has helped establish and grow several not-for-profit and commercial companies internationally as well as in Australia.

## **Board Members**

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### **Mr Allan English**

Allan is the founder and Non-Executive Chairman of Silver Chef Limited, a public company that listed on ASX in 2005. In 2010 Allan stepped down as CEO to focus on building his philanthropic interests and established the English Family Foundation. With a strong interest in poverty alleviation programs in developing countries Allan is an active supporter and Chairman of Opportunity International's National Steering Committee.

### **Robyn Elliott**

*(B.Comm, MBA, MAICD)*

Robyn is a leading business technology executive in the use of technology to deliver value and growth opportunities. As Chief Information Officer of FOXTEL, Robyn is leading the development of entertainment and information services for television and the internet. Robyn holds Board roles with the CIO Executive Council Australia and the Foundation for Information Technology Sustainability.

### **Ms Theresa McCormack**

*(LLB (Hons); Grad Dip Legal Prac; Solicitor Supreme Court of Queensland & High Court of Australia; Dip OH&S; RN; AFCHSM)*

Theresa is a solicitor with experience in providing legal advice to the public and private health sectors. She has worked in private law firms and in government (Queensland Health). In addition to law, she holds a qualification in health & safety and is a registered nurse.

### **Dr Pat Treston**

Dr Pat Treston is a Palliative Medicine specialist with over 20 years experience in the field. She has been involved in national and international committees and has served as the Treasurer of the Australian and New Zealand Society of Palliative Medicine and the Honorary Treasurer of the Australasian Chapter of Palliative Medicine. She has a special interest in medical education on the spiritual dimensions of palliative care.

### **Mr Phil Williams**

*(B.Econ, Grad Dip Info. Technology, CPA)*

Phil started his career as an economist with a major bank before working in a number of managerial positions with a major multinational oil company. For the past 20 years Phil has worked as a management consultant in the areas of strategic and scenario planning, program and project management, business transformation, operational improvement and procurement in both government and private sector organisations across Australia and the Pacific. Phil is a practising Buddhist and maintains a strong interest in global economics.

### **FPMT Representative and Director, Venerable Yeshe Khadro**

For the past 15 years, Yeshe has been the director of Karuna Hospice Services, taking on the role from the Founder. In this time Yeshe has overseen the expansion of Karuna to a thriving organisation serving over 2000 people annually, working with a staff of 32 and more than 170 volunteers.

Yeshe Khadro grew up in rural Queensland and trained as a nurse at Princess Alexandra Hospital in Brisbane. She travelled through Asia in 1972 and in Nepal commenced her study of Tibetan Buddhism at a monastery outside Kathmandu. In 1974 she was ordained as a Buddhist nun by His Holiness the Dalai Lama.

Since then Yeshe has worked in management and teaching roles for many centres around the world as part of the international Buddhist group The Foundation for the Preservation of the Mahayana Tradition (FPMT). In 2012, Yeshe was named a Paul Harris Fellow by the Rotary Foundation of Rotary International "in appreciation of tangible and significant assistance given for the furtherance of better understanding and friendly relations among peoples of the world".



# The Year in Review

It was an honour for me to take on the role of CEO of Karuna in March, 2013. This past year has seen Karuna successfully implement our plans to streamline our Care and Support services, increase our team of nurses, counsellors and social workers and invest in our staff through ongoing training in new systems and professional development.

Under the capable guidance of the newly appointed Client Services Manager, Marija Joyce we have revolutionised the delivery of our care services through a new electronic client care system, Palscare, combined with a review of all our care processes to provide a more integrated approach to working with our clients and their families. Our paper-based client records have been replaced with mobile digital tablets provided to each of our nurses, social workers, spiritual carers and counsellors enabling 24/7 access to client information. The client information is protected by national security standards and each staff member using the system has undergone intensive training. With the introduction of this system and the associated reporting capability, we expect to see significant savings in time through the convenience and availability of information which should enable us to look after more families in the coming years. This was a significant project for Karuna and I am delighted to report that the system was fully implemented and became operational on July 1, 2013.

Operationally, Karuna cared for 690 individuals and families through our home care and bereavement programs this past year with our nursing and support teams caring for 60 clients and their families at any one time. Key statistics relating to referrals to our Care & Support Program are:

- 53.4% of clients were referred by hospitals
- 12.7% of clients were referred by GP's and medical specialists
- 24.4% of clients were referred by family or friends
- 90% of our clients were able to die in the place of their choosing

Through the state-wide Palliative Care Helpline facility we provided support to 1640 individuals on issues ranging from emotional support and guidance to advice and information on practical issues such as specialised equipment in the home, the range of palliative care services available in their area and how to discuss Advance Health Directives with their family member. Community providers, support group facilitators and health professionals such as GP's, social workers, counsellors, occupational therapists and nurses also utilised the Helpline.

We continue to provide additional support to clients and people in the community who have suffered loss but have not necessarily been cared for by Karuna's Care and Support program such as:

- Bereavement support for individuals and families for up to one year after losing a loved one;
- Spiritual support for people during the dying process; and
- A range of informal programs offered at Karuna House that enable people to discuss their personal situation with others in similar situations

We have increased our team of trained Family Support volunteers to 55, all of whom visit families and provide much needed respite and support each week, as well as a team of trained biographers. Karuna staff provided 27 presentations to community groups during the year on topics including grief, the social and economic cost of pain, meditation and pain management, managing chronic illness, end of life ethics, life after death and supporting the spiritual needs of a patient.

Throughout this past year we continued to expand our Education services providing public courses both at Karuna House and interstate. We also facilitated residential retreats on the NSW central coast. Our educators conducted a total of 15 self-funded courses at Karuna House with an average of 25 attendees and our spiritual leader, Yeshe Khadro, addressed over 1000 people at conferences held in Sydney, Melbourne and Brisbane. We believe that our education program is an important adjunct to our traditional care program as it allows us to help people reconstruct their lives after loss and to achieve greater meaning in their lives.

The changes over the last year have seen us put the fundamentals in place to help us achieve our goal of helping more families in more ways well into the future. I am pleased to report that all activities over the past year were achieved within our funding and I thank the Karuna community for their ongoing support.

*Phil Williams*  
*Chief Executive Officer*

**AUDITORS INDEPENDENCE DECLARATION  
UNDER SECTION 307C OF THE CORPORATIONS ACT 2001**

**TO THE DIRECTORS OF THE KARUNA HOSPICE SERVICE LIMITED**

As auditor for the audit of The Karuna Hospice Service Limited for the year ended 30 June 2013, I declare that, to the best of my knowledge and belief, there have been:

- i. no contraventions of the independence requirements of the Corporations Act in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.

  
.....  
Jason Croston, CA  
Registered Company Auditor  
Brisbane  
SRJ

24 September 2013



The Karuna Hospice Service Limited

# Director's Declaration

The Karuna Hospice Service Limited

## Directors' Report

30 June 2013

### Proceedings on behalf of company

No person has applied for leave of court to bring proceedings on behalf of the Company or intervene in any proceedings to which the Company is a party for the purpose of taking responsibility on behalf of the Company for all or any part of those proceedings.

The Company was not a party to any such proceedings during the year.

### Auditor's independence declaration

The lead auditor's independence declaration in accordance with section 307C of the *Corporations Act 2001*, for the year ended 30 June 2013 has been received and can be found on page 5 of the financial report.

Signed in accordance with a resolution of the Board of Directors:

Director: .....



Catherine Mickel

Dated

24/09/13

The Karuna Hospice Service Limited

## Statement of Comprehensive Income

For the Year Ended 30 June 2013

		2013	2012
	Note	\$	\$
Revenue	12	2,619,314	2,199,296
Changes in inventories		(52,004)	(19,682)
Employee benefits expense		(2,089,905)	(1,721,042)
Depreciation and amortisation expense		(48,960)	(47,683)
Other expenses		(423,877)	(330,127)
<b>Profit for the year</b>		<b>4,568</b>	<b>80,762</b>
<b>Total comprehensive income for the year</b>		<b>4,568</b>	<b>80,762</b>

The Karuna Hospice Service Limited

## Statement of Financial Position

As at June 30 2013

	Note	2013 \$	2012 \$
<b>ASSETS</b>			
CURRENT ASSETS			
Cash and cash equivalents	2	1,746,369	1,698,158
Trade and other receivables	3	4,369	10,996
Inventories	4	26,351	67,803
Other assets	7	32,330	22,093
TOTAL CURRENT ASSETS		<u>1,809,419</u>	<u>1,799,050</u>
NON-CURRENT ASSETS			
Financial assets	5	36,713	33,524
Property, plant and equipment	6	343,397	290,845
TOTAL NON-CURRENT ASSETS		<u>380,110</u>	<u>324,369</u>
TOTAL ASSETS		<u><u>2,189,529</u></u>	<u><u>2,123,419</u></u>
<b>LIABILITIES</b>			
CURRENT LIABILITIES			
Trade and other payables	8	127,889	130,710
Current tax liabilities		25,217	41,856
Employee benefits	9	134,942	123,316
Other financial liabilities	10	158,614	94,862
TOTAL CURRENT LIABILITIES		<u>446,662</u>	<u>390,744</u>
NON-CURRENT LIABILITIES			
Employee benefits	9	32,960	27,335
TOTAL NON-CURRENT LIABILITIES		<u>32,960</u>	<u>27,355</u>
TOTAL LIABILITIES		<u>479,622</u>	<u>418,079</u>
NET ASSETS		<u><u>1,709,907</u></u>	<u><u>1,705,340</u></u>
<b>EQUITY</b>			
Retained earnings		<u>1,709,907</u>	<u>1,705,340</u>
TOTAL EQUITY		<u><u>1,709,907</u></u>	<u><u>1,705,340</u></u>

The Karuna Hospice Service Limited

## Statement of Changes in Equity

For the Year Ended 30 June 2013

### 2013

	Retained Earnings	Total
Note	\$	\$
<b>Balance at 1 July 2012</b>	<b>1,705,340</b>	<b>1,705,340</b>
Profit for the year	<b>4,567</b>	<b>4,567</b>
<b>Sub-total</b>	<b>4,567</b>	<b>4,567</b>
<b>Balance at 30 June 2013</b>	<b>1,709,907</b>	<b>1,709,907</b>

### 2012

	Retained Earnings	Total
Note	\$	\$
<b>Balance at 1 July 2011</b>	1,550,239	1,550,239
Profit for the year	139,669	139,669
Recognition of asset previously not recognised	6      15,432	15,432
<b>Sub-total</b>	155,101	155,101
<b>Balance at 30 June 2013</b>	1,705,340	1,705,340

The Karuna Hospice Service Limited

## Statement of Cash Flows

For the Year Ended 30 June 2013

	2013	2012
Note	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Receipts from customers	2,609,099	2,254,202
Payments to suppliers and employees	(2,526,546)	(2,085,133)
Interest received	69,729	89,098
Net cash provided by (used in) operating activities	14 <u>152,282</u>	<u>258,167</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Interest received	(2,560)	2,474
Purchase of property, plant and equipment	(101,511)	(28,246)
Net cash used by investing activities	<u>(104,071)</u>	<u>(25,772)</u>
Net increase (decrease) in cash and cash equivalents held	48,211	232,395
Cash and cash equivalents at beginning of year	1,698,158	1,465,763
Cash and cash equivalents at end of financial year	2 <u><u>1,746,369</u></u>	<u><u>1,698,158</u></u>



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*the kindest care*

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[www.karuna.org.au](http://www.karuna.org.au)