

Karuna Hospice Services

Annual Report

2017/2018



karuna
dedicated holistic support

celebrating



Contents

03 Community Care

04 Chair's Letter

06 CEO Letter

Events

08 25 Years of the Kindest Care

09 Care to Dance Fundraiser at
Brisbane City Hall

10 Rotary Club of Hamilton,
Annual Charity Golf Day

11 Volunteer Christmas Lunch

11 Festival of Tibet

12 Good Life Good Death Expo

In the Community

15 Long Lunches and Sunday Roasts

16 A Chance to Pause and Reflect

19 New Beginnings with Art Therapy

22 Acknowledgements



Our Values

Compassion:

to treat individuals
with kindness and care

Courage:

to have the conversations
we need to have

Dedication:

to holistic support for all
aspects of death and dying

Community Care

Karuna accepts referrals from a number of sources and from that moment we are ready to provide responsive support and compassionate care for those facing life limiting conditions to live well and die peacefully.

In serving the community Karuna strives to follow the inspirational ideals and examples set by His Holiness the Dalai Lama, Karuna's Spiritual Patron, whose own lifelong mission is to serve others with universal compassion and kindness.

Karuna remains a benchmark in offering compassionate, specialist palliative care to our community. Our service incorporates a holistic approach and includes ancillary support such as:

- Grief and bereavement counselling;
- Spiritual counselling and guidance;
- Volunteer-based family support; and
- Client biographies.

Working closely with GPs and consulting doctors, referrals to our service remain as consistent as ever. To keep up with the demand we are committed to growing our team. Funding from Queensland Health is vital to support our clinical services, but it is our fundraising activities and the generosity of our supporters that allows us to attract the people we need to deliver our specialist palliative care nursing service, purchase equipment and offer the important ancillary services that Karuna is well known for.

Community support remains as vital as ever.



Chair's Letter

Karuna has offered our care for over 25 years driven by the core values that underpin all that we do in the community. Today our purpose remains as it always has been, to support people with life limiting conditions to live well and die peacefully.

Our holistic, palliative 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 and offer a trusted, reliable presence for all family members throughout their entire journey.

As the community conversation around end of life issues becomes more mainstream, Karuna is committed to being at the forefront of this discussion. We will continue to advocate to government and healthcare providers the Karuna model of care and to educate the wider community through media interviews and public forums.

We also need to ensure our staff and volunteers continue to embody the philosophy of care that Karuna's reputation is based on. Our holistic approach to preparing for end of life focuses 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 years of service and combining this with the wisdom of our spiritual tradition and our unique Karuna culture.

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

Catherine Mickel

Catherine Mickel
Board Chair



Above:
2017 was the ten year
anniversary of His Holiness'
visit to Karuna.

CEO's Letter

Dear Friends of Karuna,



In writing this letter, I take a moment to pause and reflect upon the important work Karuna does in our community and the generosity of our supporters who help us deliver this service. For over 25 years Karuna has consistently offered a unique blend of holistic palliative care and this year sees the organisation poised to take on new initiatives, guided by an experienced, multi-disciplinary management team.

The care we offer our community can always be extended to support more people who wish to live well and die peacefully in their place of choice. We have constant demand for all the services we offer – clinical, psychological and of course spiritual.

Some of the key initiatives to help drive our ability to deliver ongoing and indeed more support for the community include:

1. Successful accreditation to the National Safety and Quality Health Service (NSQHS) Standards to solidify our clinical model and supporting operational framework. This is a large body of work that requires focus and commitment from a group of individuals within our team.
2. Nurturing our fundraising strategy to include more donor and community liaison.

3. Exploring ways to deliver our service to more people.

Our strategic goals for the next three years include:

- Leadership in community-based palliative care;
- Building on our financial sustainability;
- Continuing our commitment to achieving accreditation in recognition of our service model competencies.

The caring work of our nurses, counsellors and volunteers in the community is supported by a strong team of operational and administrative professionals.

Karuna's success is also our community's success. With the ongoing support of members, volunteers, commercial partners and the board, Karuna is

well-placed to embrace new opportunities and challenges.

As we establish new partnerships and opportunities in support of growing our service, Karuna will continue to remain true to our overarching goal to alleviate the fear of death and dying and provide comfort, peace and enrich the lives of our clients, carers and their families.

Looking ahead into 2019 we will take what we have learnt and grow Karuna's service model while remaining true to our core values of:

- Compassion: to treat individuals with kindness and care;
- Courage: to have the conversations we need to have; and
- Dedication: to providing holistic support for all aspects of death and dying.

It is my pleasure to lead this team of exceptional individuals as CEO and I thank you for your continued support of Karuna.

As always, I encourage you to join the conversation around how we manage death and dying and welcome your support and engagement through Karuna events and activities.

Tracey Porst

Tracey Porst

Chief Executive Officer



25 Years of the Kindest Care

In 2017 Karuna achieved a special milestone - 25 years of helping people live well and die peacefully.

A key moment was a special event Karuna hosted along with the Honourable Grace Grace MP, Minister for Employment and Industrial Relations, Minister for Racing and Minister for Multicultural Affairs, in recognition of our service to the community for over 25 years.

Held at Parliament House, the event was our opportunity to acknowledge and thank our supporters for enabling Karuna to provide this free in-home palliative care service for 25 years.



Care to Dance Fundraiser at Brisbane City Hall



Dr John Roberts, a well-respected Brisbane gastroenterologist and his wife Gwenneth were married for over 50 years. Their shared passion for performing with the Queensland Medical Orchestra (QMO), John playing string bass and Gwenneth singing with the choir, combined with their energy for travelling the world in retirement, meant a life well lived.

A client of Karuna before he died of pancreatic cancer in April 2016, John lead a full life. The Care to Dance concert was organised as a moving tribute to John's work in the medical profession.

The event was a delightful afternoon of music and dance which featured performers from both QMO and the Queensland Ballet on stage at Brisbane City Hall. The ballet performers were magical in their rendition of the Nutcracker Suite, beautifully accompanied by John and Gwenneth's colleagues. A lovely surprise during the show was the emergence of a member of the medical orchestra to the front

of the stage in a red trajes de flamenco dress to thrill the audience with an Andalusian dance performed to a lively Latin musical piece.

The event was attended by members of Karuna's board, staff and supporters who along with the generous audience, enjoyed an afternoon to remember. At the end of the event, Queensland Medical Orchestra had raised \$14,000 which they donated to Karuna.

Gestures of extraordinary generosity such as these are vital to Karuna and mean we can continue our mission to provide holistic, home-based palliative care for people at the end of their lives and offer support to those in need throughout the grieving process.

Gwenneth said if she has any advice to offer anyone in these circumstances, it was to contact Karuna early in the end-of-life journey, so that the relationship may develop as deeply as possible.

Rotary Club of Hamilton, Annual Charity Golf Day

Generous golfers were on par in November 2017 when they took to the green in support of Karuna as participants in the Annual Charity Golf Day. As the major beneficiary of this year's event, Karuna received over \$18,000 which will go towards supporting our service to the community.



Festival of Tibet



Brisbane's Powerhouse Museum played host to the Festival of Tibet in April 2018.

Karuna's stand had information about our events, courses and a selection of items for sale. An important part of our community engagement, we are always pleased to show our support at the event.

Festival of Tibet is an opportunity to experience Tibetan culture and to renew mind, body and spirit through workshops and ideas. This annual event is held in support of the Tibetan community and explores many themes including compassion, one of Karuna's key themes.

Karuna's Volunteer Christmas Lunch

Volunteer support has always played a key role in how Karuna continues to service our community. The much loved Volunteers Christmas Lunch is our moment to stop and say thank you.



Good Life Good Death Expo

The iconic crimson shirts of Karuna's volunteer community were out and about at the 2017 annual Good Life Good Death Expo, hosted by Palliative Care Queensland.

Good Life Good Death is a free community Expo held at the Brisbane Convention and Exhibition Centre, established to encourage conversations, learn, connect, plan and nurture compassionate communities.

Over 100 Karuna volunteers and staff attended the Expo, fielding many questions about our service, giving visitors their wisdom about breaking down taboos surrounding death and dying.

No one can underestimate the power of words in normalising the end-of-life process, and we were moved by how many people were willing to share their experiences with candour and honesty. These are the occasions where Karuna can be active in the community as a voice for positive change. Karuna's presence on the day also included a stall, which was well-attended by delegates who were able to choose from a selection of educational materials, spiritual aids, hamper prizes and gifts on hand, available for purchase.



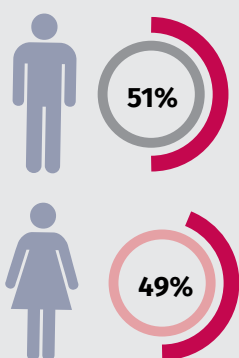


"Good Life Good Death is a key event in our community engagement calendar and a chance to encourage conversations about living well and dying peacefully."



Home Care Admissions Statistics

Gender



Average age in years

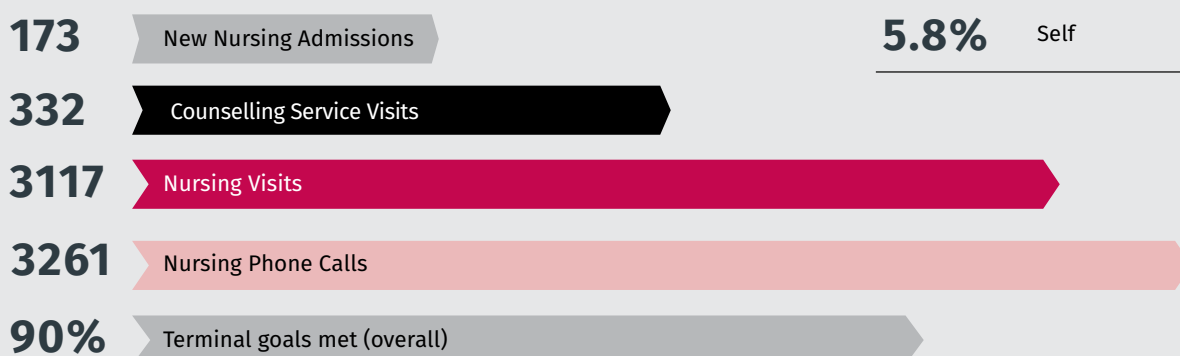
66.8	Average age
67.3	Average age - Males
66.4	Average age - Females
0-97	Range in years

Referral Source

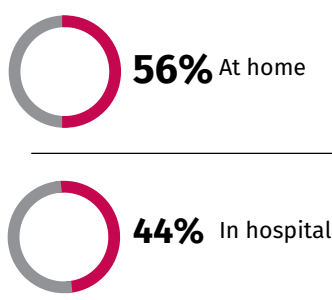
(173 total referrals)

53.7%	Hospital
-20.8%	Public
-32.9%	Private
10.4%	GP
5.8%	Medical Specialist
3.5%	Community Agency
20.8%	Family/Friend
5.8%	Self

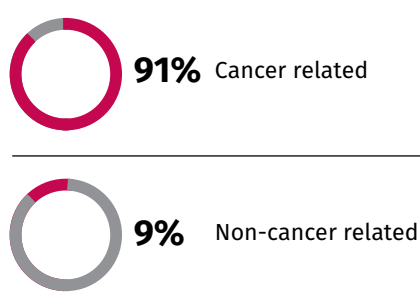
Outcomes of Care 2017-2018



Deaths - 192



Diagnosis



Karuna Length of Stay

110	Average in days
2-1178	Range in days
32	No. clients > 6 months

Long Lunches and Sunday Roasts

Karuna has provided care to thousands of people throughout our 25 year history, with many stories of compassion and kindness to share.

One such person was the courageous and fun loving Charles Stewart. Charles was cared for by Karuna nurses at home in the final days of his life, before dying of Cystic Fibrosis at age 27.

Charles' mum, Loody Stewart says Karuna empowered her son to not just survive the last six months of his life, but to truly live it. With his mates, faithful dog and family by his side, Charles was able to remain connected with those he loved, by being at home through his final days. Friends and family were able to flow in and out of the house to see him, some staying for hours, others for days.

“Having Charles at home meant we could walk this journey with family and friends - Sunday roasts, long lunches, his dog at his bedside, praying, playing guitar and sharing funny stories. It was a beautiful journey and we could only have had that with Karuna.” says Loody.

In Australia, statistics tell us that over 70% of people indicate a wish to die at home. However few have the chance to do so. Karuna is honoured to have supported Charles and his family at home so he could be with his loved ones during this time of his life.





A Chance to Pause and Reflect

Historic Rosemount House, Karuna's home since 2005, is known for its picturesque gardens. A lovely reminder of our lush Queensland landscape and host to many events throughout our 25 year history, the garden is also home to a large, round fish pond and fountain.

The fountain and pond were a gift to Karuna from Pippa Prior and her husband Kerry. In 1995, Karuna cared for their eldest son Ben in the final weeks of his life. Ben died at 20 years old from an aggressive form of cancer, at home surrounded by his family and friends.

Pippa describes a moment of incredible good fortune or perhaps fate during Ben's two year battle with illness. A debater with a keen sense of social justice, Ben was participating in the annual Terry Fox Run, named for the Canadian activist cancer-survivor who ran more than 5,000km on one leg to raise money for research. He saw a group of people wearing shirts saying

'I'd rather be at home with Karuna.' Curious, he approached them.

Did Ben somehow know at that early stage of his illness that Karuna would be there to support him a year later during the final weeks of his life? Karuna nurses and support volunteers visited Ben and the family every day for six weeks. Assisting with arranging hospital visits and social activities for Ben's younger siblings, Karuna's service went above and beyond the traditional model of care. Those last few weeks of family time have since become treasured memories for the Prior family. However the connection with Karuna didn't end with Ben's passing.



Craft Circles and Compassion

A circular pond seems a fitting symbol for Pippa's journey with Karuna. In 1996 Pippa began volunteering her time at Karuna. She went on to form a fundraising group with friends in support of Karuna which made craft and other beautiful items to sell at our markets. Pippa went on to undertake Karuna's official volunteer training course and began visiting Karuna clients at home to support other families in the way hers had been through Ben's experience.

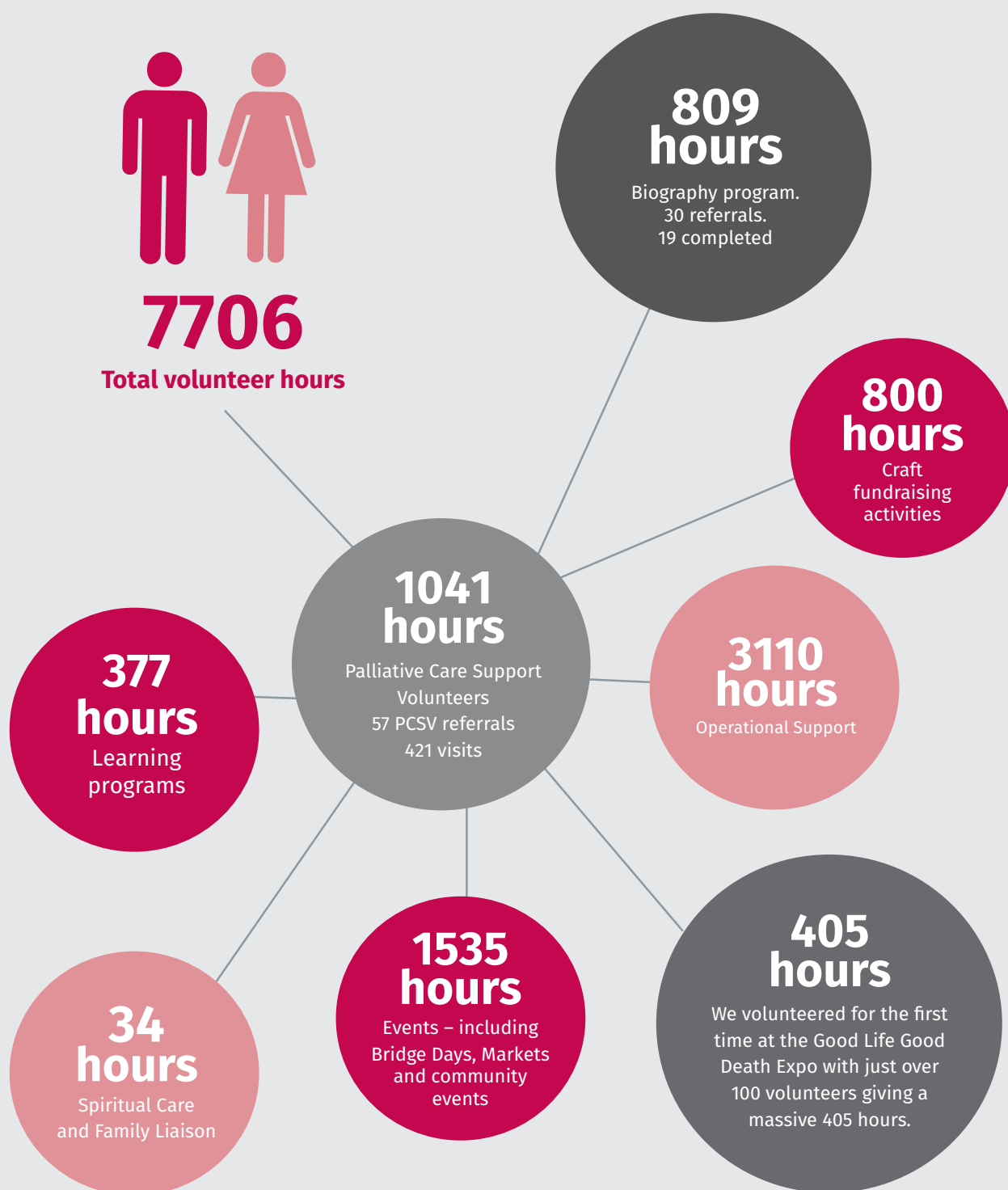
Pippa focuses on the little differences she can make to those nearing the end of their life and their families. She says her friends used to ask her why she spent so much time at a sad place like Karuna. She would disagree. She thinks it's a place of beauty, which you truly understand when you live the experience.

Today Pippa can be found in the Mandala Room within Karuna's head office, working with the weekly craft group who gather to create the special items sold at the annual Christmas Craft Market.

Despite Karuna coming into her life under the saddest of circumstances, Pippa says it has been made immeasurably better by having Karuna in it.

And what happened to Ben after he bumped into the Karuna team at the Terry Fox Run? He was crowned top fundraiser, won a trip to Canada and, being the passionate speaker that he was, stopped in to catch the World Universities Debating Championship at Princeton University on the way.

Volunteer Contributions



As at 30 June 2018 we had 336 current volunteers.

New Beginnings with Art Therapy

On Hiromi Ogata's 40th birthday, her husband told her to look at her face in the mirror.

In Japan Hiromi says there is a saying that at 40 years of age your face will show how you have lived your life.

"Are you utilising your full potential?" he asked.

At the time Hiromi happily answered yes—she had a fast-paced, rewarding job in Tokyo which she enjoyed. But when she later reflected on the question, Hiromi felt a change was needed. Two years later Hiromi had moved to Brisbane to study to become a counsellor.

Hiromi began her work with Karuna as a volunteer member of the biographies team. She soon became known for her keen listening skills and having a knack for being able to ask the right questions. However when she was working with young children suffering from brain tumours, Hiromi observed that not all problems could be solved by talking and asked herself what else could be done to allow them to express themselves more fully.

The children she was working with had lost the means of communication due to their illnesses, which raised the question of how can they better connect with their families and carers? As a result Hiromi then began exploring art therapy as a means of self-expression, whilst realising that she needed to study this properly in order to bring about the best possible outcomes with the people she was engaging with.

Hiromi then undertook another placement with Karuna, this time delivering art therapy to those



faced with the trauma of a life-limiting condition. Soon she was arriving at a client's house trundling a suitcase almost as large as herself, filled to the brim with an array of pencils, pastels, paints and clays.

Some people would tell Hiromi that they were not very artistic or creative, but she would counter that neither is she! "Art is simply the medium through which the unconscious becomes the conscious. The art becomes a meeting place through which people can discuss their feelings safely," says Hiromi.

Hiromi says this was a common perception with the young boys and adolescents, who felt it was expected of them to be brave and not express emotions when faced with adverse situations such as a cancer diagnosis in the family.

She offers the example of one boy, who in a session drew a large smiley face which had tears coming from its eyes. His parents were surprised as they had thought the boy was coping.

Karuna clients participating in Hiromi's program shared their appreciation for her passion and commitment in guiding them through what was a most beneficial program.

We hope to continue with more art therapy projects in the future.

Financial Report 2017/2018

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

	2018	2017
Revenue	2,509,785	2,679,061
Other income	20,525	196,771
Employee benefits expense	(1,879,541)	(1,827,752)
Depreciation and amortisation expense	(39,787)	(42,283)
Other expenses	(494,446)	(596,934)
Profit for the year	116,536	408,863
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	116,536	408,863

STATEMENT OF CASH FLOWS

Cash Flows from Operating Activities

	2018	2017
Receipts from customers	2,598,009	2,581,715
Payments to suppliers and employees	(2,357,702)	(2,494,431)
Interest received	55,484	52,696
Net cash provided by operating activities	295,791	139,980

Cash Flows from Investing Activities

	2018	2017
Proceeds from sale of plant and equipment	(32,880)	(21,087)
Net cash used by investing activities	(32,880)	(21,087)

Cash Flows from Financing Activities

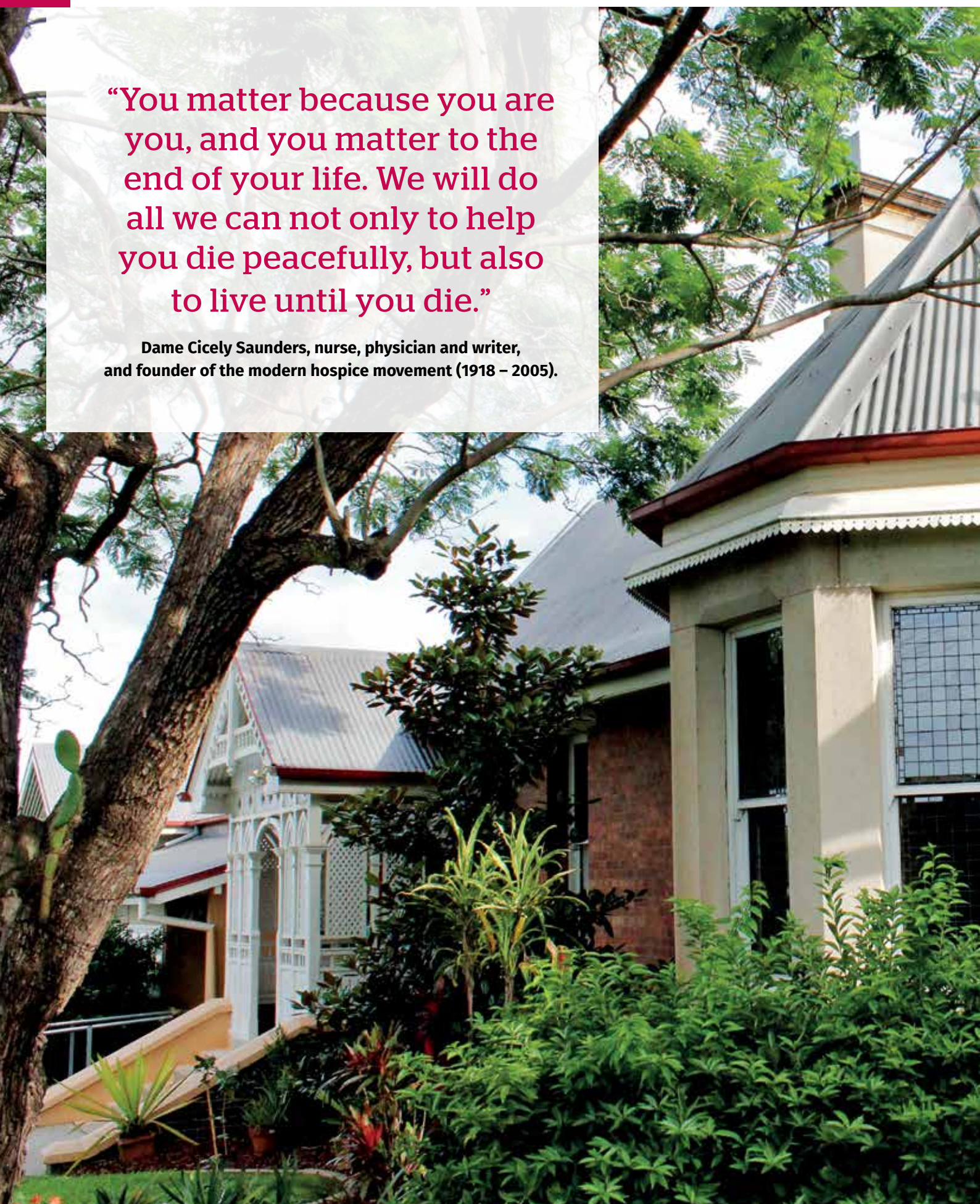
	2018	2017
Net increase/(decrease) in cash and cash equivalents held	262,911	118,893
Cash and cash equivalents at beginning of year	2,244,316	2,125,423
Cash and cash equivalents at end of financial year	2,507,227	2,244,316

STATEMENT OF FINANCIAL POSITION

Assets	2018	2017
CURRENT ASSETS		
Cash and cash equivalents	2,507,227	2,244,316
Trade and other receivables	7,400	2,731
Inventories (Cost)	9,431	12,648
Other assets	37,759	53,271
TOTAL CURRENT ASSETS	2,561,817	2,312,966
NON-CURRENT ASSETS		
Property, plant and equipment	258,880	265,788
TOTAL NON-CURRENT ASSETS	258,880	265,788
TOTAL ASSETS	2,820,697	2,578,754
Liabilities	2018	2017
CURRENT LIABILITIES		
Trade and other payables	103,926	93,916
Employee benefits	152,740	158,086
Other financial liabilities	134,818	6,965
TOTAL CURRENT LIABILITIES	391,484	258,967
NON-CURRENT LIABILITY		
Employee benefits	-	7,110
TOTAL NON-CURRENT LIABILITY	-	7,110
TOTAL LIABILITIES	391,484	266,077
NET ASSETS	2,429,213	2,312,677
Equity	2018	2017
Retained earnings	2,429,213	2,312,677
TOTAL EQUITY	2,429,213	2,312,677

“You matter because you are you, and you matter to the end of your life. We will do all we can not only to help you die peacefully, but also to live until you die.”

Dame Cicely Saunders, nurse, physician and writer, and founder of the modern hospice movement (1918 – 2005).



From those we have served

"Karuna staff are walking beside me as I care for my husband. They give me the strength to go on. Not only do the nurses bring expert palliative care into our home, they bring love and compassion to the whole family. We have experienced spiritual support visits from the Venerable Chodron. I cannot express how much I admire and am grateful to Karuna! Not forgetting the Volunteer visits and staff behind the scenes who make things tic."

- Anne

"The most caring and compassionate nurses and organisation who assisted me with caring for both my parents to the end of their lives."

- Leanne

"Karuna does wonderful work, helping people to stay in their own homes and be around loved ones, whilst facing their final journey. The beautiful people at Karuna give amazing support, medical, psychosocial and spiritual. They also support the families after the passing of their loved one with bereavement counselling. What a wonderful service."

- Jean

"It was terrific to be part of the celebration with other volunteers. So many caring people trying to make a difference."

- Doug



A heartfelt thank you

Everyone at Karuna appreciates all of the volunteers, donors, corporate supporters, trusts and overall goodwill shown to our service.

However you chose to support Karuna be it through regular and online donations, participation in a fund raising event, giving your time through volunteering, offering equipment or dropping in a cheque to our office, Karuna thanks you.



Karuna is an affiliated member of the global organisation known as Foundation for the Preservation of the Mahayana Tradition (FPMT). Founded in 1975 this extensive network of retreat centres, monasteries, nunneries, publishing services, hospices and more, deliver projects and resources in support of its charitable and education projects worldwide.



karuna

dedicated holistic support

compassionate care

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