



Annual Report

2023 - 24



karuna

dedicated holistic support

compassionate care



Acknowledgment of Country

Karuna Hospice Services acknowledges the Traditional Owners of Country throughout Australia and recognises the continuing connection to lands, waters and communities.

We pay our respect to Aboriginal and Torres Strait Islander cultures;
and to Elders past and present.

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Motivation

Kindness is one of Karuna's values. It's a value that embodies everything that Karuna does. It's fundamental to how we "do" business, and it relates to every part of what we do, and includes every staff member, every action, every intention.

However, being kind to those we like, or who are co-operative, or who support our opinions and perceptions is easy. It's easy to be kind to those who are kind to us.

The greatest challenge is offered to us in being kind to those who we might find difficult, or unco-operative or unsupportive. Or to those who are angry, or mean spirited, jealous or impatient.

But it's worth pondering whether these are the ones who need our kindness the most. Being kind in heart and mind to those who cause the greatest harm is a quality that can never fail us as human beings.

There can be a misapprehension that this might mean condoning or turning a blind eye to what we might regard as bad or unacceptable or unjust behaviour. But this is not the case. It means recognising that harm rarely comes from a content and peaceful mind but rather from one that is experiencing suffering.

Therefore, how one responds is the key. Finding a way to respond skilfully and respectfully and maybe even firmly, but always from a heart and mind motivated by kindness will ultimately bring the best results.

"Just be kind to each other. Just be kind. No agendajust be kind. Kindness is the fastest way to gain bodhicitta".

Kyabgon Phakchok Rinpoche.

**Venerable Tsultrim
Spiritual Care Practitioner**

Karuna's Vision, Mission and Values



VISION

A world where people with life limiting illness live well and die peacefully.



PURPOSE

Supporting people affected by life limiting illness to receive person-centred care in their place of choice.



VALUE PROPOSITION

Person-centric service model that delivers choice, independence and quality of life when faced with a life limiting illness, guided by Buddhist principles.



VALUES

How we think: **Humility**. How we act: **Kindness**. How we relate: **Respect**. How we find meaning: **Courage**.



Chairman and Acting CEO Message

As we reflect on the 2023–24 financial year at Karuna Hospice Services, we are filled with gratitude and pride in the progress we have made to serve our community. This has been a year of transformation, marked by strategic planning, service innovation, and deepening connections with the individuals, families, and other care providers we work alongside.

At the heart of this evolution was the Board's adoption of Karuna's 2024–2027 Strategic Plan, a blueprint for sustainability through growth, innovation, quality governance, people and culture, and enhanced community engagement. This roadmap set the stage for Karuna staff to redefine our core values (humility, kindness, respect and courage), to redesign our Model of Care, and expand our service offering beyond specialist palliative care into developing stronger carer support domains (grief, loss and bereavement) and education and training for the community. (Karuna Plus).

This year presented its own challenges, including managing the growing demand for services further north than before while navigating leadership transitions with an acting CEO. However, our remarkable team rose to the occasion with courage and humility, embracing change to ensure the highest quality of care for those we serve.

Through the unwavering dedication of our staff and the continued loyalty of our donors, volunteers, and community, we remain steadfast in our mission of delivering compassionate, dignified care while navigating the opportunities and challenges of growth.

To all who support our journey, including our donors, volunteers, community members, and dedicated team—thank you for being the cornerstone of Karuna's mission and the source of inspiration that keeps us striving forward. Together, we transform lives with courage, connection, and purpose.



A stylized, handwritten signature in grey ink.

Dr John Gilmour AM
Board Chair



A stylized, handwritten signature in grey ink.

Sophie Shrapnel
Acting CEO / Community Services Manager

Community Services

Building on the foundation of Karuna's Strategic Plan 2024–2027 and revised Model of Care, the Community Services Team has embarked on a thoughtful, early-phase implementation of key initiatives designed to enhance our holistic end-of-life support. While this work is still evolving, our approach remains rooted in compassion, and the belief that people deserve choice, agency, and dignity throughout life's most profound transitions.

Karuna is strengthening support for individuals, families, caregivers, and the broader community, ensuring that our philosophy of interconnected care extends beyond direct service delivery. Already, the early outcomes highlight the impact of these foundational efforts. Service growth reached 29% for 23/24, demonstrating Karuna's ability to adapt and respond to increasing demand with meaningful, dignity-centred care. Significant areas of growth included home visits, virtual support services, and bereavement care, reinforcing our commitment to ensuring accessibility and responsiveness.

Additionally, the Caboolture and Bribie Island regions now account for 50% of total service delivery, reflecting both the rising need for compassionate care and Karuna's growing role as a trusted provider across Queensland.

Through this period of transition, our approach to measuring success has also evolved, moving beyond reporting service volume and activity to focusing on meaningful outcomes that truly reflect our mission. By intentionally reporting the number of lives touched, terminal wishes fulfilled, and people supported through bereavement, we ensure that our care is driven by compassion and connection, not just operational metrics.

This focus on impact is reflected in the outcomes shared in this Annual Report. By June 2024, 85% of Karuna patients were able to die in their place of choice, with 40% of those at home, demonstrating our commitment to dignity, respect, and person-centred support. Exceptional satisfaction rates from patients and families further highlight the enduring value and effectiveness of our work.

"Though our experience with Karuna was only short, we were extremely grateful for your assistance & guidance through that time. The staff we did have contact with, were always friendly, helpful & always respectful. Thank you all so much for your kindness & the offer of continued contact...it means a great deal."
- Karuna family member

These achievements are not just milestones. They reflect the extraordinary dedication of our exceptional team. Their commitment to Karuna's values - humility, kindness, respect, and courage - ensures that every person we serve is met with care, compassion, and sincerity. Their ability to navigate change with grace, professionalism, and unwavering dedication has been instrumental in shaping Karuna's evolving service model. We extend our deepest gratitude to each member of the team for embracing the heart of Karuna and making a profound difference in countless lives.

Spiritual care update

I am very happy to introduce Venerable Lozang Gonpo to the Family Support Team. We are looking forward to a long future with Gonpo here at Karuna who will provide spiritual care services to families impacted by palliative care.

We have had an incredibly busy year with a focus on developing death and grief literacy throughout the community. We have taken every opportunity we can to ensure that our families and the wider community understand the importance and value of spiritual care, that it isn't just about religion but more importantly, about connection. This is particularly so, when it comes to supporting those who are diagnosed with a life limiting illness or are getting closer to their end of life, and the family and friends that care for them.

Dame Cicely Saunders who birthed the modern hospice movement valued dying and death and the intimate and interdependent connection they have with life. As spiritual care practitioners, Gonpo and I are committed to providing the best support we can to bring peace of mind and emotional calm at a time when people are often at their most vulnerable and anxious.

Spiritual care offers warm heartedness, connection and ease, human to human, heart to heart. That sense of "spirit" is what connects us to our own heart and mind, but also to the hearts and minds of those around us, to our environment, and to the universe we all share.

"You matter because you are you. You matter to the last moment of your life, and we will do all we can to help you not only to die peacefully, but also to live until you die."

Dame Cicely Saunders



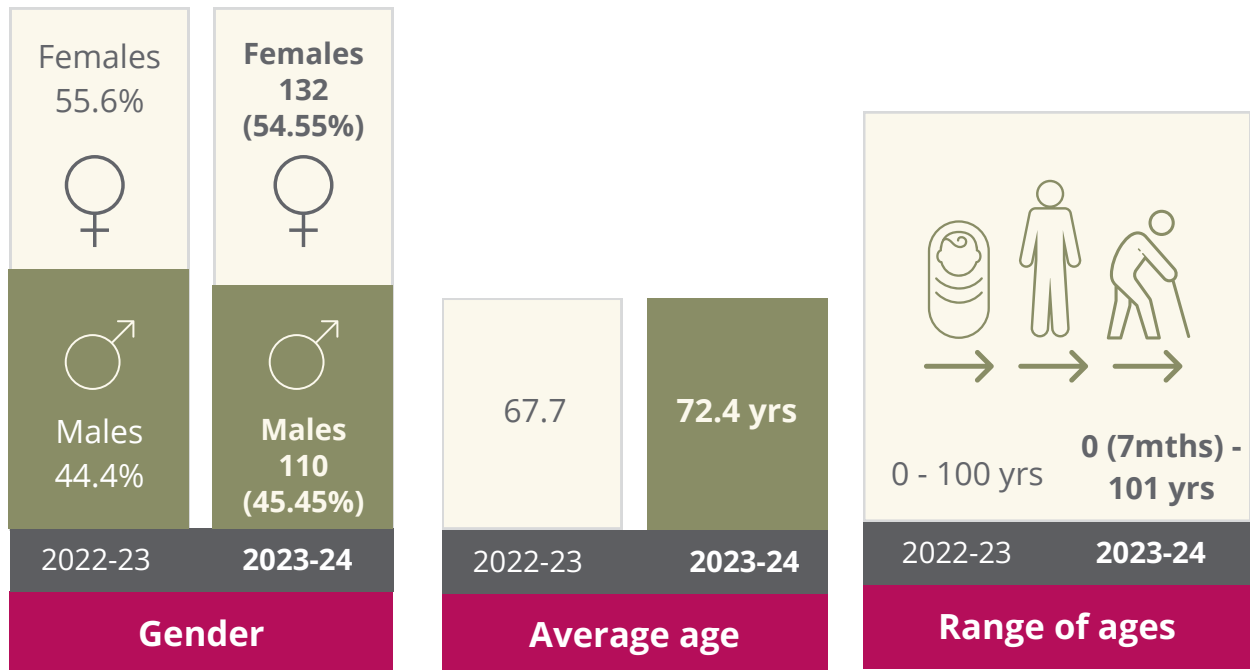
Venerable Tsultrim
Spiritual Care Practitioner

Our Impact

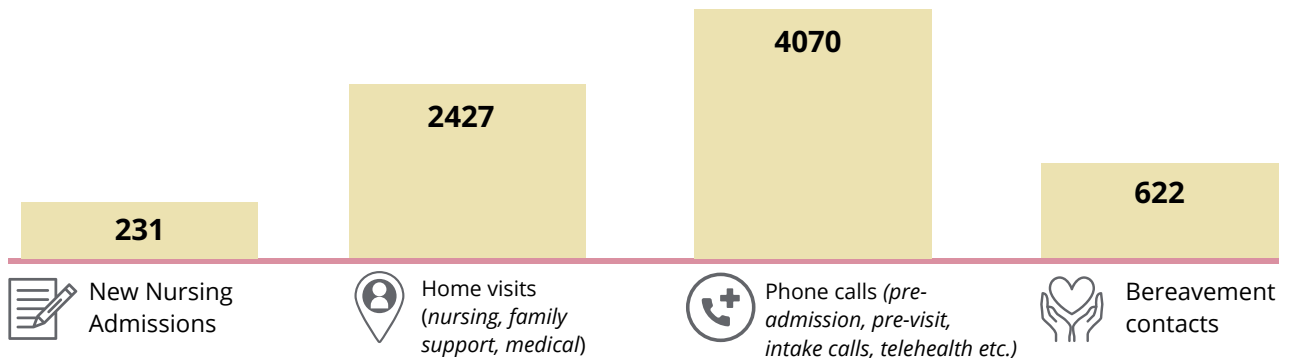
Home Care Admissions

2022-23: New admissions = 178

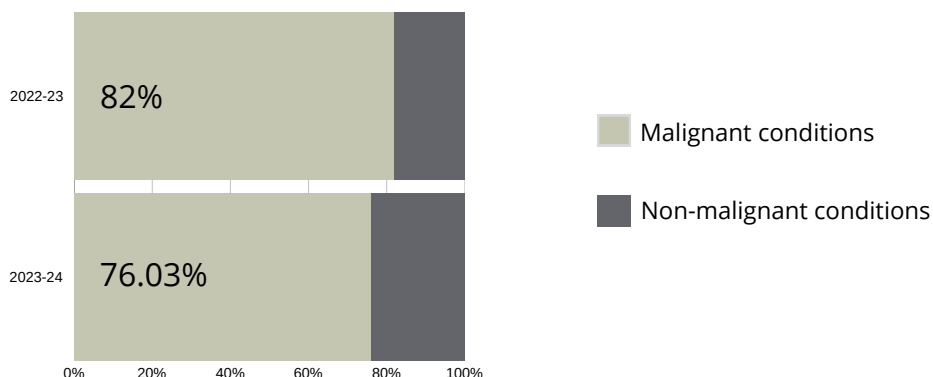
2023-24: New admissions = 242



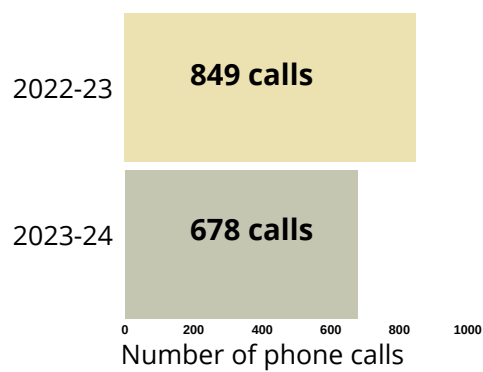
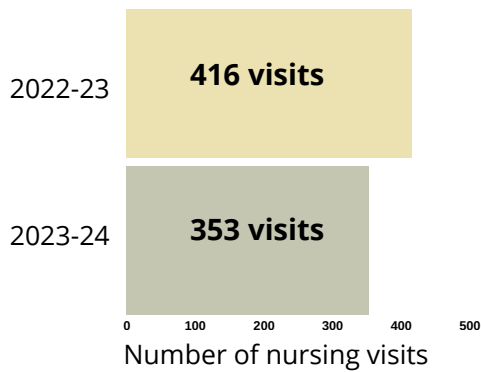
Episodes of care



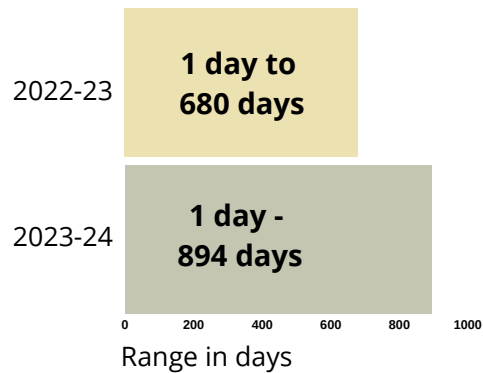
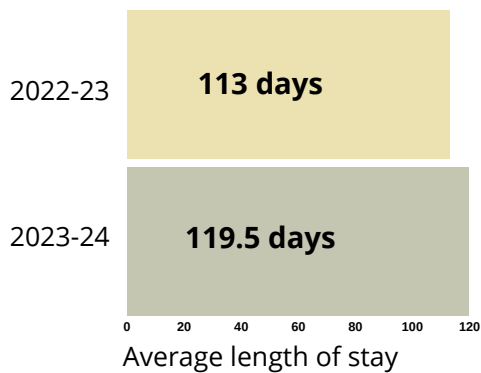
Diagnosis



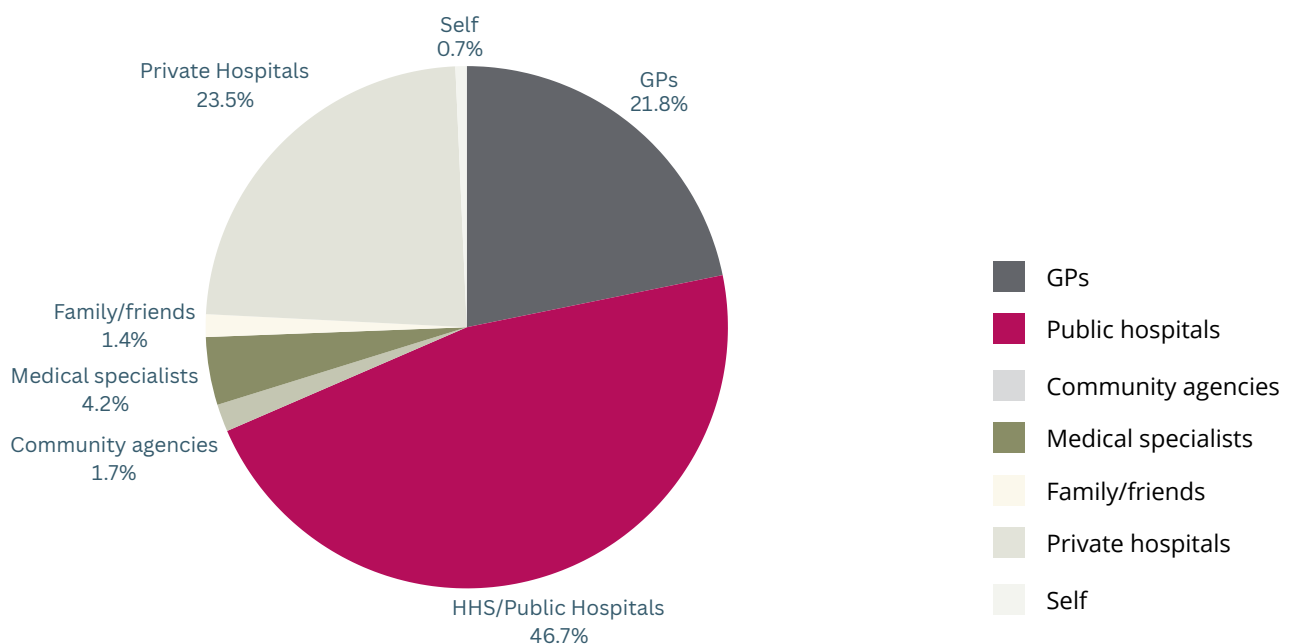
After hours care



Length of Karuna care

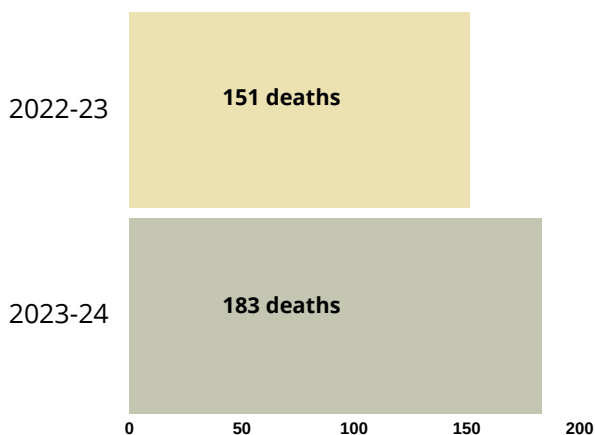


Referral sources

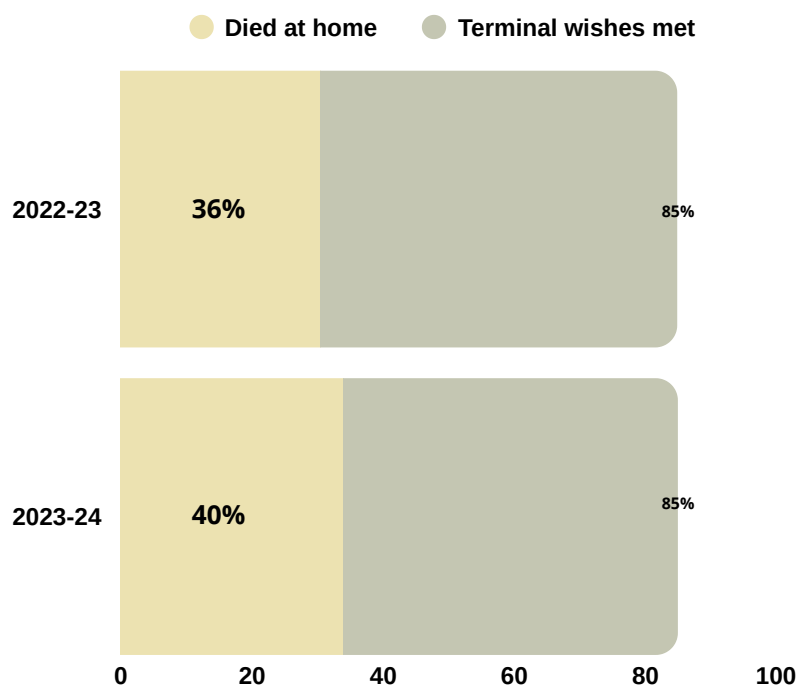


Outcomes of care

Deaths



Terminal wishes met



"The point that I consistently emphasise is that end-of-life care begins the moment of diagnosis. The 24 hour access and support is almost unique. And of course support for handling the big life, and death, issues is always at the forefront from all Karuna people. This is given with the sensitivity and understanding that can only come from people who have clearly chosen to work for Karuna because of their dedication."

— Karuna family member

Karuna Moments

Palliative Care in QLD Awards

We were very proud of our Karuna Community Services team for being recognised at the 2023 Palliative Care in Queensland awards. Karuna was nominated for Outstanding Team/Organisation Delivering Holistic Palliative Care. Also, clinical nurse Diane, who we featured in our 2023 Tax Appeal, was the winner of the Emerging Leader in Palliative Care award. Diane, along with all of our Karuna nursing and family support staff are a beautiful representation of Karuna care.

PEPA and IPEPA Partnership

Karuna has proudly partnered with PEPA (Program of Experience in the Palliative Approach) and IPEPA (Indigenous Program of Experience in the Palliative Approach) for the last few years. During this time we have welcomed 10 PEPA participants to Karuna, where they developed skills, knowledge and confidence in caring for people affected by life-limiting illness during placements with Karuna nurses and our patients.

Making a difference

Community support is a vital part of Karuna care. Throughout the year, Karuna received extraordinary support from the community, raising significant funds through various initiatives. A dedicated group of volunteers organised two successful Bridge days and a Christmas market, collectively raising over \$22,300. The Quilting Queens, who featured in Karuna's Christmas Appeal, surpassed their \$10,000 goal by raising an impressive \$13,500 at their annual Christmas stall. Additionally, The Caxton Hotel's "Ridiculously Early Christmas Party" fundraiser brought in \$7,500 through a highly successful raffle.

We were also busy connecting with different community groups to discuss Karuna's services and fundraising opportunities. Some of the groups we met with included Rotaract of Brisbane Rivercity, Lions Club of Brisbane Inner North, and The North Pine Branch of the Anglican Mothers Union Australia.

Karuna is deeply grateful for the generosity and dedication of these supporters, whose hardworking efforts, support hundreds of families in need.

Connecting with community

Karuna staff and their families visited Chenrezig Institute, a historic Tibetan Buddhist centre in the Sunshine Coast Hinterland, where they explored its serene grounds, including the Garden of Enlightenment and Gumpa, and shared lunch with residents and teachers like Karuna's founder, Venerable Pende Hawter. The visit was a meaningful opportunity to connect and learn.

During National Palliative Care Week in May, Karuna hosted an event to honour palliative care professionals, celebrate the contributions of its team, and thank our supporters.

In June, Karuna extended its generosity to the Northwest Community Group Inc., donating essential items to assist Brisbane's homeless community during freezing winter conditions. This act of kindness reflects Karuna's ongoing commitment to giving back to those in need.



The Transformative Power of Your Generosity

At Karuna, compassion is at the heart of everything we do, and your incredible generosity enables us to fulfill our mission of providing exceptional palliative and end-of-life care to individuals and families within across the Greater Brisbane North community.

Each donation we receive empowers us to make a profound and lasting difference, during what is often one of the most challenging and emotional periods of life.

Thanks to your support, we are able to offer personalised care that goes beyond addressing physical needs—bringing comfort, dignity, and peace of mind to those we care for.

Through your contributions, Karuna is able to deliver a wide range of essential services, from creating tailored care plans, to offering holistic support that addresses the emotional, psychological, and spiritual needs of individuals and their loved ones.

These services extend far beyond the bedside, through education that provide families with the knowledge, tools, and confidence to navigate the complexities of end-of-life care with grace and understanding.

The impact of your kindness is felt every single day. From the calm reassurance of our skilled care team, to the gentle guidance provided to families, your generosity makes it possible for us to create moments of connection, comfort, and hope for those in need.

We are humbled and deeply grateful for the role our donors and supporters play in sustaining and strengthening Karuna's mission. Your support doesn't just enable us to meet the challenges of today; it fuels our vision for a future where every person has access to compassionate, high-quality care when it's needed most.

Together, we are building a community where no one has to face life's final chapter alone.

Thank you for standing with us and for your unwavering commitment to care, compassion, and connection. We look forward to continuing this journey together.



Karuna Board of Directors



Dr John Gilmour AM

Board Chair
Member: Clinical Governance
Advisory Group, Investment
Advisory Committee



Tracey Porst

CEO/Managing Director
Member: Clinical Governance
Advisory Group, Investment
Advisory Committee



Ian Flint

Board Member



Suzanne Cadigan

Board Member
Chair: Clinical Governance
Advisory Group



David McKinless

Board Member



Sr. Sandra Lupi

Board Member



Anthony Oostenbroek

Board Member
Chair: Investment
Advisory Committee



Lisa Siganto

Board Member
Member: Investment
Advisory Committee



Brad Hutchinson

Company Secretary

FINANCIAL STATEMENTS

For the year ended 30 June 2024

Statement of Profit or Loss and Other Comprehensive Income

	Note	2024 \$	2023 \$
REVENUE			
Revenue from operations			
Revenue from government funding and grants		2,223,232	2,073,760
Revenue from fundraising and donations		632,216	631,570
Revenue from other operating activities	5	55,977	57,791
Interest and dividend income		431,270	368,479
Total revenue from operations		3,342,695	3,131,600
Revenue from non-operating activities			
Revenue from estates and bequests		99,115	20,478
Realised gain from sale of non-current assets		33,754	23,291
Unrealised gain from fair value changes in financial assets		253,486	162,897
Realised gain from sale of financial assets		52,084	-
Total revenue from non-operating activities		438,439	206,666
TOTAL REVENUE FOR THE YEAR	6	3,781,134	3,338,266
EXPENSES			
Expenses from operations			
Employee benefits expenses		2,905,951	2,157,181
Operating expenses	7	618,423	658,755
Finance costs		1,053	1,167
Other expenses	7	10,435	11,361
Total expenses from operations		3,535,862	2,828,464
Expenses from non-operating activities			
Realised loss from sale of financial assets		-	675
Total expenses from non-operating activities		-	675
TOTAL EXPENSES FOR THE YEAR		3,535,862	2,829,139
Operating surplus / (deficit) for the year		(193,167)	303,136
Non-operating surplus for the year		438,439	205,991
TOTAL SURPLUS FOR THE YEAR		245,272	509,127
OTHER COMPREHENSIVE INCOME FOR THE YEAR		-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		245,272	509,127

The accompanying notes form part of these financial statements.

Statement of Financial Position

	Note	2024 \$	2023 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	8	1,008,086	1,102,268
Accounts receivables	10	89,518	3,678
Prepayments and other assets	11	137,833	132,061
TOTAL CURRENT ASSETS		1,235,437	1,238,007
NON-CURRENT ASSETS			
Financial assets at fair value through profit or loss	9	5,694,054	5,338,178
Property, plant, and equipment	13	358,471	299,589
Leased asset	12	5,309	8,848
TOTAL NON-CURRENT ASSETS		6,057,834	5,646,615
TOTAL ASSETS		7,293,271	6,884,622
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	14	249,455	162,943
Employee benefits provision	15	355,459	279,740
Lease liability		2,644	2,391
Other financial liabilities		5,474	269
TOTAL CURRENT LIABILITIES		613,032	445,343
NON-CURRENT LIABILITY			
Employee benefits provision	15	9,253	10,921
Lease liability		6,444	9,088
TOTAL NON-CURRENT LIABILITIES		15,697	20,009
TOTAL LIABILITIES		628,729	465,352
NET ASSETS		6,664,542	6,419,270
EQUITY			
Current year surplus		245,272	509,127
Retained surplus		6,419,270	5,910,143
TOTAL EQUITY		6,664,542	6,419,270

The accompanying notes form part of these financial statements

Statement of Cash Flows




	Notes	2024 \$	2023 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from donations, grants, and customers		3,013,671	2,767,383
Payments to suppliers and employees		(3,395,679)	(2,795,289)
Dividend and interest income		418,574	357,528
NET CASH INFLOW FROM OPERATING ACTIVITIES		36,566	329,622
CASH FLOWS FROM INVESTING ACTIVITIES			
Acquisition of property, plant, and equipment		(254,730)	(156,418)
Proceeds from sale of property, plant, and equipment		171,373	107,109
Acquisition of financial assets		(1,427,514)	(999,524)
Proceeds from sale of financial assets		1,377,207	892,412
NET CASH OUTFLOW FROM INVESTING ACTIVITIES		(133,663)	(156,421)
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds from borrowings		5,306	32
Repayment of lease principal		(2,391)	(1,989)
NET CASH INFLOW FROM FINANCING ACTIVITIES		2,915	(1,957)
Net decrease in cash and cash equivalents		(94,182)	171,244
Cash and cash equivalents at the beginning of the financial year		1,102,268	931,024
CASH AND CASH EQUIVALENTS AT THE END OF THE FINANCIAL YEAR	8	1,008,086	1,102,268




The accompanying notes form part of these financial statement



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