

Fernlea House

Annual Report

2010 – 2011



“Another year older and deeper in debt” my mother would say to me. I think she was talking about money but I apply this to people. As time goes on and I experience quality people giving themselves to others in all sorts of ways, I feel indebted to the great network of people that make up organisations like Fernlea and inspire me with a real sense of gratitude.

The Fernlea Committee, that I have the privilege of being one of them, is no exception. This past year we have included as committee members, Helen and Sharyn (Staff members.) ensuring we have a good size quorum when we meet. Other elected members include Joe Verrill our treasurer, Anne Carter our Secretary, Bob Farrow who has been the Fundraising committee; Angela Dione has been a welcome member of a committee this year. Angela has been a friend and member of the house from almost the beginning. Jim Reiher was elected on the committee last year, made a valuable contribution but moved house earlier this year and resigned. Martin Bede, a corporate lawyer, agreed to come on the committee and he has been a great asset with his governance knowledge and experience in the community care industry. Thanks team, it is really great to work with you.

During the year Anne our Secretary took a few months working position in China and we were glad to have the services of Alena Glaister taking our minutes. This also demonstrated the variety of ways volunteers can be of service over and above the “hands on care” of our guests. There are many ways volunteers can assist, so please never be afraid to offer your services for many of the tasks that need to be achieved.

During the year we were to sadly say goodbye to Frances Foletta, the heart of our volunteer service since we first begun. Many tributes have been given but I want to add my very high regard and total respect for this gracious lady who demonstrated in her life a wonderful wholeness that was an example to us all. A “Trust for Training” has been set up in her honour.

Talking of staff, we are indeed privileged to have Helen Pike as our director and inspiring leader. A Performance Review took place last December of Helen’s role. The result was the committee reappointed Helen till the end of our current funding. Helen’s passion and skills are invaluable to Fernlea. Sharyn Turney has been a welcome addition to the staff team, we are very fortunate to have a person with her experience and knowledge of the industry. The staff face many challenges in a small organisation with all the compliance demands of work places ten times our size and yet they go about the work in a positive spirit that compliments the ethos of Fernlea.

Towards the end of last year, Helen and I met with Laura Smyth, the Federal Member of Parliament for this area. I believe this was a positive conversation that should see her support when coming to the next funding round. It is important we initiate early conversations with the right people in preparation for the end of this financial year. Fernlea in the Valley is a great step forward in expanding our services to the community. It is important that we have confidence in the unique care we offer and continue our journey towards a more secure future.

Rod Brown

Fernlea House AGM 2011 Secretary's Report

This has been a special year for Fernlea in that it was ten years ago that five women sat around a kitchen table and discussed the possibility of a hospice which could serve the hills community. The fact that this dream has been made a reality in the face of many challenges, in particular, years of funding uncertainty, is something to be very proud of. So, in this tenth anniversary year of Fernlea, I would like to pay particular tribute to Jan Lancaster whose original vision, determination and ongoing hard work helped to make Fernlea happen.

During the last year, Fernlea has enjoyed a period of relative stability in relation to funding, staffing and core Committee membership. The funding provided by the Department of Health and Ageing (which is the bulk of Fernlea's funding) will continue until the end of the financial year in 2012. We are endeavouring to enhance Fernlea's prospects of receiving continuing DOHA funding after 2012 through expanding Fernlea's operations within its large catchment area of six local shires and councils.

The relative security of funding has not only helped to facilitate the smooth running of day to day Fernlea House operations but has enabled a focus on the development of Fernlea in the Valley (satellite day hospice at Healesville) as well as investigations regarding the possibility of a similar project at Berwick. Fernlea in the Valley is set to be launched on 9 November.

The Healesville project has been largely funded by a significant grant from the Helen Macpherson Smith Trust. In relation to this, we would like to acknowledge the many hours of work which the members of the Grants Sub-Committee have devoted to exploring all possible grant options for Fernlea and to making funding applications.

Fernlea has continued to be served by some wonderful staff. The Committee particularly would like to acknowledge the ongoing leadership and commitment which has been provided by the Manager, Helen Pike during some very challenging times. She has been ably supported by the particular experience and expertise of Sharyn Turney, in the Business and Development Manager role. Their work has been made even more demanding this year by all the minutiae involved in setting up the Healesville satellite project.

Sadly, Frances Foletta, the Manager of Volunteers, who had been involved with Fernlea from its very early days, passed away on 6 July. Frances has been missed by many Fernlea folk, and especially by her co-workers. A trust for training or self-care of volunteers is being set up in her memory. We welcome, John Stayte the new Manager of Volunteers.

In relation to the public face of Fernlea, the launch of the Fernlea website—an attractive, informative and user-friendly site—and of the Fernlea Information Booklet were notable achievements during the year.

Fund-raising continues to be a challenge for Fernlea. Committee member, Bob Farrow, has worked very hard in this area but a lack of other helpers has been an ongoing issue. During

the year there was a Folk Night, enjoyed by all attendees, and there is an ongoing program of collecting old mobile phones which each attract a small amount of money. (If you are changing to a new mobile, drop off your old mobile at Fernlea.)

The *Living, Laughing, Loving* Fernlea Address Book was envisaged as a means of fund-raising and celebrating Fernlea's tenth anniversary. Despite very hard work by a small Committee during the year, there has not yet been sufficient subscriptions to the Address Book to make it viable. We encourage people to read about this project on the Fernlea website and consider whether they would like to 'buy a page'.

During the year, we have been grateful to have had relative stability of core Committee membership. Jim Reiher resigned during the year but was soon replaced by Martin Bede who has brought an additional set of skills to the Committee. We are grateful for the contribution of Angela Dione who is able to bring the perspective of a Fernlea House volunteer.

I would like to thank all the Committee members for their commitment to the governance of Fernlea. They take time out from their busy lives to do work which is often unrecognised but without which Fernlea cannot function. In particular, Joe Verrill, has contributed countless hours of work in his role of Treasurer where he has not only provided a professional oversight of Fernlea finances but has helped and supported staff in this area. Rod Brown, as President, has continued to provide wise and respectful leadership of the Committee and we thank him for this.

However, the Committee is in need of more members to be able to function at an optimum level and so I would encourage you to speak to Rod or myself, if this is something that might interest you.

In conclusion, thank you to everybody—staff and volunteers—who continue to make the Fernlea dream a reality and who, in their day to day work for Fernlea, embody the Fernlea values of caring, compassion and respect.

Anne Carter



Fernlea House Inc.

Treasurer's Report Financial Year July 2010 to June 2011

I have pleasure in presenting the audited Financial report for Fernlea House Inc. for the financial year July 2010 to June 2011.

The past financial year has been a difficult year in respect to managing the financial side of Fernlea House Inc. It was only through careful monitoring of both Fernlea Carers Respite Program and Fernlea Inc. Income and expenditure that the operating budgets for Carers Respite and Fernlea Inc. met all budget targets except Inc's fund raising.

Due to under expenditure of DoHA funds for the year 2009-2010 funding was withheld for the last three months of 2010 – 2011 year resulting in an overall budget loss of \$66,504. This shortfall in income was covered by refund of Fernlea claims of expenditure not shown in Audited accounts and carryover of funds from 2009-2010 operating year.

Fernlea Inc again did not meet its budget for fund raising resulting in an end year operating loss of \$8,915

The audited accounts have been reviewed and accepted by the Committee of Management and signed off.

Budgets for 2011/2012 Financial Year.

Budgets for the next financial year have been prepared for:

a) Operation of Fernlea Programs under the agreed budget contained in the DoHA Carers Respite funding agreement.
programs include:- In House Carers respite, In Home Carers respite.

b) Fernlea in the Valley – Healesville Project

c) Operation of Fernlea Inc.

In Summary,

a)	Fernlea House Carers Respite	
Total Income	\$424,000	
Total Expenditure	\$423,477	
b)	Fernlea in the Valley – Healesville Project	
Total Income	\$60,000	Grants have been received to this amount
Total Expenditure	\$58,000	
c)	Fernlea Inc.	
Total Income	\$12,800	

Total Expenditure \$13,000

The year ahead will present some difficulty because of financial difficulties and restraints being experienced, not only within the local communities but also the increased competition that has been observed in the application for grants. I am confident that with continuing reviews and monitoring of Fernlea Inc. financial operations all budgets will be met.

My thanks, during the past year go to Helen Pike, Fernlea Manager, Sharyn Turney and Hilary Boreham for their support and great help during the difficult times and look forward to the continuing growth of Fernlea's mission in providing great services for Carer's Respite.

Joe Verrill

Fernlea Carers Respite

Income / Expenditure Summary July 2010 to June 2011

Fernlea Budget Items		DoHA Budget	Actual	DIFF
Income				
NRCP Funding		425640.00	372049.00	
User Fees	Guest Donations		3372.45	
Other	Account Interest		15.21	
				-
Total Income		425640.00	375436.66	50203.34
Expenditure				
Direct Costs				
Employee Costs	Total Salaries Costs	310564.00	314392.03	3828.03
Travel	Total Vehicle Costs	23000.00	19150.10	-3849.90
Carer resources	Total Guests	13000.00	12790.97	-209.03
Other				
Total Direct Service delivery operating Costs		346564.00	346333.10	-230.90
Support and Administrative Costs				
Employee Costs	Total Salaries Costs	46401.00	45305.85	-1095.15
	Professional Development/Training costs all staff	8000.00	6079.24	-1920.76
Training Costs				
Premises and accommodation	Premises/Services/Insurance/Consumables/Equipment	30880.00	32925.19	2045.19
Promotion & advertising costs	Promotion/Web Site/Advertising	3000.00	5202.70	2202.70
Depreciation				
Management Fees	Auditor/Accounting/ Legal	4740.00	5202.70	462.70
Other admin costs	QA Compliance		14838.10	14838.10
Total Support and Administrative Costs		93021.00	109553.78	16532.78
Total Expenditure		439585.00	455886.88	16301.88
		DoHA Budget	Actual	DIFF
Summary				-
	Total Income	425640.00	375436.66	50203.34
	Total Expenditure	439585.00	455886.88	16301.88

Fernlea House Inc
Income / Expenditure Summary July 2010 to June 2011

	Actual	Budget	Diff
Income			
Membership	942.00	800.00	142.00
Fund Raising	101.68	12,000.00	-11,898.32
Total Income	1,043.68	12,800.00	-11,756.32

Expenditure

Total Salaries	2,633.00	5,000.00	2,367.00
Total Membership Development	2,169.17	1,700.00	-469.17
Total Membership Communications	526.97	2,200.00	1,673.03
Total Consumables	312.51	1,000.00	687.49
Fees	1,755.97	900.00	-855.97
Total Fund Raising	861.61		
Promotion	1,700.00	2,500.00	800.00
Total Expenses	9,959.23	13,300.00	4,202.38
Year to Date Balance	-8,915.55		

Fernlea House Inc Investment Account
Income / Expenditure Summary July 2010 to June 2011

	Credits	Expenditure	Balance
Specific Grants	69,343.92	10,434.39	58,909.53
Non Specific Grants	26,552.07	25,522.80	1,029.27
Donations	54,666.89	25,522.80	29,144.09
Interest	6,761.87	0.00	6,761.87
GST Reimb'	0.00	0.00	0.00
Totals	157,324.75	61,479.99	95,844.76

In summary:-

	Fernlea Carers Respite	Fernlea Inc		Investment Account
Income	375436.66	1,043.68	Opening Balance plus year Income	157,324.75
Expenditure	455886.88	9,959.23		61,479.99
Net Profit (Loss)	(80450.22)	(8,915.55)		95,844.76

GRANTS REPORT 2010-2011

The Grants Sub-committee has continued to work hard to attract grants from charitable organisations to fund Fernlea House projects. This year Jan was very grateful to hand over the Secretary role to Jenny Lyndon, thanks Jenny for taking this on as well as hosting meetings in her lovely home and providing us with refreshments. We continue to meet regularly and discuss possible grants, needs and workloads.

As ever we apply for more grants than we receive, and it is always exciting when we have a success as with the Helen Macpherson Smith grant to establish Fernlea in the Valley. They decided to fund the project with \$52,500 rather than give us the portion we requested which is amazing. This together with the Shire grant has facilitated the recent commencement of the project in Healesville.

In the 2010-2011 Financial Year Fernlea House Inc. has also been successful in receiving grants as below. We are very appreciative of these organisations for their support.

	Description	Amount
1	Lord Mayor's Charitable Fund Carer Support Project	\$24000
2	Shire of Yarra Ranges "Fernlea in the Valley" Project Worker	\$6000
3	Victorian Volunteer Small Grants 'Become a Fernlea Fern'	\$3610
4	William Angliss Charitable Fund - new wheelchair	\$1000
5	Cardinia Foundation – "Fernlea in the South East" Project Worker	\$10000
	TOTAL 2010-2011	\$44610

Another 19 grant applications were also submitted without success, for items including more office space and the "Living, Loving, Laughing" address book project.

The work continues and some grant applications are still pending at the time of this report:

	Description	Amount
1	Collier Foundation for Fernlea in the Southeast	\$30000
2	Honda Foundation "Living, Laughing, Loving" book	\$30000

3	Sunshine Foundation “Living, Laughing, Loving” book project	\$10000
4	William Angliss Charitable Fund Driver support packages, First-aid etc.	\$1000

This year Katrina Doughy and Fiona Langford left the sub-committee and we want to acknowledge our thanks to both of them for the work they previously did both on submissions and for Fernlea House as volunteers.

Currently the Grants Sub-committee consists of Joe Verrill (Chair), Jenny Lyndon (Secretary), Leonie Scott, Heather Tobin, Sharyn Turney and Jan Lancaster. Sharyn and Leonie keep the group updated regarding house needs and maintain grant records at the house.

Our thanks to all the volunteers who have assisted with the grants work, and we hope to attract more in the future.

Jan Lancaster and Jenny Lyndon

Secretary Grants Sub-committee

October 11th 2011



Annual General Meeting 2011

Managers Report

Another successful year at Fernlea House has occurred. During the twelve months from July to June, there has been some staff changes. Annie Whitehead, Clinical Services Coordinator resigned for personal reasons and Kathryn Lees-Doherty joined us in that role in November 2010. Kathryn has taken to the role with great enthusiasm and demonstrates commitment in ensuring that our carers as well as our guests are having their needs met. Sharyn Turney commenced in September as the Business and Development Manager and as you would know Frances Foletta, Manager of Volunteers passed away in July 2011; John Stayte has been appointed as Manager of Volunteers and is settling into his role. I was appointed as Manager Fernlea House Inc on a permanent basis in July 2010.

Our two year funding cycle was due to be completed 30th June 2011 with new national guidelines for the Carers Respite Program to be developed. However due to the political events that occurred in Canberra late last year, these guidelines were not developed. Thus all National Respite Carers Program (NRCP) providers received twelve months roll over funding for 2011 – 2012. At this time we have received no word from the Department of Health & Ageing regarding funding post June 2012.

During the twelve months, staff have participated in a number of training activities which included: Building Cultural Competence in the Workplace, Sexuality and Dementia Workshop, Parkinson's Seminar, Certificate IV in Leisure and Health, Meaningful Activities for Men, Advanced Care Planning, How to Get your share of bequest income and How to win support from corporate Australia. I also presented at the NRCP Best Practice Forum, Rural Palliative Care Program for General Practitioners, the National Reiki Conference, Southeast Aged & Disability Network and the Carers Expo organised by the Eastern Network of NRCP providers.

Regular participation has occurred with the following:

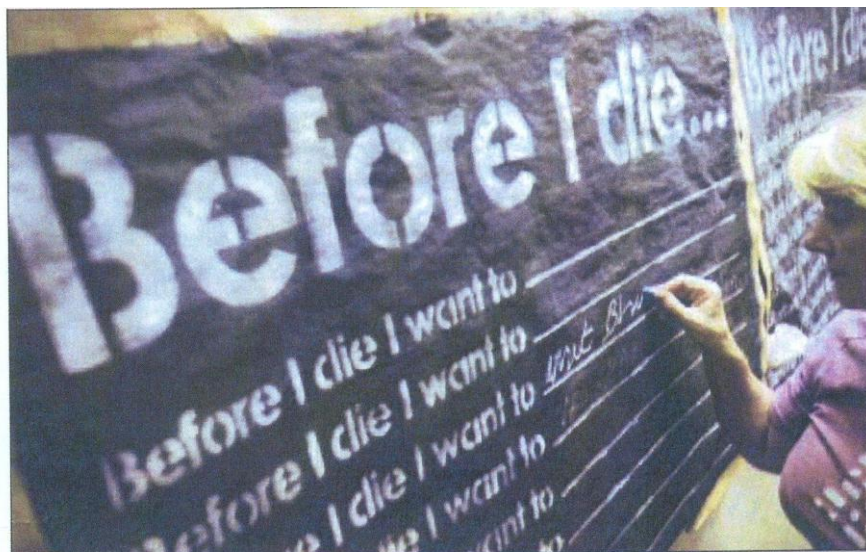
- Eastern Metropolitan Region Palliative Care Consortium
- Eastern Region NRCP Network meeting
- Southern Region NRCP Network meeting
- Rural Palliative Care Advisory Group
- Eastern Region representative at the State-wide NRCP meeting
- Priority Access Tool working group
- Advocacy Working Group
- Yarra Valley Aged Care Network
- Knox Extended Care network
- Maroondah Extended Care Network
- Ranges Extended care Network

Fernlea House has also hosted visits to Commonwealth Respite Carers Centre Southern Region, Manager of Home Hospice, Coordinators of Day Hospices across Victoria, Priority Access Tool Working Group and Advocacy Working Group.

There has been a considerable increase of focus on Quality activities. Fernlea House was reviewed by the Department of Health and Ageing in March 2011 with a very successful result. We were also successful in our annual Food Safety Audit in December 2010. The new web site has been developed with positive feedback being received. The Operational Plan has been followed with the priority activities completed.

Much of my focus has been on Quality activities, managing the staff to form a cohesive team and investigations into the feasibility of developing a satellite service in Healesville. This occurred as a result of my being on the Rural Palliative Care Advisory Group. It was identified that there was a need for such a service like Fernlea House in Healesville. Meetings with service providers in the area further confirmed the need for such a service. A suitable venue was searched for and work was done by the Grants Sub Committee to find funding for the venture. Fernlea in the Valley opened in October 2011.

Fernlea House celebrated National Palliative Care Week in May 2011 with a display at Wantirna Health. Also in partnership with Eastern Palliative Care, carried out the Before I Die Project.



Eastern Palliative Care worker Diane Merrett is part of the Before I Die project.

Picture: MARK STEWART N48DT20

Blackboard notes bring desires to life

WHAT do you want to do before you die?

That is the question being posed as part of a project by Eastern Palliative Care and Emerald hospice Fernlea House.

The project will see "before I die I want to ..." written on blackboards at libraries including Bullen and Doncaster with visitors invited to finish the sentence.

Eastern Palliative Care's Kylie Draper said people needed to start

talking more about death. "It is important to start thinking about the things you would like to do before you die because we're all going to," Ms Draper said.

Ms Draper said her work in palliative care had taught her the importance of not putting off things until tomorrow.

"A lot of the people here have been struck by life-threatening illnesses very quickly and no one taps them on the shoulder to say:

'you should be doing these things before you die,'" she said.

She said the idea for the Before I Die project came from artist Cand Chang who wrote the words on derelict building in New Orleans.

People wrote in things such as "d a cartwheel", "hug an elephant and "be tried for piracy".

Ms Draper said the organisation hoped to secure a more prominent location to boost the profile of the project.

We cannot forget the wonderful celebration of ten years of the vision by Jan Lancaster for the creation of Fernlea House. All the wonderful stories that were gathered for the Special Edition of the Friends of Fernlea in July were fascinating to read. There have been 3 monthly editions of the Friends of Fernlea newsletter and the Carers Corner Newsletter. Articles are always welcome, send to h.pike@fernlea.com.au or post to us at 149 Emerald – Monbulk Rd Emerald 3782.

We also had the launch of the Living, Loving Laughing Address Book to commemorate ten years of history of Fernlea House.



Cutting the cake at the celebration of the ten year anniversary and the launching of the Living, Laughing and Loving Address Book.

As always our guests and carers are the main focus of our work here at Fernlea House. From 2010 – 2011 **42 new clients were referred to the day centre program. There were 1152 bookings for the day centre and 288 for the FERNs in home program 5621 hours of respite was provided at Fernlea and 592 hours of respite provided in clients homes.**

I have included two tables from the report that was sent to the Department of Health & Ageing at the end of the financial year.

PART C: NRCP CARER NUMBERS AND CHARACTERISTICS NB: A carer can be included in more than one category.

1	How many primary carers received support in this 12 month period?	113
2	How many new carers received support?	53
3	How many carers were from a CALD background? ¹	25
4	How many carers were from an Aboriginal and/or Torres Strait Islander background?	n/a
5	How many carers were from rural areas?	8
6	How many carers were from remote areas?	n/a
7	How many carers were employed carers?	36
8	How many carers were financially or socially disadvantaged?	48
9	How many carers received emergency respite?	13

PART D: NCRP CARE RECIPIENT NUMBERS AND CHARACTERISTICS IN THIS 12 MONTH PERIOD

		NUMBER OF CARE RECIPIENTS	
		OVER 65 (or over 50 if ATSI)	UNDER 65 (or under 50 if ATSI)
1	Total	59	54
2	From Aboriginal and/or Torres Strait Islander background	n/a	n/a
3	With dementia	7	0
4	With dementia with challenging behaviour	3	0
5	With disability	22	27
6	Who were receiving palliative care	59	47
7	From CALD background ¹	15	11

Of course none of this would be able to happen without the amazing work and support provided by the team of staff and volunteers and I thank them for their ongoing commitment to Fernlea House. I would also like to thank the Committee of Management for their ongoing support.

I would like to finish this annual report with some wonderful photos of our guests enjoying the uniqueness of Fernlea House.



Helen Pike

Fernlea House – Annual Report, Nov 2011.

Sharyn Turney – Business and Development Manager.

Like the saying “time goes quickly when you are having fun”, so has my first year at Fernlea House.

With lots of the Laughter, Loving and Living that goes on each day, I am thoroughly enjoying my role. At the beginning of last year I thought I might retire. That turned into a bit of a joke. I got involved in a few things, including the volunteer training at Fernlea, and the rest followed really quickly after becoming the Business & Development Manager in September, supposedly for only a few months.

Some highlights for me this year have included:

- Introducing Integrated Planning.
 - Strategic Planning with the COM
 - Developing the Operational Plan with staff
 - Individual work plans for each staff member
- Developing a marketing plan to expand on areas from the operational plan
- Developing a quality calendar to guide activities and a separate COM calendar with integrated reporting.
- Supporting staff to undertake a range of quality activities, including audits, and surveys.
- Preparing Fernlea for its first Quality Review in March 2011, which was very successful. We were commended for our review preparation and for our client assessments.
- Being active in the NRCP Networks, mainly southern, giving presentations and helping other services.
- On the grant subcommittee, three significant and successful grants included two for Fernlea in the Valley at Healesville and one for Fernlea in the South East, which will be developed in 2012.
- Being involved in volunteer training is most rewarding, and seeing the end result with dedicated and committed people is wonderful.
- All our reporting has been on time this year, and we are improving our data collection systems to make it easier in the future.
- In fact all the quality systems are being improved and made more robust this year, which is very worthwhile.

You cannot work at Fernlea and not be touched in a positive way by all the people you meet. Guests, carers, volunteers, staff as well as other members. I can honestly say it is the most fulfilling job I have ever had, and with the wonderful support of Helen, the caring of other staff, the collegiality of the volunteers and the special strength of the guests, I feel I have grown and moved towards Maslow’s peak in his hierarchy of needs. The spiritual pinnacle, through the most humbling of daily experiences. **Thank you Fernlea.**

Fernlea House Inc 2010-2011 Volunteer Program continues to grow

We currently have 54 active volunteers. We facilitated one four day training course for new volunteers - in house and transport training plus one two day Memoirs training in the last twelve months. A total of 15 new volunteers were training.

Volunteers met very six weeks for ongoing training (Including debrief) and for a volunteers meeting which gave all volunteers the opportunity to share ideas, concerns with management. As the Manager of volunteer (we Frances and John) networked at SIG for Manager of Volunteers quarterly meetings, and with other managers of volunteers.

As a thank you to our volunteers the staff provided a Christmas celebration meal in early December.

Fernlea House exceptional volunteers contributed more than 6200 hours over the 12 months.

John Stayte