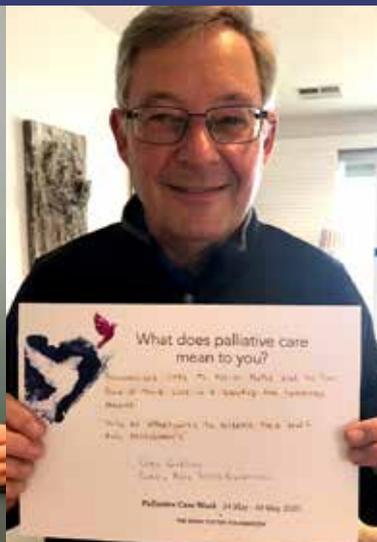


This report is dedicated to you: for the difference you made in the lives of patients and families throughout 2019 - 2020.



The Mary Potter Foundation Inc
ANNUAL REPORT



Front Cover:

During Palliative Care Week back in May, we invited the Board, Staff, Volunteers and Supporters to share what palliative care means to them. Here is a selection of the responses we received, which were shared on our Facebook page to raise awareness and promote a greater understanding of palliative care in the community.



Thanks to you, the Mary Potter team was able to bring comfort and individual care to hundreds of patients in the most extraordinary ways and guide their loved ones through. From the medical care through to the spiritual, emotional and physical support, your generosity ensured every patient had access to the most wonderful care, when it mattered most.

Our mission:

To inspire people to share our belief that caring for people at the end of their lives is an honour and a privilege and to work with us to support living every day, every hour.

Our Values**Good stewards**

We respect you and the support you give to the Foundation. We aim to do the right thing in everything we do.

Hug and delight

We will seek out ways to make the day brighter for you and for everyone we come into contact with.

Attitude of gratitude

Your support is never taken for granted. We face each day with gratitude in our hearts because of what you do.

Lively and joyful

We bring energy and joy to what we do, to support you and patients and families, as we believe that every day and every moment is precious.

Learn and grow

We embrace learning and personal growth to improve our skills and to help us serve you better.

Thank you for the gift of Mary Potter Care



If there is one thing that this year has demonstrated, it is how blessed we are to have such extraordinary donors. Your kind support and generosity – particularly over the past months of COVID-19 uncertainty – has meant so much to us. I am very thankful to have the opportunity to reflect on the impact of that support and what your commitment means to both the Board and Foundation team.

It's truly been a year of two halves, with challenges none of us could have anticipated.

In the first half of this financial year, we had some wonderful outcomes from some very successful events and campaigns.

The *Chip in for Mary Potter* Golf Day ran for the 8th year in October 2019. We are most grateful to our Patron, Jenny Hurley, and the Golf Day committee, for delivering yet another very successful event.

Our Christmas campaign around 'Lighting Up the Hospice with Love' received great support. It culminated in a wonderful, well-attended evening at the Christmas Carols concert, followed by the 'Lighting of the Loving Tree' memorial event outside the Hospice. It was a beautiful night.

The second half of the year certainly tested us.

At the onset of COVID-19, the Hospice went into lockdown, with restrictions on non-essential staff and visitors. Volunteers were sent home, and most programs were cancelled.

But the Hospice medical team and Palliative Home Care Service didn't stop. They continued to provide the same loving care, with many golden moments created for patients and their families.

We were disappointed that our major annual fundraiser, our *Walk for Love*, had to be cancelled for the first time since it began in 1988. With no funds coming in because of the cancellation, I reached out to you for help – and your response was extraordinary. I was truly humbled by your generosity. You made sure that patients and families continued to receive the same exceptional level of Mary Potter Care throughout the winter months.

We are incredibly grateful to those who left a bequest to the Foundation this year. We were privileged to receive bequests from 12 Estates and three family Foundations. These beautiful gifts played a vital role in meeting our funding commitments. We are so thankful to these wonderful people who, through leaving us a gift in their Will, have left a lasting impact on so many people's lives.

In closing, I am indebted to you, our donors, for your kindness and generosity over this most abnormal year. I am deeply grateful for your trust; in sharing our mission, and forever touching the hearts of families whose loved ones have received Mary Potter Care, thanks to you.

On behalf of The Mary Potter Foundation Board, thank you for your support in 2019-2020.

Chris Sharpley
Chair, The Mary Potter Foundation

Message from the Treasurer

Financial Overview



Thank you for investing over \$1.53m in Mary Potter Care in 2019-2020.

Thanks to your support we were able to fulfill our commitment to Mary Potter Hospice and Calvary Palliative Home Care Service, despite lower than expected investment income, bequest income and the added impact of COVID-19.

John O'Connell

Treasurer and Deputy Chair, The Mary Potter Foundation

Income	2020	2019
Individuals, Businesses, Events and Fundraising	\$897,971	\$1,115,950
Bequests	\$136,249	\$732,676
Realised Investment Gains/(Losses)	\$52,416	\$510,296
Investment Income	\$564,372	\$740,193
Other income	\$134,980	\$9,091
TOTAL INCOME	\$1,785,988	\$3,108,206
Expenses		
<i>Mary Potter Care</i>		
Benevolent Funding	\$749,480	\$727,650
Nurses Education and Development	\$14,157	\$16,617
Hospice Support	\$679,392	\$767,401
Equipment & Refurbishment	\$88,521	\$133,907
Total Support	\$1,531,550	\$1,645,575
<i>Other Expenses</i>		
Administration expenses	\$420,975	\$437,628
Fundraising expenses	\$118,287	\$175,393
Other expenses	\$232,655	\$182,853
Total Other Expenses	\$771,917	\$795,874
TOTAL EXPENSES	\$2,303,467	\$2,441,449
NET OPERATING SURPLUS/(DEFICIT) FOR THE YEAR	(\$517,479)	\$666,757
<i>Unrealised Investment Gains/(Loss)</i>	<i>(\$796,326)</i>	<i>(\$686,069)</i>
NET SURPLUS/(DEFICIT) FOR THE YEAR	(\$1,313,805)	(\$19,312)

For a copy of the Treasurer's Report and a full set of Audited Financial Statements at 30 June 2020 go to marypotter.org.au/publications or call 08 8239 0119 for a copy to be emailed or posted to you.

Message from our Executive Director

During the past 12 months
I have been blessed to witness
the most incredible support.



My heartfelt thanks to you all.

Thanks to your kindness and generosity, patients were cared for with the utmost respect and dignity, and family members were guided through some of the most heart-wrenching and difficult days they will ever experience.

I must admit that when COVID-19 started to impact our lives, I was worried. What would happen to patient care for those needing Mary Potter Care during the pandemic? Would the Hospice close? What could we do to raise the money we need to care for them?

When we reached out to ask for your help, you answered the call. Thank you for sharing our belief that it is an honour and a privilege to care for people at the end of their lives.

And to those who bring Mary Potter Care to life: the Hospice team. I thank you for your dedication to your work, which is evident in the reflections and stories written by three members of staff who were on the frontline throughout the lockdown (see pages 10-12). Special thanks to Dr Healey, Kevin and Amy.

To every family who shared their Hospice experience through our newsletters, videos, fundraising letters, reports, and social media this year – thank you. You opened your hearts to inspire people to support us. Thank you for your contribution. I hope we did justice to your loved ones' stories and your precious memories.

I would like to close by quoting Mother Teresa:

“It’s not how much we give but how much love we put into giving”

Hundreds of families experienced the most unexpected care this year, thanks to you. I know in my heart that they are eternally grateful for the love you put into your giving, so that their loved one could receive Mary Potter Care.

Lorna Riddle
Executive Director



Blackfriars Old Scholars Football Club

Thank you so much to these selfless and amazing people. When Walk for Love was cancelled, they stood up and created their own individual events to raise money for patients and families in the Hospice. ❤️



Jess H & Jess G
in Perth



Dr Dan Huynh
and family



Russell Duncan, family
& friends



Nita Badcock & special
group from Catholic
parishes Kilburn &
Clearview



'Love you to bits'

It only took five minutes in the Hospice for Lianne to know her mum would be loved to bits.

Bette turned 90 years old in March. An adored mum to Lianne, Bette had lived with Lianne's family for the past 15 years. In their large extended family of cousins, Bette was always a big part of the family's celebrations, parties and happy get-togethers. Whenever she said goodbye to Lianne and her granddaughters, Bette always said: "Love you to bits".

In September last year Bette was diagnosed with cancer. In May, she fell and broke her hip. In the RAH orthopaedic ward, she was getting weaker and more unwell each day. Her cancer had spread.

Lianne didn't feel she could leave her mum there by herself.

"I felt I needed to be at the hospital 24/7. Mum was very anxious, and she couldn't phone me without help. The nurses were good but they didn't have time.

So I needed to still be her carer and stay there. She was really unwell. I had to try and get her to eat. Basically, I spent two weeks living at the RAH."

Lianne knew how much pride her mum always took in her appearance. "I would ask the nurses: 'Can we try and wash her hair?'"

"They said they'd try, but they didn't. It wasn't a priority."

"The hospital gowns they made her wear made her look so gaunt, and I had her own lovely nightgowns there. I cut them up the back so she would still feel some sense of normality in her pretty things, but they could still be used like normal hospital gowns. But the nurses only put her in hospital gowns."

"I realised that in hospital the medical team were treating a specific thing, treating the disease. I knew in Mary Potter they'd be treating the person."

“I realised that in hospital the medical team were treating a specific thing, treating the disease. I knew in Mary Potter they’d be treating the person.”

After a short stint in the QEH to get Bette’s pain under control, Lianne asked if her mum could be transferred to Mary Potter Hospice.

“I knew how beautiful the Hospice was. I knew that once I got Mum there she would be cared for on a whole other level.”

“And when we got to the Hospice, I felt this immense weight lifted off my shoulders. Now I could just be Mum’s daughter, not her carer.”

“In the first five minutes of arriving at the Hospice, the lovely nurse that took us into Mum’s room said to me: ‘Lianne, why don’t you have a break and just step outside? We’ll give Bette a wash – and why don’t we give her hair a lovely wash too? Then we can put her in her pretty nightie.’”

“I could have cried on the spot. I hadn’t asked, I hadn’t mentioned her hair or her nightie. The nurse just knew. It was a priority for them too. And I thought ‘yes, that’s what Mum deserves’. They understood what she needed. That dignity, that respect. I was so grateful for that.”

“When I walked in after the nurses had finished, it was the most beautiful sight. Mum was sitting up in her pretty nightgown, all clean with her hair fresh and washed – and she had the biggest smile on her face. I can’t tell you what that meant to me.”

“I took a photo of her and sent it to my family, and said, ‘Look, Nan has been here five minutes and this is what Mary Potter has done already’. It is a different level of care. I knew it would be, but within five minutes they proved it. **At Mary Potter they’re really treating the person.**”



“From that point on, Mum wasn’t anxious. She knew why she was in the Hospice, but she felt calm. She could get a nurse to get anything she needed.”

And I remember thinking ‘I don’t have to worry now’. I know the Hospice will offer the foods she likes. I know they’re not going to offer her a big roast meal she doesn’t want and can’t eat – they’ll give her custard and foods that slide down easily, but it will be good food. I know that they will focus on her comfort and on end-of-life quality care, rather than trying to get her home from a hip operation. And they did all that and more.”

“When Mum wanted to speak to me on the phone, the nurses would call immediately. There was no waiting. When I called her, they put her on the phone straightaway. I knew that when I left each night, she was going to be looked after so well. That was such a comfort.”

While Bette was in the Hospice, Lesley from Fra Angelico Creative Arts popped by. She told Bette and Lianne about the ceramic artwork she helped patients create.



Bette chose her favourite colours – the same as those in her quilt – and picked out the tree that would be painted on a lovely plate. She also decided to make two baubles with butterflies on them, one for each of her granddaughters.

Lianne told us: “Mum was amazed at what she could do, at what she was capable of. Lesley held the paints and I held the plate while Mum added her fingerprints. She was really delighted with what she’d created. She said: ‘I’m not at all artistic but this is looking great!’ It is such a beautiful memory.”

When Lesley asked what Bette would like to write on the baubles for her granddaughters, she knew exactly what it would be. Her everyday sign-off to them: ‘Love you to bits’.

When Lianne gave the baubles to the girls after Bette died, they were blown away.

“They have them in a box to keep now. I keep thinking of how proud Mum was of the work she did – of creating something so beautiful. I’ll treasure this plate forever.”

“Looking back, I remember Mum’s doctor saying: ‘Sometimes you just need to ‘be’. Just to **be** with your mum, not cooking or cleaning or caring for her, but just sitting with her, just being with her in that moment.”

“And at Mary Potter, I got to do that. I’m so grateful for those moments.”



In the Hospice, Lianne got to be Bette’s daughter again, and not her carer.

Bette felt calm, secure and loved in the care of the wonderful nurses that you so generously support – and surprised herself in creating beautiful pieces of art that her family will treasure forever.

This would not be possible without you. What a gift you have given Bette’s family.

Thank you for your support of our Fra Angelico program. And thank you so much for giving our nurses time. Time to notice, time to focus on what is needed for our patients and families, and time to give that loving and meaningful Mary Potter Care.

Five minutes is all it takes.

Dr Tabitha Healey is a Consultant Physician in Mary Potter Hospice. Here she reflects on one gentleman she has looked after this year, and what she values most about caring for patients in the Hospice.



Dr Tabitha Healey

‘What does a good day look like?’

At 38 years old, Christopher should have been hanging out with his mates. Instead, he was focused on managing the pain from his widespread cancer.

He requested a transfer to Mary Potter Hospice, from the busy public hospital cancer ward where he had been admitted. He settled in immediately, noting that “the energy is just different here”, “I feel like I can finally exhale” and “people take the time to listen”.

Christopher was one of those extraordinary people who lived life with no regrets, made everyone he met feel deeply connected, loved a laugh and celebrated the simple things.

The Hospice enabled him to take back control of his treatment, as well as providing the space and environment to spend time with his family and friends. While Chris was at Mary Potter, we all celebrated the arrival of “Sooty”, his gorgeous Pomeranian puppy who became a fixture on the ward and a source of comfort to so many.

Chris loved the food, the freedom, the flexibility, the staff, the complimentary

therapies and the regular delivery of a Hungry Jack’s ‘Whopper’ with cheese. The word he used most to describe his Mary Potter Hospice experience was, “stellar”. As Chris deteriorated, he remained the director of his life, clear in his goals and considerate of all.

When I retired in 2017 after 18 years as a Medical Oncologist, I would never have imagined that I would reignite my medical career in Mary Potter Hospice, but am exceptionally grateful for this opportunity to work with incredible people, in an environment that cares deeply for patients as individuals.

Caring for people in the final weeks of their lives – or assisting others to manage symptoms to allow them to return to live life to the fullest – is an incredibly privileged role. Discussions around “What matters most?” and “What does a good day look like?”, assist people to focus their energy on what they can achieve – on living rather than dying.

As a result, with the vital assistance and wonderful support of The Mary Potter Foundation, some truly incredible moments are made.

Palliative Care Nurse Practitioner, Kevin Hardy, reflects on how Mary Potter Hospice and Calvary's Palliative Home Care Service work together as an integrated unit to give patients greater options for their care.



Kevin Hardy

With the financial support of The Mary Potter Foundation, Calvary's Palliative Home Care service was officially launched two years ago.

In our first year of service we provided 908 home visits at an average of 76 visits a month, with between 25-30 patients. Community need meant that by our second year, those visits were doubled, where we provided 1875 home visits at an average of 156 visits a month. Currently, we have 70 patients on our service and we are averaging 17 new referrals per month.

Recently we cared for a patient who had been receiving our palliative care support at home for many months. As his condition was deteriorating, he required several admissions to Mary Potter Hospice. After his most recent admission he decided that he would remain in the Hospice for the terminal phase of his illness that was fast-approaching.

Then COVID-19 happened – and the pandemic meant that visitor restrictions were put in place within the Hospice for the safety of patients and staff.

This gentleman had a large number of friends who were wanting to visit him. He was also keen for this to happen, so after a discussion with Hospice doctors and our community team, he chose to be discharged home for his end-of-life care.

Our team arranged a hospital bed to be delivered and installed upstairs in the front room of his city apartment that overlooked Rundle Street East. Our service visited daily to manage all of this gentleman's care needs, including his medication management. Our service provided his carers with daily face-to-face support along with the back-up of our 24-hour telephone advice support line.

He loved being able to spend his last days in his home, where he was able to hear the familiar noises of the busy city street below. It also meant his friends could visit him to enjoy a glass of wine while listening to a lot of his favourite music.

We are very grateful to The Mary Potter Foundation and their donors for supporting our care of this gentleman and so many other patients and families, as community need continues to grow for our Palliative Home Care Service.

Our Hospice Clinical Manager, Amy Williams, reflects on the way the Hospice team have managed the challenges of COVID-19 over the past eight months.



Amy Williams

It has been a testing eight months worldwide due to COVID-19. In the Hospice, we have faced the challenge of providing the same high standard of care while maintaining the safety of our patients, their families, and our staff.

We have worked hard to facilitate compassionate visitation for our patients to ensure that family members and close friends can visit and share memories while the patients receive end-of-life care.

With the support of The Mary Potter Foundation, the Hospice team has adapted to the challenges that COVID-19 has presented in 2020 by also offering iPads for video calls and assisting patients with those calls where necessary.

The Mary Potter Foundation has continued to support the Hospice team in providing special moments for patients and their families.

Thanks to the generosity of the Foundation's donors, we have been able to provide family dinners, birthday celebrations, date nights, a champagne brunch, notebooks for letter writing, favourite meals for lunch or dinner and many more heartfelt moments.

It has been very clear this year that the simplest gestures have been the most meaningful and had the biggest impact on our patients and their families.





*A few highlights
of 2019-2020 –
made possible
because of you.*



Golf Day

It was perfect weather for the teams teeing off at the Chip in for Mary Potter Golf Day. Many thanks to our wonderful Patron, Jenny Hurley, and the Golf Day committee, as well as the amazing sponsors, teams and everyone involved for helping to raise funds for palliative patients in Mary Potter Hospice and regional SA.



A special 'Twilight on the Green'

So grateful to our wonderful donors for helping us to put on a special 'Twilight on the Green' for one of our patients, his family & close friends.

Hospice patients and their families were also invited to come and sit outside in the garden on a beautiful evening, have a glass of Prosecco with strawberries, some delicious platters of food – and listen to the wonderful 'King of Swing' Denis Sheridan sing some old favourites. We are so grateful to Denis and his daughter Meg, who took a break from their Fringe show commitments to come and perform for everyone.

Some special moments of joy, laughter and connection amidst some great music – all creating wonderful memories for everyone there.





Mary Potter Hospice Ambassador

Feeling most grateful that Dom Cassisi, former Captain of Port Adelaide Football Club has agreed to be an Ambassador for Mary Potter Hospice!

Dom made his first visit to the Hospice to meet and chat to our patient Ken, a life-long Port supporter. Dom brought along a signed beanie for Ken, whose spirits were so lifted by spending time with this Port champion.

Ken already had been given a quilt for his bed in Port's colours. Add in a Port flag that our volunteers bought for Ken's room – and an unexpected visit from this Port legend – and Ken's day was made.

Flowers, fascinators and food!

The race that stops a nation didn't stop patients, families and visitors celebrating when the Melbourne Cup came to Mary Potter Hospice.

Our nurses and volunteers were right in the spirit of the day, while Prosecco with fresh strawberries, wine, soft drinks & a selection of food was served to each room by our volunteers before the big race. There were sweeps, prize-winners, beautiful peonies and roses in all the patients' rooms, and TVs tuned in to the big race. A fun day!



A special Sunday surprise for one of our patients.

Mick wanted fish & chips on the beach – and we decided he should do that in style. While Mick couldn't ride his Indian motorbike anymore, we made sure he could still get that wind-rush by riding upfront in a classic 1957 Chevy convertible. Mick loves Chevys, having owned one himself, so on a perfect sunny day, George from *All American 57 Chevy Services* came to the Hospice, picked up Mick and his family & took the scenic route along the beachfront.

We had booked a seafront table at Grange Jetty Café for a lovely lunch, before Mick and his family hit the road again.



The kindness and generosity of the business community, trusts & foundations, community groups & churches are vital to the funding of Mary Potter Care.

Thank you for your generous support in 2019-2020.



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North Adelaide Golf Club – Ladies Day

Words of thanks from a patient's family

“Words are not enough to thank you for everything you did for us – not only as a patient but listening like true friends. We appreciate it all, and cannot thank you enough.” ♡



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