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GOLD COAST
HOSPITAL
FOUNDATION

ANNUAL REPORT

Feedback is important for improving the value of our future annual reports. We welcome your comments, which can be made by contacting us at:

Gold Coast Hospital Foundation
ABN: 95387912125

Street address

Gold Coast Hospital Foundation
Retail Tenancy 3, Gold Coast University Hospital
1 Hospital Boulevard
Southport QLD 4215

Postal address

Gold Coast Hospital Foundation
PO Box 23
Griffith University QLD 4222

Phone: +61 7 5594 6986

Email: admin@gchfoundation.org.au

Website: www.gchfoundation.org.au

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Cover: Thomas Wiltshire, pictured with Foundation mascot Betty Get Better, spent the first four months of his life in hospital fighting for survival, before being diagnosed with the lifelong condition cerebral palsy.

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Contents

Letter of compliance	4
Acting Chair's report.....	5
Vision, mission and values	6
Acting Chief Executive Officer's report.....	7
About the Foundation	8
Our support programs	9
Strategic objectives and performance indicators	12
The impact of your support	14
Patient story – Crash survivor calls on Gold Coasters to support trauma research project	16
Fundraising highlights	18
Our supporters	21
Corporate governance and structure	22
Risk management and accountability.....	26
Information systems and recordkeeping.....	27
Human resources	28
Financial performance summary	30
Appendices	
Appendix 1 – glossary and compliance checklist	32
Appendix 2 – financial statements 2018-2019	34
Treasurer's report.....	35
Financial statements	36
How to support the Foundation	53

Letter of compliance

24 September 2019

The Honourable Steven Miles MP
Minister for Health and Minister for Ambulance Services
GPO Box 48
Brisbane Qld 4001

Dear Minister,

I am pleased to submit for presentation to the Parliament the Annual Report 2018-2019 and financial statements for Gold Coast Hospital Foundation.

I certify that this Annual Report complies with:

- The prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard (FPMS) 2019*, and
- The detailed requirements set out in the *Annual Report requirements for Queensland Government agencies*.

A checklist outlining the annual reporting requirements can be found on pages 32-33 of this Annual Report.

Yours sincerely,



Anna Carroll
Acting Chair
Gold Coast Hospital Foundation

Acting Chair's report

This past financial year, change has been a significant theme for Gold Coast Hospital Foundation.

Two long-serving Board members retired during the 2018-19 financial year. My heartfelt thanks go to Mr Wayne Hunt and Dr Therese Withers for their contribution over a number of years and their hours of work and support to the Foundation. Following Wayne's resignation, I stepped into the role of Acting Chair, noting the leadership and success of the Foundation's previous Chairmen in Wayne Hunt, Gary Baildon and Lex Bell.

This year we welcomed new members to the Foundation Board – Ms Sam Wakerley, Dr Sonu Haikerwal and Ms Colette Gallagher. We also advertised for additional Board members to strengthen our risk and finance skills and grow our reach in the Gold Coast community. There was a high level of interest in joining the Foundation Board and we look forward to appointments being finalised.

After more than six years of passionate service, Kim Sutton resigned from the role of Chief Executive Officer to take up a new position. Through her innovation and strategic partnerships, Kim made extensive progress on our five-year Strategic Plan. She was instrumental in developing operational systems, introducing support programs, raising the Foundation's profile in the community, and overseeing the Foundation's relocation to the Health and Knowledge Precinct. On behalf of the Board and the Foundation team, we wish Kim the greatest success in her next venture.

The Board embarked on a search for a new Chief Executive Officer and following significant interest from high quality candidates and a competitive selection process, I am pleased to welcome Ben Cox to the Foundation in July 2019. Ben will continue to build upon the Foundation's past achievements by growing long-term positive impact in our community and helping improve health outcomes for patients and their families.

Despite this period of change, the Foundation remains committed to making a difference to the local community, patients and their families who rely on the Gold Coast public health care system, and health staff of the Gold Coast Hospital and Health Service (GCHHS).

We are fortunate to work with many generous organisations, community groups and individuals who support us in achieving our goals. I am pleased to report the Foundation raised more than \$1.7 million during 2018-19. This vital funding helped deliver medical equipment, major research projects, health staff scholarships, as well as patient and family support programs including the Cancer Patient Transport Service and Emergency Accommodation Service.

Of notable mention is our ongoing support from the GCHHS, in particular, Chairman Mr Ian Langdon and his belief in the contribution the Foundation can make to public health care on the Gold Coast. GCHHS partner with the Foundation to support our work and we look forward to growing this partnership.

It has been a privilege to lead the Board and the Foundation, made achievable by the support I receive from my fellow Board members. All members give generously of their time and share a common passion for the work, and impact of, the Foundation.

I thank and commend the Foundation team who have continued to deliver and reach our goals during this year of change. Our thanks to Mr Joe Hanlon, who steered the ship as Acting Chief Executive Officer. The staff are the heart and soul of our organisation and represent our values and intent to the Gold Coast community.

On behalf of the Board and team, I would like to thank every donor, sponsor and corporate supporter for your valued contribution to the Foundation in 2018-19. We look forward to your support in the years ahead.



A handwritten signature in blue ink, appearing to read 'Anna Carroll'.

Anna Carroll
Acting Chair

Vision, mission and values

Our vision

No one in our community experiences hardship caused by illness or disability.

Our mission

Raise funds to relieve the distress of illness, promote wellbeing and further medical advancements.

Our purpose

The purpose of the Foundation is to relieve hardship caused by illness or disability.

Our priorities



- Supporting patients facing financial and emotional hardship caused by being unwell or injured.



- Improving treatment, equipment and the patient experience to reduce distress and discomfort.



- Increasing medical knowledge and specialist skills through research and education.

Guiding values



Passionate

We enthusiastically raise funds to help our community overcome hardship caused by illness and disability.



Dynamic

We are enthusiastic, creative and forward-thinking in our approach.



Accountable

We take pride in what we do and are responsible for all actions. We achieve targets and deadlines.



Quality

We are helpful and friendly, providing quality service to all stakeholders. We use good systems and appropriate processes.

Acting Chief Executive Officer's report

Gold Coast Hospital Foundation is a local not-for-profit organisation focusing on helping patients and families receive the best care possible during times of medical hardship. In 2019, the Foundation marked its 25th anniversary of serving the community and we are proud to have reached more than 180,000 people by delivering vital support programs, medical equipment, health research and medical scholarships to help keep Gold Coasters healthy and safe across Gold Coast Hospital and Health Service (GCHHS) facilities.

Our impact in 2018-2019

The Foundation experienced an increased need for its services and programs in 2018-19 and reacted to meet that growing demand. Through the ongoing support and generosity of our community, the Foundation delivered its most successful impact record in 25 years of fundraising.

Support in the Gold Coast region for the Foundation and GCHHS allowed the Foundation to invest more than \$1.1 million, funding a number of vital health care initiatives and projects. The impact of which reached a record of more than 180,000 patients, family members and medical staff.

We acknowledge the hard work and commitment shown by our Foundation team, a skilled and supportive Board, GCHHS staff, the many volunteers, generous community individuals, families and businesses, and our corporate and commercial partners, all who remain loyal and supportive of our cause. Thank you for your heartfelt generosity and kindness.

Highlights of 2018-19

- The GCHHS and Gold Coast Hospital Foundation Collaborative Research Program was expanded to include Griffith University, Bond University and Southern Cross University as partners of the program. In its second consecutive year, 45 medical research submissions are currently under review for selection.
- The annual Care for Cancer lunch posted a 75% increase in fundraising to reach \$62,000, up \$27,000 from the previous year.
- The Emergency Accommodation Service provided 610 nights of emergency accommodation to the families of patients in several hospital units, up 30% on the previous year.
- The Cancer Patient Transport Service continued providing critical travel assistance for Gold Coast cancer patients making more than 6,500 journeys to help people affected by cancer get to and from hospital for vital treatment.
- Secured funding to extend the Child Life Therapy program, a first in Queensland, from .3 full time equivalent to a full time role for the next three years.

- 117 vital pieces of medical equipment funded off the children's and general medical equipment wish lists, including a state-of-the-art ceiling mapping system designed to calm children undergoing distressing medical procedures.
- 21 hospital facilities and patient spaces improved.

Key priorities for 2019-2020

The new financial year welcomes our incoming Chief Executive Officer Ben Cox. Ben's experience and skills will help the Foundation plan and shape future growth and impact, focusing on the pillars of support that delivers our mission to help even more people in our community during times of illness and injury. To achieve this, the focus will be on:

- Increasing awareness and donor acquisition channels with the strategic objective to engage new supporters.
- Commence planning of the Foundation's next five-year operational strategy, fine tuning pillars of support and resources.
- Strengthen community partnerships and engagement that will uplift and build Scrub Up September™ into the Gold Coast's leading community fundraising appeal.
- Identify and explore operational commercial income opportunities.
- Appointing a dedicated resource to secure and steward major donor income and the Gift in Wills program.

The Foundation is entering the later years of a current operational strategy that has built capacity and skilled resources. To date, we've achieved great success with growth in areas of income and impact that has helped even more patients and their families overcome the challenges of medical hardship.

The next chapter is an exciting and bright future. The advancements we make will continue to help meet the community's needs.

On behalf of our devoted Foundation team and Board, I'd like to thank each and every one of our dedicated donors, supporters, business partners and volunteers for their generous contributions and kindness. The care and passion that supports us has helped tens of thousands of people in our community every year for the last 25 years.



Joe Hanlon
Acting Chief Executive Officer

About the Foundation

Who we are

Gold Coast Hospital Foundation is a locally-based not-for-profit charity dedicated to improving health care at Gold Coast public hospitals. Each year, the Foundation's programs support thousands of patients and their families who face medical hardship caused by illness, injury or disability.

As the official charity for the Gold Coast Hospital and Health Service, the Foundation raises much-needed funds to help deliver better health outcomes for patients and their families receiving care at Gold Coast University Hospital, Robina Hospital, Varsity Lakes Day Hospital, two major allied health precincts at Southport and Robina, plus 13 community-based public facilities. These community health facilities include family and child health, post-operative care, rehabilitation, mental health, and indigenous health care services.

The Foundation operates from offices located within the state-of-the-art Gold Coast University Hospital at Southport.

What we do

With the support of the community, the Foundation raises funds to provide essential support programs to patients and families that would not otherwise be available to local public hospitals and community health clinics.

Our programs include:

- Cancer Patient Transport Service
- Emergency Accommodation Service
- Purchasing medical equipment
- Funding hospital-based health research
- Improving hospital facilities and patient spaces
- Providing scholarships for GCHHS staff

Funding

The Foundation receives no government subsidy. We work with our valued supporters, corporate partners and the Gold Coast community to raise crucial funds through donations, events, appeals, bequests, regular giving and other fundraising activities.

History

The Foundation was established in 1994 and has raised more than \$18.7 million for Gold Coast public hospitals and health care during this time.

Alignment with government's objectives for the community

Two of the Queensland Government's objectives for the community – delivering quality frontline services and building safe, caring and connected communities – are advanced by the strategic partnership between Gold Coast Hospital Foundation and the Gold Coast Hospital and Health Service. The Foundation helps to relieve the poverty and distress caused to patients suffering from illness and disease by providing patient and family support programs; improving patient outcomes through medical research, vital equipment and scholarships for clinical staff; administering educational health programs to the community; and operating a professional and efficient organisation that is accountable and transparent to all stakeholders.

Open data

Additional annual report disclosures relating to expenditure on consultancies and overseas travel are published on the Queensland Government's open data website at www.data.qld.gov.au

Our support programs

Cancer Patient Transport Service

Gold Coast Hospital Foundation funds and administers the Cancer Patient Transport Service for local cancer patients to help take the worry out of getting to and from hospital for chemotherapy, radiation therapy, tests and appointments. This vital service makes almost 6,500 important journeys to hospital each year, helping 1,500 cancer patients across the Gold Coast who are too ill to drive or unable to afford transport.

The service is 100 per cent funded by the Foundation and represents our largest financial commitment of close to \$250,000 per year. This much-needed service is supported by the community and our valued corporate partners. The Foundation acknowledges and thanks these partners for their generous contributions and support.



Purchasing medical equipment

Generous community donations enable the Foundation to fund and purchase more than 100 vital pieces of medical equipment every year from the wish list of GCHHS professionals. This equipment helps provide patients with world-class care, less stressful and more comfortable treatment, swifter diagnosis and better health outcomes.

Some of the equipment funded in 2018-19 include:

Equipment	Purpose	Hospital Unit	Impact Per Year	Amount
Children's Ceiling Mapping System	A multi-sensory projector displaying moving images and scenes onto the ceiling to help distract and entertain children whilst having procedures. This system will calm young patients and endeavour to make the hospital environment less distressing and frightening.	Children's Emergency Department, Robina Hospital	2,500 children	\$23,605
Storz 3mm Laparoscopic instrument set	Specialist paediatric equipment for minimally invasive laparoscopic surgery on babies and young children.	Paediatric Surgery, Gold Coast University Hospital (GCUH)	40 children	\$27,718
10 x Chemotherapy chairs	These state-of-the-art chairs help make cancer patients enduring chemotherapy and/or Intravenous Vitamin infusion treatment as comfortable and safe as possible.	Cancer Services Day Unit, GCUH	15,600 patients	\$58,850



Emergency Accommodation Service

The Emergency Accommodation Service helps families who are struggling financially stay close to loved ones who are being treated in the trauma, intensive care, neonatal intensive care, children's critical care and postnatal mental health units of GCUH.

The Foundation recognises that it can be distressing for families who suddenly find themselves displaced by

unexpected medical hardship. Not having the financial means to afford accommodation escalates an already critical situation that impacts health staff and the patient.

The Foundation's vital service provides more than 600 nights of emergency accommodation close to the hospital, helping approximately 300 family members who can focus on the recovery of their loved ones in hospital.



Funding health research

As part of the major research program developed in partnership with GCHHS, the Foundation continued its commitment to fund cutting-edge health research to address chronic health conditions. Researchers began a study in 2018 to find a test to help with earlier diagnosis of sepsis in children. Funds raised in 2019 for the next clinical trial will help researchers perform one of the largest randomised-controlled trials on

early resuscitation of children with sepsis. The innovative approach will test two interventions with greatest promise to improve patient outcomes.

The study will capture functional outcomes and quality of life, consumer engagement, and sepsis-related costs.

Three research projects were selected to receive funding in 2018-19:

Project	Amount Required	GCHF Funded
Development and validation of an instrument to predict post-traumatic stress disorder and depression following traumatic injury.	\$86,928	\$25,030
Rapid Resuscitation in Paediatric Sepsis – A randomised controlled study to reduce morbidity and mortality due to sepsis in children.	\$99,970	\$99,970
Improving Nutrition Intake in Trauma	\$100,000	\$25,000



Scholarships and educational programs

Each year, the Foundation provides GCHHS staff with the opportunity to be awarded nursing and midwifery scholarships to further staff education and training.

In addition, the Foundation proudly supports the administration of the P.A.R.T.Y. (Prevent Alcohol Trauma in Youth) program, which is run by the GCUH Trauma Service. Hundreds of Gold Coast teenagers benefit from this trauma prevention initiative each year.



Improving hospital facilities

To promote patient relaxation, respite and comfort, the Foundation provides tranquil, private and family-friendly environments by improving hospital facilities and patient

spaces. Twenty-one hospital facilities and patient spaces were improved during the 2018-19 financial year thanks to generous donations.

Improved hospital facilities in 2018-19 include:

Facility	Details	Hospital Unit	Impact Per Year	Amount
Robina Hospital LIFESpace	Real life environments for patients undergoing physical and cognitive rehabilitation. The LIFESpace environment includes a mini shopping centre, outdoor gardening area and leisure spaces on the ward.	Rehabilitation, Robina Hospital	300 patients	\$5,000
Lavender Unit	A series of colourful wall skins were funded to make the space more welcoming and less clinical for mothers staying in the unit with their babies while receiving care for severe mental illness.	Lavender Unit, GCUH	70 patients	\$14,850
Child focussed environments	Children and families will experience a more child-friendly and colourful environment after 36 rooms within these facilities were improved.	Community Child Health facilities at Southport Health Precinct, Robina Health Precinct, Palm Beach, Helensvale and Labrador	15,000 patients	\$29,000

Supporting children in hospital

The Foundation received a three-year grant from the Greater Charitable Foundation in 2018 that will help fund the expansion of the invaluable Child Life Therapy program being delivered at GCUH.

Awaiting surgery and treatment is often a very frightening experience for young children and upsetting for parents. The Child Life Therapy program supports young children and their families in their hospital journey by helping counteract fear and distress that is often associated with medical procedures. It includes pre-theatre support, distraction therapy through the use of play, tours and ward orientation, and social emotional support for parents and

patients. This helps put children at ease and reduce family anxiety around the hospital experience.

The Children's Perioperative team at GCUH piloted and established a part time Child Life Therapy service in 2016 with the funding support of the Foundation. With the Greater Charitable Foundation's funding injection, the program will be expanded to a full time service for the next three years.



Strategic objectives and performance indicators

Gold Coast Hospital Foundation's *Strategic Plan for 2017-2021* has one central goal – to significantly increase the positive impact that the Foundation has on public health care in our region. This goal will be met through a focus on our six strategic objectives and three strategic themes, including:

- Relieve distress and hardship caused by illness or disability
- Sustainable future
- Excellent governance

Our strategic objectives

- Improve impact
- Secure public support
- Revenue growth
- Cost management
- Recruit and retain talented staff
- Experienced Board of Directors

The Foundation is moving into its third year of delivering the five-year Strategic Plan and is well placed to fulfil all goals and objectives through professional and responsible fundraising activity and the help of a loyal Gold Coast community supporter base.

Strategic objective	Goals	Performance measure	Status
Improve impact	Help a growing number of people in our community overcome distress and hardship caused by illness and disability.	Increase on previous year's impact and benefits delivered into the community through funded projects.	More than 180,000 people in the community helped as a result of projects funded, an increase of 30,000 from the previous year of 150,000.
Secure public support	GCHF recognised and supported as the 'Gold Coast's number 1 charity of choice'.	Grow conversion rate for people aware of GCHF from 20% (1 in 5). Grow engagement with a younger demographic of givers over 18 years. GCHF mascot Betty Get Better promoted in the community regularly to increase awareness.	Conversion rate for those aware of GCHF grew to 41% (2 in 5). The 18 to 24-year-old market grew 9%, up 4% from the previous year. Ranked #3 in a survey rating all popular Gold Coast mascots and recognised for having one of the most important jobs in the city.
Revenue growth	Continually grow traditional income from philanthropy, fundraising and signature events.	Traditional fundraising income channels (appeals, individual giving, grants and partnerships) maintained to help deliver budget. Grow signature event income by 50%. Grow Gifts in Wills and Major Donors to help deliver a \$2.1m full year fundraising income budget.	Maintained income throughout traditional fundraising activity but was impacted by a considerably lower than expected result from the Woolworths Wall Token Appeal due to the Qld drought. 75% income growth at the annual Care for Cancer lunch, which raised \$62,000, up from \$35,000 the previous year. Year 1 of a designated 3 year strategy to grow Gift in Wills and Major Donors was slowed by the resignation of the Major Donor Officer early in the financial year. This contributed to more than \$400k in unrealised income delivering a full year fundraising income result of \$1.72m. However, it has been identified that a \$300k gift expected in this FY will be received in the 2019/20 FY.



Cost management	Fundraising and admin costs reduced to achieve maximum distribution of net surplus.	Operational costs meet organisational structure and is cost efficient. Remain within industry and sector standards for cost and performance.	Achieved with some savings as a result of the Major Donor Officer role being vacant for a period of time. Service delivery costs, in particular the Cancer Patient Transport Service, has been reduced as a result of a change in service delivery supplier.
Recruit and retain talented staff	GCHF has a professional and committed team with the appropriate skills and support to deliver the strategic goals.	Provide staff training and development opportunities, implement and monitor development progress and mentor results. Develop and administer annual staff satisfaction survey as per our HR Strategy – 80% staff satisfaction rating.	Staff have attended various Fundraising Institute Australia training modules during the year. One-on-one development and continued support has been provided to the database and corporate fundraising team. Staff survey not updated in this financial year.
Experienced Board of Directors	GCHF Board is highly skilled and diverse with a balanced focus on performance and compliance.	Have engaged Board members who bring skills in all areas of business and community service.	Significant recruitment has been undertaken during the year to strengthen Board membership who represent key sectors in the community. This included the position of Board Chair after the former Chair's resignation.

Operating environment

The Foundation works to deliver its mission across the Gold Coast region, and its purpose to be the official charity for the Gold Coast Hospital and Health Service (GCHHS).

Strategic risks

A scan of the environment in which the Foundation operates highlights the following major strategic risks:

- Cyclic economic downturns may affect ability to meet financial targets
- Potential for decline in community giving patterns
- Failure to raise sufficient funds to meet increasing demand
- Retaining staff
- Ongoing relationship with the GCHHS

To manage these risks, the Foundation is delivering upon the Strategic Plan to develop robust business development and philanthropy units that are effectively staffed with, but not limited to, the following positions: Business Development and Operations Manager; Fundraising Manager; Fundraising Coordinator; Senior Donor Communications Officer; Marketing Officer; Database Administrator; Finance Officer; Events and Programs Coordinator; and Executive Assistant.

Legislation

Gold Coast Hospital Foundation operates according to:

- The *Hospital Foundations Act 2018*
- The *Hospital Foundations Regulation 2018*
- *Financial Accountability Act 2009*
- An independent annual financial and operational audit
- A requirement to produce an Annual Report detailing operations and financial results. This public document is lodged with the Parliament of Queensland by the Minister for Health and Minister for Ambulance Services

Tax status

On 29 May 1995 the Australian Taxation Office approved our status as a Public Ancillary Fund. In December 2015, our status changed to being endorsed as a Deductible Gift Recipient Type 1 as a Public Benevolent Institution.

The Foundation is:

- GST Concession effective from 1 July 2005
- Income Tax Exempt effective from 1 July 2000
- Endorsed as a Deductible Gift Recipient effective from 1 July 2000
- Covered by Item 2 of the table in Section 30-15 of the *Income Tax Assessment Act 1997*

The impact of your support

Your ongoing support and generous donations helped more than 180,000 people in our community during 2018-19.



\$1.7m+
raised

to support patients,
families and health staff



6,500 trips
made by the Cancer
Patient Transport Service



144,000km

travelled by the Cancer
Patient Transport Service



117
vital pieces of medical
equipment funded

610 nights

of emergency
accommodation
provided to patients' families



21 hospital
facilities
and patient
spaces improved



1,986
toys and gifts
distributed
to children in
hospital



641
children supported
with Child Life Therapy
before surgery



3 major health
research projects
approved for funding



5
nursing and
midwifery
scholarships
awarded
to health
staff

Crash survivor calls on Gold Coasters to support trauma research project

Alex Lees is incredibly thankful he's alive. The 22-year-old from Reedy Creek suffered nearly 20 traumatic injuries in a horrific motorcycle crash that almost ended his life, saw him wind up in a hospital bed for three months and later battle depression.



In October 2015, the then 18-year-old was enjoying a day out riding his motorcycle with two close friends in the Numinbah Valley. As he approached a curve along Pine Creek Mountain Road, Alex suddenly went off the road and collided head-on with a tree. He was thrown approximately eight metres down an embankment.

Alex was lying on the ground unconscious, bleeding internally and unable to breathe. His friends desperately waved down a passing vehicle for help. Fortunately, the driver was a former lifeguard trained in first aid. Realising Alex wasn't breathing, the lifeguard carefully removed his helmet and cleared his airways – an action doctors would later credit for saving Alex's life on the roadside.

Alex was urgently airlifted by helicopter to Gold Coast University Hospital, where he was rushed into the Emergency Department to prep for surgery. It was during this 13-hour 'damage control' surgery that doctors discovered the severity of his life-threatening injuries.

Alex sustained 18 injuries including a broken skull at the base of the neck, brain injury, fractured pelvis, collapsed lung, partially torn aorta, fractured vertebrae, broken breastbone, bleeding into the abdomen, perforated large bowel, torn arm nerves, broken leg, dislocated knee, and massive bruising to the lungs and heart. The injury to his

neck was so severe that the nerve root in his right arm was completely torn from the spinal cord, leaving his arm paralysed for the rest of his life.

Alex spent 13 days in a coma. His worried parents, Desiree and Mark Lees, will never forget seeing their son's body covered in bruises and abrasions; stitches running across his skull; a colostomy bag inserted into his abdomen; machines beeping and tubes everywhere.

"There were so many mixed emotions seeing our child like that. It was such a shock. I felt scared having no understanding of what was going on, but the hardest part was leaving him every day. I would often leave the hospital in tears – it broke my heart," Desiree said.

His recovery was long and painful. In total, Alex spent 71 days in hospital and underwent 12 surgeries. Despite having two nerve transplants, it's unlikely Alex will ever regain complete function in his right arm and will need to wear a sling permanently to reduce the risk of further injury. It's a lifelong disability that will impact his daily life.

Alex's traumatic ordeal caused a flow on effect of other health issues including slurred speech, memory loss and depression. Alex said his depression affected his whole life and his family for months after leaving hospital and into his recovery.

“I was depressed for a long time before getting help, but my psychologist helped me deal with a lot of my emotions and feelings of insecurity about not being able to get a job last year once I was recovered enough from my injuries to return to work,” Alex said.

Research shows post-traumatic stress disorder (PTSD) and major depression occur in approximately 10 per cent and 15 per cent of traumatically injured patients, respectively. Gold Coast Hospital Foundation appealed to the local community to help raise funds to support two vital health research projects aiming to decrease the impact of PTSD and depression to improve health outcomes for patients, just like Alex, following traumatic injury.

GCHHS Clinical Psychologist, Doctor Kristen Jones, said the potentially long-lasting physical and psychological consequences associated with traumatic injury can negatively impact a patient’s quality of life, relationships, return to work and pain management.

“The development of a new PTSD and depression risk rating tool will help medical staff identify individuals who may be at risk of these symptoms in the near or distant future. The aim would be to either prevent the onset of PTSD and/or depression or more easily facilitate early intervention, and hence, symptom reduction,” Dr Jones said.

“This research will significantly benefit the medical care provided to patients in Gold Coast University Hospital’s Trauma Service by giving medical staff a comprehensive tool to better understand what increases a person’s risk, when symptoms begin, and how long symptoms last.”

Nowadays Alex has overcome his battle with depression and found full time work as a mechanic.

“I’ve changed quite a lot since the crash. My family and friends are constantly reminding me how far I’ve come and that I’m doing so well at my job despite not having the use of my arm. I’m often asked if I would get on a motorbike again and I say, if my arm worked properly, I would,” Alex said.

Desiree said she cannot begin to imagine how hard this has been on her son.

“I look at what Alex achieves everyday with the use of only one arm. He is the bravest and most determined person I know. We couldn’t be prouder of him,” she said.

“

I was depressed for a long time before getting help, but my psychologist helped me deal with a lot of my emotions and feelings of insecurity about not being able to get a job last year once I was recovered enough from my injuries to return to work. ”



Fundraising highlights

Care for Cancer Lunch

The second annual Care for Cancer lunch was a huge success, raising a record \$62,000 to support local cancer patients in need. Gold Coast Hospital Foundation's signature fundraising event provided essential funding to help keep the Cancer Patient Transport Service on the road and purchase state-of-the-art chemotherapy chairs.

Workplace Giving

280 generous GCHHS staff helped make a difference to patients in hospital by giving regular donations from their pay via the Foundation's Above and Beyond Workplace Giving program. Workplace giving is a simple and cost-effective way to make tax-deductible donations to the Foundation.

Annual appeals

The Tax and Christmas Appeals are the Foundation's two main annual appeals, which are supported through a fully integrated and multi-channel campaign across Electronic Direct Mail (EDM), Telemarketing (TM), website content, social media and advertising. The 2018-19 appeals helped to fund the Emergency Accommodation Service and a major health research project aiming to decrease the impact of PTSD and depression.

Regular giving and general donations

We have a number of supporters who donate monthly and contribute to appeals throughout the year, and we are always overwhelmed to receive donations from patients who are grateful for their treatment and care in hospital.

Woolworths

The annual Woolworths Wall Token appeal has raised more than \$300,000 for the Foundation since 2015. This incredible community appeal, facilitated by the Children's Hospital Foundation Queensland, is a hugely important initiative for children and babies that receive care across GCHHS. Funds raised from this year's Wall Token appeal helped the Foundation purchase several big ticket items for the Neonatal and Paediatric Wards at Gold Coast University Hospital (GCUH) including a Giraffe OmniBed Carestation for the Neonatal Intensive Care Unit (NICU). The OmniBed Carestation is a specially designed incubator with in-built radiant warmer that cares for preterm or critically unwell babies right from delivery and during their recovery in NICU. The unit features a hood that keeps fragile babies warm, humidified and in a quiet environment.



Give Me 5 For Kids

Southern Cross Austereo's annual Give Me 5 for Kids radio appeal was held in June 2019 with 92.5 Gold FM's Bridge and Spida calling on the Gold Coast community to help raise money for vital medical equipment in the children's ward at GCUH. The Gold FM on-air team launched the appeal with national and local media personalities including Shelley Craft, Kat Springer (blogger behind *The Organised Housewife*), Eva Milic, Bruce Paige and Ian 'Dicko' Dickson. This year's appeal also saw the first White Diamonds Ladies Luncheon held at the Marriott.

Major donors

The generosity of individuals in our community continued to grow this year, resulting in hundreds of thousands of dollars being raised to help cancer, paediatric, mental health, emergency and trauma patients overcome the hardship that so often comes with being unwell. We are truly grateful for the compassion of these donors.

Hospital Heroes Ball

The Foundation's glamorous Hollywood-themed ball was held in August 2018 at Southport Sharks to celebrate the many real life heroes who care for local patients at our public hospitals. The charity ball raised funds for health research and the Cancer Patient Transport Service.



Bendigo Bank

Bendigo Bank is the Foundation's affiliate banking partner supporting the Foundation through all Gold Coast branches. Last year the Gold Coast teams supported Scrub Up September™ by dressing up all branches and wearing scrub hats to help raise funds during the month-long campaign.

Queensland Theatre of Puppetry

Queensland Theatre of Puppetry produce amazing children's puppet shows each year with all funds raised used to purchase essential medical equipment for children.

Spano IGA Group

Spano IGA Group hosted an incredible race day in October 2018, which helped raise more than \$43,000 to purchase medical equipment for children in hospital.

Southport Sharks

In the 2018-19 financial year, Southport Sharks continued to generously donate funds made by their staff, members and customers. Southport Sharks also hosted a Melbourne Cup fundraiser. They have now supported local patients and their families for 10 years.

It is with much appreciation that they have agreed to apply this years' funding to help keep our vital Cancer Patient Transport Service on the road.



Palazzo Versace

Palazzo Versace has continued to offer valuable support since January 2015. This year they worked with us to officially launch our annual Care for Cancer lunch, which was an incredible event that raised more than \$62,000 to help provide care and support to local cancer patients. Palazzo Versace also provide crucial funding via a stunning Melbourne Cup event.

First National Broadbeach

First National Broadbeach continued their wonderful support for children in hospital with a fundraising lunch. Principle, Pamela Bayles continues to be a loyal ambassador of the Foundation and has supported various projects to help children in hospital.

Sonia Stradiotto Couture

The Foundation has been the official charity for local fashion icon Sonia Stradiotto since 2017. In that time, Sonia's events have raised more than \$30,000 to help the Foundation deliver equipment and projects for children in hospital.

Earth Markets

This local family business has generously made possible a number of important mental health and elderly patient projects, including new exercise bikes for our mental health inpatients at GCUH. Funds raised are contributed from proceeds at four retail locations.

Villa World

Since 2016, Villa World has partnered and sponsored Foundation events and projects including funding the purchase of medical equipment, the Cancer Patient Transport Service, and help for families who need emergency accommodation. Sales from their brand new Arundel Springs estate has contributed close to \$32,000 in donations to help sick children in hospital.



The Star Gold Coast

The Star Gold Coast generously make an annual contribution as a result of on-site donations made from Star guests and patrons. Their 2018 contribution was used to help cancer patients who use the Foundation's Cancer Patient Transport Service.

Icon Cancer Care

The Icon Cancer Group has been the Major Partner of the Cancer Patient Transport Service since 2015, and in 2019 was a major sponsor of the annual Care for Cancer Lunch.

Hume Doors

Hume Doors provide funding each year that helps the Foundation deliver important equipment into the children's ward. These items help relieve distress for our smallest of patients and their families.

Gold Coast Convention and Exhibition Centre

Gold Coast Convention and Exhibition Centre hosted Melbourne Cup sweeps to raise funds for children's medical equipment and the Cancer Patient Transport Service. The venue will continue its support of the Foundation at the next Melbourne Cup fundraiser in 2019.

Bulk Fuel Australia

Bulk Fuel Australia fuels all three Cancer Patient Transport Service vehicles each year free of charge. The service transports 1,500 cancer patients each year, making almost 6,500 trips to hospital.

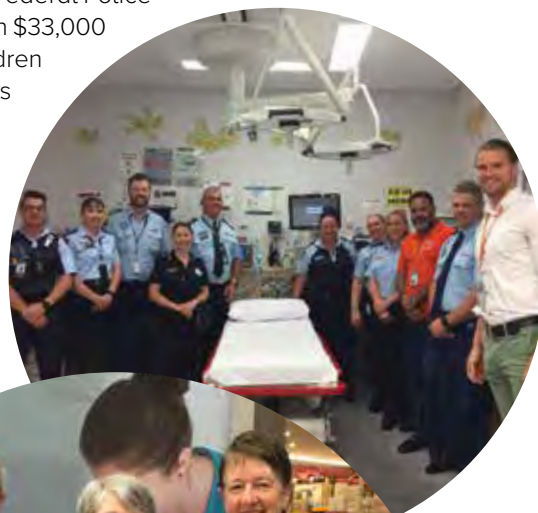
A team of lovely volunteer 'teddy doctors' repaired 144 'injured' teddy bears for local children.

Australia Fair Shopping Centre

Australia Fair Shopping Centre provided the perfect backdrop to host the Foundation's first ever Teddy Bear Hospital fundraiser in 2018. A team of lovely volunteer 'teddy doctors' repaired 144 'injured' teddy bears for local children. Australia Fair also supported the Foundation with the Christmas Gift Wrap fundraiser in the two weeks leading up to Christmas.

Police and Community Charity Ball

The inaugural Police and Community Charity Ball hosted by Queensland Police Service, New South Wales Police Force and Australian Federal Police raised more than \$33,000 to help sick children and their families in hospital.





Our supporters

As a locally-based not-for-profit organisation, Gold Coast Hospital Foundation relies on the generous support of individuals, families, businesses, community groups and supporters to fund its vital support programs for patients and families in need.

Businesses

- Australia Fair Shopping Centre
- Bell Legal Group
- Bendigo Bank
- Bulk Fuel Australia
- Coca-Cola Amatil
- Earth Markets
- First National Broadbeach
- Give Me 5 For Kids
- Gold Coast Cabs
- Gold Coast Convention and Exhibition Centre
- Hilton Surfers Paradise
- Hume Doors
- Icon Cancer Care
- Neumann Foundation
- Palazzo Versace
- Police and Community Charity Ball
- Q Super Centre
- Raptis Group
- Ray White Surfers Paradise
- Rebel
- Sonia Stradiotto Couture
- Southport Sharks
- Spano IGA Group
- The Star Gold Coast
- Villa World
- Woolworths

Community groups

- Gold Coast Cruiser Club
- Greek Orthodox Community
- Kiwanis
- Lions Club Runaway Bay
- Paradise Point Uniting Church Arts and Crafts
- Paradise Point Yacht Club
- QCWA Southport
- Queensland Theatre of Puppetry
- Rotary Club of Broadwater Southport
- Rotary Club of Robina
- Tamborine Mountain Creative Arts
- The Historical Motorcycle Club of Qld Tamborine Mountain Area
- Uniting Church Mudgeeraba

Grants

- City of Gold Coast Community Grants
- Coca Cola Australia Foundation
- Count Charitable Foundation
- Dry July Foundation
- Gold Coast Airport Community Fund
- Greater Charitable Foundation
- The Honda Foundation

Major supporters

- Beverly McIlwain (in memory of Jock McIlwain)
- Dennis Davies and Friends
- Ian and Glenis Jay
- Jenny Wong
- J.R (Jock) McIlwain
- Ko-Cheng Lin
- Link Family Trust
- Loraine and David McLaren
- Maureen Stevenson
- Milton and Jackie Brunton
- Bernard and Sheila Joel
- Mr Greg Hawkins and Leanne Dabelstein
- Mr Yeung
- Professor Ged Williams
- Pure Land Buddhist
- Richard H Kearney
- Southern Pacific Developments
- The Late Mervyn and Maureen Williams
- Wood Family Trust

Media supporters

- News Corp Australia
- Southern Cross Austereo

Corporate governance and structure

Our Board is comprised of individuals who are volunteers dedicated to serving Gold Coast Hospital Foundation with passion, commitment, professionalism, and who bring specialised skills to the organisation.

Our Board is responsible for the overall corporate governance of the Foundation, including determining its strategic direction and financial wellbeing, as well as guiding and monitoring business and activities on behalf of the stakeholders to whom it is accountable. Importantly, it is our Board's role to ensure the sanctity of the mission, vision and values of the Foundation, as well as ensuring its financial viability.

To ensure we serve with transparency and integrity, our Board commissions auditors to provide independent checks and assurance, as well as advice on financial policy and procedures.

Following the resignation of Board Chair Wayne Hunt in the 2018-19 financial year, the Foundation's Deputy Chair Anna Carroll is acting in the position of Chair provided for in the *Hospital Foundations Act 2018*. As at 30 June 2019 the following persons have been approved as current members of the Board by the Governor-in-Council, acting by and with the advice of the Executive Council, and under the provision of the *Hospital Foundations Act 2018*.

Ms Anna Carroll – Deputy Chair

Four year term expires 30 September 2022

Anna has held leadership roles in sport, public infrastructure, health and human resources in both the government and not-for-profit sectors. In January 2015, Anna commenced as Director, Cultural Precinct at HOTA Home of the Arts on the Gold Coast – the \$100 million redevelopment of the Gold Coast's Cultural Precinct including an international standard art gallery and outdoor stage. Anna is leading a program of organisational expansion and institutional strengthening for this emerging precinct.

Anna has received an Australia Day Award for her services to the Department of Transport and Main Roads and was named a finalist in the Telstra Business Women's Awards during her tenure as CEO of Netball Queensland. In addition, she has served with the United Nations in New York and was an Australian representative at the UN World Conference on Women in China. Anna is the Honorary Secretary of the Palm Beach Surf Life Club and is a former Board member of QSport.

Mr John Fradgley

Four year term expires 30 September 2021

John has practised as a solicitor on the Gold Coast since 1977, as a partner in Bell Legal Group until 2016 and as a consultant to the firm since that time. He has extensive knowledge of the Gold Coast region and a wealth of experience in general advice to business, commercial property development and conveyancing – not only in Queensland but also in New South Wales, in which jurisdiction he is also admitted to practice. His principal area of practice for the last 17 years has been Asset Protection and Estate Planning.

John is strongly committed to the Gold Coast community, serving as an Executive Officer or member of a number of religious, educational and charitable organisations. He was a founding member of the Board of Gold Coast Christian and Community Broadcasting Radio Station 4CRB FM and has been Chairman of the Board since 1991. He is also Chairman of All Saints Anglican School, one of the Gold Coast's leading private co-educational schools. John was appointed as a Notary Public for the State of Queensland in 1992.

Ms Samantha Wakerley

Three year term expires 30 September 2020

Samantha is a senior corporate finance professional with more than 15 years' commercial experience in listed multinationals such as John Wiley & Sons, Pacific Dunlop and News Corp, as well as large privately-owned Queensland businesses, The Neumann Group and The CMC Group. In August 2017 she started her own consulting business, providing a range of finance and corporate services to not-for-profits and small businesses, from Townsville to Tweed Heads.

During her career she has led finance teams through transformation and periods of significant change, restructures, system implementations, transitions into shared service centres and process outsourcing. Samantha is a Member of the Institute of Professional Accountants and the Institute of Financial Accountants (UK). Samantha holds post-graduate qualifications in Business Administration from Griffith University, plus a Master of Commerce from the University of New England. Samantha also serves on the Executive

Committee for the Pine Rivers Koala Care Association and was previously on the committee for the Courier Mail Children's Fund. She also runs the annual Triple Zero Charity Ball, which is attended by emergency services and hospital staff, and has raised in excess of \$162,000 for charity since it began in 2012.

Ms Canice Brown

Three year term expires 30 September 2020

Candy qualified as a registered nurse in the ACT in 1978 working predominately in Critical Care in the United Kingdom and Australia, before completing her Bachelor of Nursing Post Registration and Graduate Certificate in Critical Care at Griffith University in 2000.

Following completion of her Masters in Nursing (Advanced Clinical Education) in 2005, Candy accepted a position at GCHHS. The development and support of nursing students and graduate nurses was the major focus of her role as the Nurse Educator for the Entry to Practice Team. More recently, this support has extended to all nurses as the coordinator of the Nursing and Midwifery Professional Recognition program.

Highlights of her nursing career include a joint appointment to Griffith University as a member of the Critical Care teaching team, a presentation to the International Nurse Education in Practice Conference in Cambridge, reviewer for Nurse Education in Practice based in the UK and publication of her research 'EN2RN, transitioning to a new scope of practice' published in the Australian Contemporary Nursing Journal.

Ms Colette McCool

GCHHS Chair's Official nominee

Colette is an experienced company director and strategic, influential and highly respected senior executive with proven experience in leading and developing high performing, multi-disciplinary teams in complex political environments. She has a reputation for being an inspirational, lead by example collaborative leader.

In addition to working in executive leadership roles in economic, social and environmental portfolios Colette has extensive experience in Board directorship and community and task force leadership roles. Colette was the 2007 Telstra Business Woman of the Year (Queensland) for the Government and Community Category and a national finalist. Her solid record of achievement was recognised by the award of public Service Medal in the 2018 Australia Day Honours. She is a Fellow of the Australian Institute of Company Directors.

Dr Shirley Wee

Three year term expires 30 September 2020

Shirley is a Clinical Research Fellow with Menzies Health Institute Queensland (MHIQ), Griffith University and possesses over a decade of experience in clinical research. Following a career in advertising, marketing and promotions in Singapore and Japan, she settled in Australia where she achieved a First Class Honours in Biomedical Science, a Graduate Certificate in Research Management and PhD in Cardiovascular Science. A member of the Hunter Cancer Biobank Scientific Advisory Committee, Shirley has been Griffith University's Biobank Manager since 2014 and has served as a Board member of the Foundation since 2007.

Dr Sonu Haikerwal

Three year term expires 30 September 2020

Dr Sonu Haikerwal is the co-owner and Principal General Practitioner at the Haan Health Medical Centre. She brings a wealth of experience in health and general practice and is comfortable dealing with complex health problems. Sonu graduated from the prestigious AIIMS College in New Delhi, India and has worked in both Australia and the UK before completing her Physicians training in London and obtaining her MRCP. Sonu completed training and further qualifications in Obstetrics and Gynaecology gaining her DRCOG, and has also completed training in family planning. With a passion for all aspects of healthcare, Sonu decided to train as a General Practitioner, completing her MRCP from London and gaining her FRACGP in Australia.

Ms Colette Gallagher

Resigned 30 July 2018

Colette Gallagher is the general manager of Torque Media Communications. With more than 20 years' experience building and maintaining high performance sales and marketing teams across most media platforms, Colette has previously worked for some of Australia's leading media organisations including Seven West Media, Pacific Magazines, Bauer Media and more recently News Corp Australia. Throughout her career Colette has sat at the negotiation table with most major FMCG, Fashion, Beauty and Automotive brands.

Colette's rich history in sales and marketing has given her an innate ability to amplify an organisations marketing spend. She has built a reputation on strong negotiation, strategic decision making and on maximising relationships.



2018-19 Board meeting dates

28 August 2018	12 February 2019
23 October 2018	9 April 2019
11 December 2018	4 June 2019

Board sub-committees

Through committees established by the Board, Gold Coast Hospital Foundation can draw on the skills and expertise of Board members and other individuals to ensure that additional guidance and direction is provided in certain areas that the Board considers appropriate.

Finance, Audit and Risk

Purpose

To assist the Board with its financial policies and practices; and also in fulfilling its statutory and fiduciary duties relating to the internal control and risk management framework, the reporting of financial information to users of the financial reports, the oversight of the Foundation's investments, the independence and effectiveness of audit and compliance with laws, regulations and internal policies.

Members

Wayne Hunt (Chair ceased membership on 14 November 2018), Anna Carroll (Chair since November 2018), John Fradgley, Kim Sutton (CEO ceased membership on 22 May 2019), Sam Wakerley (Treasurer).

Programs

Purpose

To examine potential patient services suitable for Foundation funding, provide recommendation of which projects to fund and report to the Board on outcomes from research funded by the Foundation. This sub-committee selects the equipment and clinical and innovation grants for funding.

Members

Canice Brown (Chair), Colette McCool, Dr Shirley Wee, Kim Sutton (CEO ceased membership on 22 May 2019).

Fundraising and Marketing

Purpose

To provide strategic oversight and guidance to the Foundation's fundraising activities and outcomes; and the Foundation's marketing and communications activities and outcomes.

Members

Dr Shirley Wee (Chair), Canice Brown, Colette Gallagher, Kim Sutton (CEO ceased membership on 22 May 2019).

Executive management

Acting Chief Executive Officer - Joe Hanlon

Joe was appointed Acting Chief Executive Officer in May 2019, following the resignation of Kim Sutton. Joe brings a wealth of experience in operations, business development and marketing, having worked in the corporate and commercial business sector for more than 20 years negotiating with some of Australia's most recognised brands.

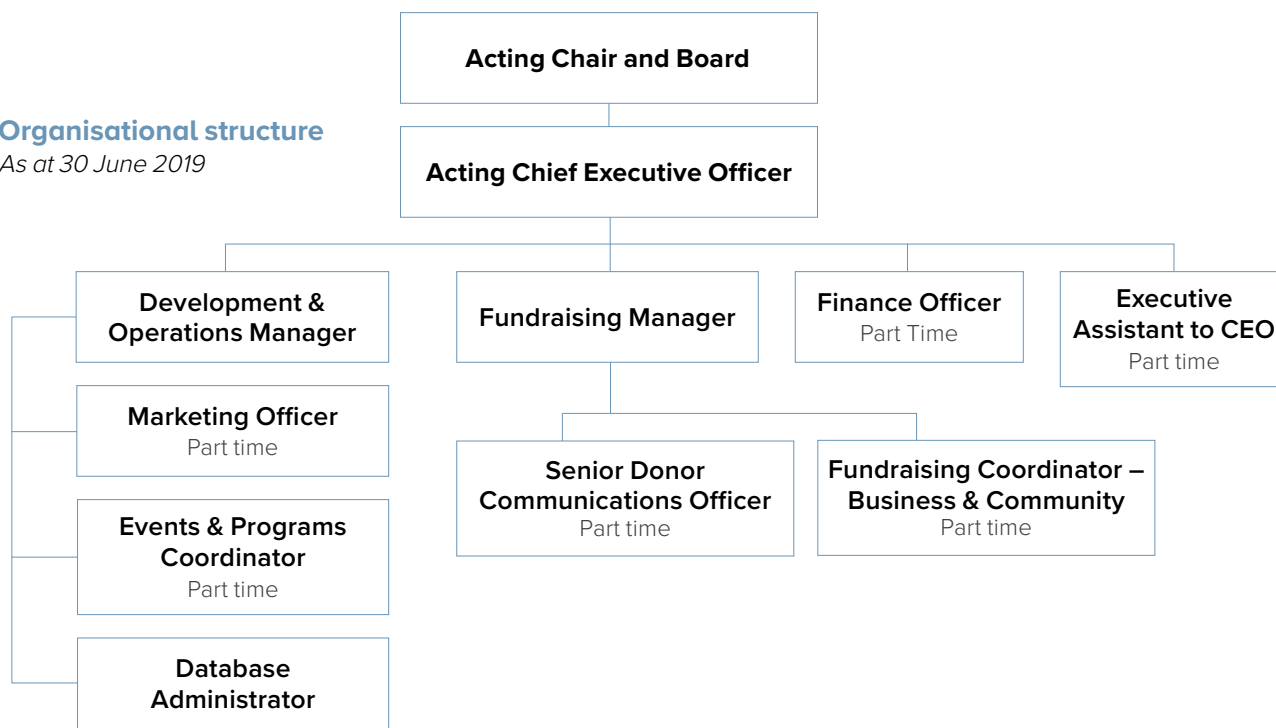
As Acting CEO, Joe is responsible for guiding the day-to-day performance of the Foundation team and provides strategic support to the Board. Joe commenced at the Foundation in 2015.

Executive management changes

Following the resignation of the Foundation's Chief Executive Officer Kim Sutton, the Board appointed Joe Hanlon as the Acting Chief Executive Officer during the recruitment process for a full time CEO. This significant change to the Foundation's executive management had no impact on operations or performance. It was a smooth transition with Joe having worked in a high-level role across business development and operations that saw business continue efficiently and effectively until the new CEO commences in the role. The Foundation team looks forward to welcoming the incoming CEO, Ben Cox, in July 2019 and thanks Joe for his efforts and leadership during this period of change.

Organisational structure

As at 30 June 2019



Roles and responsibilities

Chief Executive Officer – Responsible for the operational delivery of strategic key performance indicators, achieving the budget needs of the Foundation, lead generation of major gifts, providing HR leadership to the Foundation’s team members, as well as satisfying the Office of Health Statutory Agencies, Australian Charities and Not-for-profits Commission, Fair Work Act and Australian Taxation Office requirements.

Development & Operations Manager – Identifies and develops the Foundation’s business and commercial fundraising income base through corporate sponsorships and partnerships. Leads day-to-day operations including service delivery of the Cancer Patient Transport Service and Emergency Accommodation Service.

Fundraising Manager – Leads the fundraising direction for individual giving, community fundraising, and trusts and foundations to secure much-needed funding. This role also liaises with GCHHS staff to grow workplace giving contributions as well as build positive relationships to support fundraising activities.

Executive Assistant – Provides day-to-day support to the CEO, assists with governance and compliance, and provides support for all Board and committee meetings.

Finance Officer – Responsible for the Foundation’s financial needs including income reconciliation, accounts

payable, accounts receivable, monthly financial reporting and providing support for the annual financial audit.

Senior Donor Communications Officer – Delivers donor marketing and communications for fundraising appeals and campaigns, the annual report, newsletter, marketing collateral and the website.

Marketing Officer – Delivers marketing and media activities to promote the Foundation across social media, advertising, public relations, fundraising campaigns, marketing collateral and the website.

Fundraising Coordinator, Business & Community – Responsible for the coordination and stewardship of community and business fundraising. This role also oversees volunteers and leads fundraising campaigns including Scrub Up September™, Give Me 5 For Kids and Dry July.

Events & Programs Coordinator – Coordinates all Foundation events including the annual Care for Cancer lunch. This role also purchases medical equipment and organises facility enhancements that are generously funded by donors.

Database Administrator – Responsible for income processing, receipting and reporting, database management and grant administration.

Risk management and accountability

Risk management

The Board, through the Finance, Audit and Risk Sub-committee, monitors and addresses the key risks for the Foundation. Operationally, the sub-committee discusses financial budgeting; performance and controls; as well as reviewing and identifying actions required to manage risks in areas including reputation, investment, security and information technology. The Foundation's risk management philosophy is to identify, assess and control those risks that may prevent the Foundation from achieving its strategic objectives. The Foundation's risk management system incorporates a Risk Register.

Internal audit

This has not been carried out due to the Foundation's operations and team being small, and the risks deemed too small to warrant this activity. The three Board sub-committees reduce and monitor the risks for the Foundation.

External audit

An external audit was conducted by a designate of the Queensland Audit Office. A qualified audit opinion was issued on the 2018-19 financial statements.

Audit committee

The Audit Committee role is performed by the Finance, Audit and Risk Sub-committee and is led by the Foundation Acting Chair. As with all Board and sub-committee positions, roles are held on a non-remunerated and voluntary basis.

The sub-committee provides assurance and assistance to the Board and Acting Chief Executive Officer on:

- Risk, control and compliance frameworks
- External accountability responsibilities as prescribed in the *Financial Accountability Act 2009*, *Auditor-General Act 2009*, *Financial Accountability Regulation 2019* and *Financial and Performance Management Standard 2019*.

The sub-committee has due regard to the Queensland Treasury's Audit Committee Guidelines.



The 2018-19 Finance, Audit and Risk Sub-committee, encompassing the Audit Committee, met on the following dates in the reporting period:

17 August 2018	29 March 2019
7 December 2018	20 May 2019
25 January 2019	

Information systems and recordkeeping

Information systems

The Foundation's information systems effectively and efficiently record data, procedures and practices, as well as execute campaigns. These systems include our CRM database Salesforce, Xero accounting software, MS Project, Smarty Grants, and Autopilot.

Benefits include:

- Improving accuracy of information made accessible to all team members.
- Improved efficiencies in operations, processes, reporting, donor management and data integrity.
- Recording all interactions with donors, supporters and prospects such as phone calls, emails, direct mail and more.
- Information systems provide the Foundation scope for future growth operationally and financially.
- Implemented Autopilot for annual fundraising campaigns that efficiently manages donor communications and the donor journey.
- Design and deployment of a significantly improved new website was made during 2018-19. The website will go live in the 2019-20 financial year.

The Foundation's Development and Operations Manager is responsible for operating and trouble-shooting information systems and technologies so that Foundation staff members have access to the information needed to support the Foundation's activities.

The Development and Operations Manager ensures:

- Reliable access to the Foundation's major information systems.
- Guidance in identifying and resolving information and technology implications of changes in the Foundation's functions to match industry standards.
- Guidance in developing and implementing information management and information and communications technology strategies and policies.

SOMA IT is an external company contracted to provide IT support and expertise, including monitoring of security and back-up processes.

Recordkeeping

The Foundation is committed to improving recordkeeping practices to comply with the *Public Records Act 2002*, Information Standard 40: Record keeping and Information Standard 31: Retention and Disposal of Public Records.

A Recordkeeping Policy is endorsed by the Acting Chief Executive Officer and fully implemented. Adherence to this policy in business activities and recordkeeping is implemented through recordkeeping procedures. The recordkeeping policy applies to all digital and paper records.

The Foundation communicates roles and responsibilities for records management across the organisation via position descriptions, performance reviews, training and awareness activities.

Reliability and security of the Foundation's recordkeeping systems is implemented via a number of mechanisms including firewalls, systems security, secure paper storage and secure destruction bins.

Human resources

Recruitment and retainment

The Foundation aims to uphold a safe, healthy and harmonious working environment that promotes physical and mental wellbeing, while also being a nurturing workplace that attracts and retains staff and volunteers. Our *HR Strategy 2015-2019* outlines our plans to deliver on our strategic objective of recruit and retain talented staff.

We have a comprehensive recruitment, retention and performance management system in place and our strategic objective of recruit and retain talented staff reflects our commitment to this. Our current HR Strategy maps out our recruitment, retention and workplace planning aims until the end of this financial year. The Foundation advertises directly for new positions and uses agencies from time to time to assist recruitment of specialist positions. A detailed selection process is adhered to, ensuring an excellent match between the candidate and the needs of the Foundation. Once appointed, new employees are inducted to orientate them in their new role and familiarise them with the Foundation's policies and procedures.

In the 2018-19 period, the Foundation recruited for a part time Marketing Officer role and a part time Fundraising Coordinator – Business & Community role. As at 30 June 2019, the Foundation team consisted of eight full time equivalent staff.

Workforce planning

The Foundation's team is comprised of employees with a diverse range of qualifications, skills and experience in the areas of finance, database management, events, marketing and communications, community fundraising, sponsorships and corporate partnerships. The Foundation is focussed on having a stable workforce, enhancing engagement levels and retaining staff members.

Performance planning and development

The Foundation is committed to the ongoing development of performance, behaviour and accountability. There is a robust performance planning and review process in place, along with training and information sessions for all staff.

Performance planning and development is undertaken quarterly by all staff with their managers to monitor and review key performance indicators. Individual and team performance plans are aligned with the Foundation's strategy and team operational plans. All new employees go through the Foundation's induction process, which includes a six-month probationary period.

Professional development

The Foundation is committed to providing ongoing development opportunities for all employees to ensure a skilled and engaged workforce. A learning and development framework has been implemented based largely upon on-the-job training, combined with mentoring and formal training. In addition, all staff are provided access to professional development opportunities. In 2018-19, staff received training in the Salesforce CRM system, Autopilot marketing software, and attended Fundraising Institute Australia (FIA) courses in Copywriting Essentials, the FIA Conference and professional development breakfasts. There are a wide variety of activities, programs and events throughout the year, providing staff with opportunities to build their leadership capability.

Staff recognition

Staff at the Foundation are recognised both informally and formally for their performance and tenure during the year.

Flexible work arrangements

The Foundation is committed to staff having a healthy work and personal life balance. All staff are made aware during induction that all reasonable requests for flexible work requirements will be reviewed. This may involve adapting start and finish times to suit circumstances, leave for special circumstances and working remotely in particular circumstances. Requests are managed sensitively on a case by case basis.

Industrial and employee relations framework

The Foundation operates under the *Fair Work Act (2009)*. Employee relations issues are managed promptly and in accordance with the legislation and internal policies and procedures. The Foundation regularly reviews its Human Resources policies and procedures to ensure organisational best practice and legal compliance. Any updated or new policies are implemented with employees through training sessions and team meetings.

Early retirement, redundancy, retrenchment and voluntary separation

The permanent separation rate was three full time and two part time members of the team or 45% as at 30 June 2019.

No redundancy, early retirement, retrenchment packages were paid during the period.

Public Sector Ethics Act 1994

The Foundation team, volunteers and Board members adhere to a written Code of Conduct and a number of policies and procedures, which are shared when joining the Foundation team via contracts, a Policy Handbook and the Board Member Handbook.

Queensland public service values

Customers first

- Know your customer
- Deliver what matters
- Make decisions with empathy

Ideas into action

- Challenge the norm and suggest solutions
- Encourage and embrace new ideas
- Work across boundaries

Unleash potential

- Expect greatness
- Lead and set clear expectations
- Seek, provide and act on feedback

Be courageous

- Own your actions, successes and mistakes
- Take calculated risks
- Act with transparency

Empower people

- Lead, empower and trust
- Play to everyone's strengths
- Develop yourself and those around you

The Foundation is committed to providing ongoing development opportunities for all employees to ensure a skilled and engaged workforce.

Financial performance summary

Donations and other contributions 2018-19

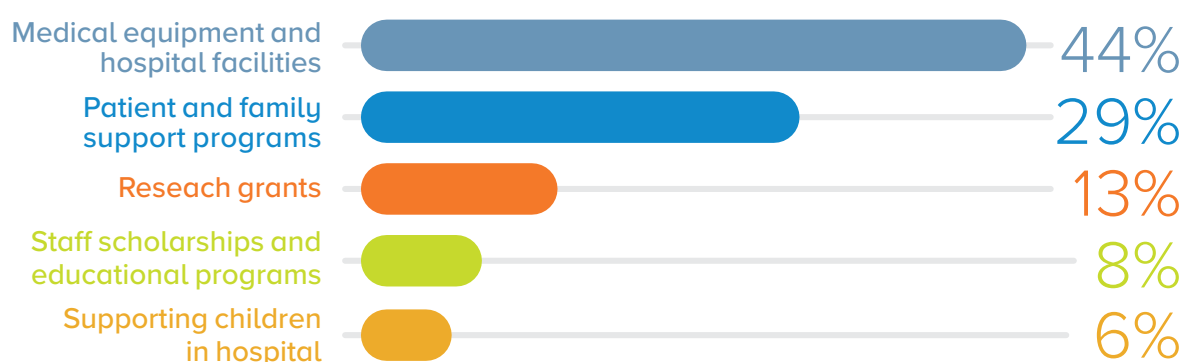
The Foundation's revenue predominantly comes from funds raised through the generous support of the community. The Foundation generated \$1,807,777 in total revenue for the 2018-19 financial year. The following graph shows a proportional breakdown of donations and other contributions revenue:



The Foundation's revenue predominantly comes from funds raised through the generous support of the community. The Foundation receives no commercial operation revenue.

Impact investment 2018-19

Total funding provided for patient and family support programs, equipment, research, hospital facilities, health staff scholarships, and community programs was \$1,111,039. The following graph provides a breakdown of the areas where funds were allocated:



Net assets

The Foundation maintained a solid financial position throughout 2018-19.

As at 30 June 2019, the Foundation's net assets totalled \$3,121,753.

Financial reserves

Financial reserves are funds retained by the Foundation to ensure its sustainability and help meet its future needs. This is helpful for effective operation in times of economic difficulty and at times of unforeseen costs.

Comparison with previous period

The table below provides a comparison of actual results for the 2018-19 financial year with the previous period's results:

Financial Year	2018-19	2017-18
Total Revenue	\$1,807,777	\$2,138,048
Total Expenses*	\$2,315,817	\$2,192,238
Net Assets	\$3,121,753	\$3,631,021

*Figure includes program delivery costs.

Full financial statements

The annual financial statements for Gold Coast Hospital Foundation for the 2018-19 financial year are included in Appendix 2 of this Annual Report.

Appendices

Appendix 1 – glossary and compliance checklist

Glossary

CRM – Customer Relationship Management
EDM – Electronic Direct Mail
FIA – Fundraising Institute Australia
Foundation – Gold Coast Hospital Foundation
GCHF – Gold Coast Hospital Foundation

GCHHS – Gold Coast Hospital and Health Service
GCUH – Gold Coast University Hospital
NICU – Neonatal Intensive Care Unit
PTSD – Post-traumatic stress disorder
TM – Telemarketing

Compliance checklist

	Summary of requirement	Basis for requirement	Annual report reference
Letter of compliance	<ul style="list-style-type: none"> A letter of compliance from the accountable officer or statutory body to the relevant Minister/s 	ARRs – section 7	4
Accessibility	<ul style="list-style-type: none"> Table of contents Glossary 	ARRs – section 9.1	3 32
	<ul style="list-style-type: none"> Public availability 	ARRs – section 9.2	2
	<ul style="list-style-type: none"> Interpreter service statement 	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3	2
	<ul style="list-style-type: none"> Copyright notice 	<i>Copyright Act 1968</i> ARRs – section 9.4	2
	<ul style="list-style-type: none"> Information Licensing 	<i>QGEA – Information Licensing</i> ARRs – section 9.5	2
General information	<ul style="list-style-type: none"> Introductory Information 	ARRs – section 10.1	8
	<ul style="list-style-type: none"> Machinery of Government changes 	ARRs – section 10.2, 31 and 32	N/A
	<ul style="list-style-type: none"> Agency role and main functions 	ARRs – section 10.2	8-11
	<ul style="list-style-type: none"> Operating environment 	ARRs – section 10.3	13
Non-financial performance	<ul style="list-style-type: none"> Government's objectives for the community 	ARRs – section 11.1	8
	<ul style="list-style-type: none"> Other whole-of-government plans / specific initiatives 	ARRs – section 11.2	N/A
	<ul style="list-style-type: none"> Agency objectives and performance indicators 	ARRs – section 11.3	12-13
	<ul style="list-style-type: none"> Agency service areas and service standards 	ARRs – section 11.4	N/A
Financial performance	<ul style="list-style-type: none"> Summary of financial performance 	ARRs – section 12.1	30-31



Summary of requirement		Basis for requirement	Annual report reference
Governance – management and structure	• Organisational structure	ARRs – section 13.1	25
	• Executive management	ARRs – section 13.2	24
	• Government bodies (statutory bodies and other entities)	ARRs – section 13.3	N/A
	• <i>Public Sector Ethics Act 1994</i>	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4	29
	• Queensland public service values	ARRs – section 13.5	29
Governance – risk management and accountability	• Risk management	ARRs – section 14.1	26
	• Audit committee	ARRs – section 14.2	26
	• Internal audit	ARRs – section 14.3	26
	• External scrutiny	ARRs – section 14.4	26
	• Information systems and recordkeeping	ARRs – section 14.5	27
Governance – human resources	• Strategic workforce planning and performance	ARRs – section 15.1	28
	• Early retirement, redundancy and retrenchment	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2	29
Open Data	• Statement advising publication of information	ARRs – section 16	2
	• Consultancies	ARRs – section 33.1	https://data.qld.gov.au
	• Overseas travel	ARRs – section 33.2	https://data.qld.gov.au
	• Queensland Language Services Policy	ARRs – section 33.3	Nil
Financial statements	• Certification of financial statements	FAA – section 62 FPMS – sections 42, 43 and 50 ARRs – section 17.1	Appendix 2
	• Independent Auditor's Report	FAA – section 62 FPMS – section 50 ARRs – section 17.2	Appendix 2

FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2019*

ARRs *Annual report requirements for Queensland Government agencies*

Appendices

Appendix 2 – financial statements 2018-2019

Within this section:

Treasurer’s report	35
Annual financial statements	36
Independent auditor’s report	50



Treasurer's report

Results from operations

The Foundation's operating results (prior to grants and disbursements) was \$595,339 compared to an amount of \$746,038 for the previous year. This allowed the Foundation to distribute \$673,647 in grants during the year compared to \$620,251 for the previous year. The end result was a post distribution deficit of \$422,358. The revenue from interest income from invested funds is below historical levels as a result of declining investment return on secure deposits.

Revenue

Total revenue for the year of \$1,820,938 compared with \$2,069,850 for the previous year.

Operating expenditure

The Foundation separates the costs of operations into four categories:

1. Cost directly associated with Fundraising activities such as prizes, advertising, marketing, distribution and administration
2. Employment Expenses
3. Non-Cash Charges for Depreciation and Amortisation
4. Other General Expenses

Fundraising costs for the current year amounted to \$316,447 compared with \$441,957 for the previous year.

Employment Expenses for the current year amounted to \$790,868 compared with \$781,532 for the previous year.

Disbursements, grants and donations

During the year an amount of \$1,017,697 was disbursed for the purpose of delivering patient support services such as the Cancer Patient Transport Service and Emergency Accommodation Service; medical equipment and aids; education workshops and scholarships for health staff; and health promotion activities. This compares with an amount of \$922,303 in the previous year.

Balance sheet

The Foundation continues to maintain a strong Balance Sheet.

As of balance date Cash and Cash Reserves were \$2,987,863 decreased from \$3,559,817 at the end of the previous year.

Trade and Other Payables amounting to \$92,159 as at balance date consisted primarily of Trade Payables, Grants and Disbursements approved but not disbursed and Employment Related Accruals.

Fiduciary duties, governance and financial management

The finance team prepare detailed financial information to present to each meeting of the Finance, Risk and Audit Committee. The Treasurer's Report presented to each meeting of the Finance, Risk and Audit Committee contains detailed information on expenditure, receipts, grants and disbursements, bank reconciliations, asset balances, liability balances and expenses tabled for approval. After approval by the Finance, Risk and Audit Committee a summary is presented to each subsequent Board meeting for approval.

Financial stability

The Foundation continues to maintain its strong Balance Sheet with the significant proportion of its assets held in lower risk term deposit investments spread across a number of highly rated Australian Banking Institutions.

The Foundation will continue to benefit significantly from association with the Gold Coast University Hospital and anticipates having the capacity to invest further into the Gold Coast Health system by way of disbursements, grants and donations in the future.



Samantha Wakerley
Treasurer
Gold Coast Hospital Foundation

Financial statements

For the Year Ended 30 June 2019

Gold Coast Hospital Foundation

ABN 95 387 912 125

Index to financial statements

Statement of Comprehensive Income	37
Balance Sheet	38
Statement of Changes in Equity	39
Statement of Cash Flows	40
Notes to the Financial Statement	41
Management Certificate	49
Independent Auditor's Report	50

**STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2019**

	Notes	2019	Restated 2018
Income from Continuing Operations		\$	\$
User charges and fees	2	203,718	189,797
Grants and other contributions	3	1,536,297	1,777,045
Interest		80,392	83,199
Other Revenue		530	19,808
Total Income from Continuing Operations		1,820,938	2,069,850
Expenses from Continuing Operations			
Employee Expenses	4	(790,868)	(781,532)
Supplies and services	5	(751,313)	(839,130)
Grants and subsidies	6	(673,647)	(620,251)
Depreciation	9	(27,397)	(5,006)
Other Expenses		(70)	(196)
Total Expenses from Continuing Operations		(2,243,296)	(2,246,115)
Operating result from Continuing Operations		(422,358)	(176,265)
Other Comprehensive Income		-	-
Total Comprehensive Income		(422,358)	(176,265)

The accompanying notes form part of these statements

The 2018 year has been restated to reflect corrections. Refer to note 19.

**BALANCE SHEET
AS AT 30 JUNE 2019**

	Notes	2019 \$	Restated 2018 \$
Assets			
Current Assets			
Cash and Cash Equivalents	7	2,987,863	3,559,817
Receivables	8	56,346	70,980
Inventory		6,302	7,499
Other current assets		35,076	14,420
Total Current Assets		3,085,587	3,652,716
Non-Current Assets			
Plant and Equipment	9	93,666	90,549
Total Non-Current Assets		93,666	90,549
Total Assets		3,179,252	3,743,265
Current Liabilities			
Payables	10	62,038	169,940
Accrued Employee Benefits	11	30,121	36,409
Unearned revenue		0	27,465
Total Current Liabilities		92,159	233,814
Total Liabilities		92,159	233,814
Net Assets		3,087,093	3,509,451
Equity			
Accumulated Surplus		3,087,093	3,509,451
Total Equity		3,087,093	3,509,451

The accompanying notes form part of these statements

The 2018 year has been restated to reflect corrections. Refer to note 19.

**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2019**

	Accumulated Surplus \$
Balance as at 1 July 2017	3,685,716
Operating result from continuing operations	<u>(176,265)</u>
Balance as at 30 June 2018 restated	<u>3,509,451</u>
Balance as at 1 July 2018	3,509,451
Operating result from continuing operations	<u>(422,358)</u>
Balance as at 30 June 2019	<u>3,087,093</u>

The accompanying notes form part of these statements

The 2018 year has been restated to reflect corrections. Refer to note 19.

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019 \$	Restated 2018 \$
Cash Flows from Operating Activities:			
<i>Inflows:</i>			
User charges and fees		190,658	201,813
Grants and the other contributions		1,527,223	1,796,051
Interest Received		80,392	83,199
GST Input Tax credit from ATO		13,639	(20,232)
Receipts from Other Income		530	19,808
<i>Outflows:</i>			
Employee expenses		(801,007)	(791,902)
Suppliers and services		(840,735)	(813,411)
Grants and subsidies		(712,071)	(637,478)
Other expenses		(70)	(196)
Net Cash (Utilised)/Provided by Operating Activities		(541,441)	(162,348)
Cash Flows from Investing Activities:			
Payments for Plant and Equipment		(30,513)	(86,726)
Net cash flows from investing activities		(30,513)	(86,726)
Net increase/decrease in Cash held		(571,954)	(249,074)
Cash at the beginning of financial year	7	3,559,817	3,808,891
Cash at the end of financial year	7	2,987,863	3,559,817

The accompanying notes form part of these statements

The 2018 year has been restated to reflect corrections. Refer to note 19.

NOTE 1: BASIS OF FINANCIAL STATEMENT PREPARATION

(a) General Information about the Reporting Entity

These financial statements cover the Gold Coast Hospital Foundation (the Foundation). The Foundation is a Statutory Body established under the *Hospital Foundations Act 2018*. The Foundation does not control other entities. The financial statements include the value of all income, expenses, assets, liabilities and equity for the Foundation as an individual entity.

(b) Authorisation of Financial Statements for Issue

The financial statements are authorised for issue by the Chair of the Board and the Chief Executive Officer at the date of signing the Management Certificate.

(c) Compliance with Prescribed Requirements

The financial statements have been prepared in compliance with the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2019*, and the Australian Charities and Not-for-Profits Commission Act 2012 and Regulation 2013.

The Foundation is a not-for-profit entity and these general purpose financial statements are prepared in compliance with the requirements of Australian Accounting Standards – Reduced Disclosure Requirements and Interpretations applicable to not-for-profit entities.

The financial statements are prepared on an accrual basis (with the exception of the statement of cash flows which is prepared on a cash basis).

(d) Underlying Measurement Basis

The historical cost convention is used as the measurement basis.

(e) Presentation Matters

Currency and Rounding

Amounts included in the financial statements are in Australian dollars. Amounts are rounded to the nearest dollar.

Comparatives

Comparative information reflects the audited 2017-18 financial statements.

Current / Non-Current Classification

Assets are classified as 'current' where their carrying amount is expected to be realised within 12 months after the reporting date. Liabilities are classified as 'current' when they are due to be settled within 12 months after the reporting date, or the Foundation does not have an unconditional right to defer settlement to beyond 12 months after the reporting date. All other assets and liabilities are classified as non-current.

(f) Taxation

The Foundation is exempted from income tax under the *Income Tax Assessment Act 1936* and is exempted from other forms of Commonwealth taxation with the exception of Fringe Benefits Tax (FBT) and Goods and Services Tax (GST).

Receivables and payables in the Balance Sheet are shown inclusive of GST.

(g) Key Accounting Estimates and Judgments

The most significant estimates and assumptions made in the preparation of the financial statements related to employee benefits and depreciation. Refer to note 11 and 9 for further details.

NOTE 2 – USER CHARGES AND FEES

	2019 \$	2018 \$
Vending Machine	94,703	59,950
Tickets	68,268	62,428
Course Bookings	32,870	0
Other revenue	7,877	67,419
Grand Total	203,718	189,797

NOTE 3 - GRANTS AND OTHER CONTRIBUTIONS

Accounting Policy

Donations, fundraising and gifts that are non-reciprocal in nature (i.e. do not require any goods or services to be provided in return) are recognised as revenue in the year in which the Foundation obtains control over them which is normally at the time of receipt.

	2019	2018
	\$	\$
Donations - cash	1,381,570	1,668,845
Grants received	154,727	106,676
Other revenue	0	1,524
Grand Total	1,536,297	1,777,045

NOTE 4 – EMPLOYEE EXPENSES

	2019	2018
	\$	\$
Employee Benefits		
Wages and salaries	620,749	678,053
Annual leave expense	67,200	11,511
Employer superannuation contributions	58,023	62,784
Employee Related Expenses		
Other employee related expense	41,442	24,603
Worker's compensation premium	3,455	4,580
Grand Total	790,868	781,532
Number of Employees:	7	8

The number of employees as at 30 June, including both full-time employees and part-time employees, is measured on a full-time equivalent basis.

Accounting Policies

Short-term employee benefits – annual leave, wages, salaries and sick leave

Annual leave and wages and salaries due but unpaid at the reporting date are recognised in the Balance Sheet at the current salary rate(s). As the Foundation expects such liabilities to be wholly settled within 12 months of reporting date, the liabilities are recognised at undiscounted amounts.

Prior history indicates that on average, sick leave taken each reporting period is less than the entitlement accrued. This is expected to continue in future periods. Accordingly, it is unlikely that existing accumulated entitlements will be used by employees and no liability for unused sick leave entitlements is recognised. As sick leave is non-vesting, an expense is recognised for this leave as it is taken.

Superannuation

Superannuation benefits are provided through defined contribution (accumulation) plans, in accordance with employees' conditions of employment and employee instructions as to superannuation plan.

Defined Contribution Plans – Employer contributions are based on rates specified under conditions of employment. The Foundation's contributions are expensed when they become payable at each fortnightly pay period.

NOTE 5 – SUPPLIES AND SERVICES

	2019	2018
	\$	\$
Events and fundraising	316,447	441,957
Patient transport expenses	282,863	250,969
Emergency accommodation expenses	61,187	51,083
Other expenses	29,666	17,664
Fees and charges	21,723	53,476
Accommodation expenses	15,949	14,159
Merchandise	11,162	2,815
Education expenses	9,482	-
Contractors	2,834	7,007
Grand Total	751,313	839,130

NOTE 6 – GRANTS AND SUBSIDIES

	2019 \$	2018 \$
Donated plant and equipment	419,786	447,796
Medical research	150,000	149,912
Donations - cash	88,211	1,180
Medical Scholarship	15,651	21,363
Grand Total	673,647	620,251

NOTE 7 – CASH AND CASH EQUIVALENTS

	2019 \$	2018 \$
Cash on hand	256	921
Cash at bank	287,606	558,896
Term Deposit	2,700,000	3,000,000
Total	2,987,862	3,559,817

Accounting Policy

Cash and cash equivalents include all cash and cheques receipted at 30 June as well as deposits held at call with financial institutions.

NOTE 8 – RECEIVABLES

	2019 \$	2018 \$
GST input tax credit receivable	31,375	55,696
GST payable	7,935	18,617
	23,440	37,079
Interest revenue accrued	10,751	10,751
Fundraising receivable	22,155	23,150
Total	56,345	70,980

Accounting Policy

Trade debtors are recognised at the nominal amounts due at the time of sale or service delivery i.e. the agreed purchase/contract price. Settlement terms are within 30 days from invoice date.

NOTE 9 – PLANT AND EQUIPMENT

	2019 \$	2018 \$
Plant and equipment		
Gross	34,918	32,734
Less accumulated depreciation	(29,999)	(25,018)
Total	4,919	7,716
Total Plant and Equipment	4,919 (a)	7,716
Motor vehicles – at cost		
Gross	112,329	84,000
Less accumulated depreciation	(23,583)	(1,167)
	88,746	82,833
Total Motor Vehicles	88,746 (b)	82,833
Total	93,665 (a+b)	90,549

Reconciliation of carrying amounts

	Plant & equipment	Motor Vehicles	Total
Carrying amount at 1 July 2018	7,716	82,833	90,549
Acquisitions	2,184	28,329	30,513
Depreciation	(4,981)	(22,416)	(27,397)
Carrying amount at 30 June 2019	4,919	88,746	93,665

Accounting Policy

Asset Acquisition

Actual cost is used for the initial recording of all non-current physical asset acquisitions. Cost is determined as the value given as consideration plus costs incidental to the acquisition, including all other costs incurred assets acquired at no cost or for nominal consideration are recognised fair value at the date of acquisition in accordance with AASB116, Plant and Equipment in getting the assets ready for use, however, any training costs are expensed as incurred.

Recognition of Plant and Equipment

Items of property, plant and equipment with a cost or other value equal to or in excess of the following thresholds are recognised for financial reporting purposes in the year of acquisition:

Plant and Equipment and Motor Vehicles: \$500

Items with a lesser value are expensed in the year of acquisition. Expenditure is only capitalised if it increases the service potential or useful life of the existing asset. Maintenance expenditure that merely restores original service potential (arising from ordinary wear and tear etc.) is expensed.

Assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset.

Measurement of Non-Current Physical Assets using Cost

Plant and equipment is measured at cost in accordance with the Non-Current Asset Policies. The carrying amounts for plant and equipment at cost approximate their fair value.

Impairment

All non-current physical assets (including intangible assets) are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, the Foundation determines the asset's recoverable amount. The asset's recoverable amount is determined as the higher of the asset's fair value less costs to sell and depreciated replacement cost. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss.

An impairment loss is recognised immediately in the Statement of Comprehensive Income.

Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised as income, unless the asset is carried at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

Depreciation

Plant and equipment and Motor vehicles are depreciated on a straight-line basis so as to allocate the revalued amount or net cost of each asset (respectively), less its estimated residual value, progressively over its estimated useful life to the Foundation.

The estimation of the useful lives of assets is based on historical experience with similar assets as well as considerations such as manufacturers' warranties, asset turnover practices and the Foundation's strategic asset plan. Reassessments of useful lives are undertaken annually by the Foundation. Any consequential adjustments to remaining useful life estimates are implemented prospectively. Any expenditure that increases the originally assessed capacity or service potential of an asset is capitalised and the new depreciable amount is depreciated over the remaining useful life of the asset to the Foundation.

For each class of depreciable asset the following depreciation rates are used:

Plant and Equipment	10 – 33%
Motor Vehicles	25%

NOTE 10 - PAYABLES

	2019	2018
Current – unsecured liabilities	\$	\$
Accounts payable	5,888	39,617
Accrued expenses	34,660	104,982
Superannuation	16,844	17,063
PAYG withholding payable	4,646	8,278
Total	<u>62,038</u>	<u>169,940</u>

Accounting Policy

Accounts payable represent trade creditors that are recognised upon receipt of the goods or services ordered and are measured at the agreed purchase/contract price, gross of applicable trade and other discounts. Amounts owing are unsecured and are generally settled on 30 day terms.

NOTE 11 – ACCRUED EMPLOYEE BENEFITS

	2019	2018
Current	\$	\$
Provision for Annual Leave	30,122	36,409
Total	<u>30,122</u>	<u>36,409</u>

ACCOUNTING POLICY - Refer to Note 4

NOTE 12 – FINANCIAL INSTRUMENTS

Financial Instruments – Accounting Policy on Recognition

Financial assets and financial liabilities are recognised in the Balance Sheet when the Foundation becomes party to the contractual provisions of the financial instrument.

Financial instruments are classified under Accounting Standard AASB9 as follows:

	Note	2019	2018
Financial Assets		\$	\$
Cash and cash equivalents	7	2,987,862	3,559,817
Receivables at amortised cost	8	<u>56,345</u>	<u>70,980</u>
Total		<u>3,044,207</u>	<u>3,630,797</u>
Financial Liabilities			
Financial liabilities at amortised cost:			
- Payables at amortised cost	10	<u>62,038</u>	<u>169,940</u>
Total		<u>62,038</u>	<u>169,940</u>

NOTE 13 - KEY MANAGEMENT PERSONNEL (KMP) DISCLOSURES

The following details for non-ministerial key management personnel include those Foundation positions that had authority and responsibility for planning, directing and controlling the activities of the Foundation during 2018-19 and 2017-18. Further information about these positions can be found in the body of the Foundation's Annual Report under the section relating to Executive Management.

Position	Position Responsibility
Board of Directors	The strategic leadership, guidance and effective oversight of the management of the Foundation, including its operational and financial performance.
Chief Executive Officer	Responsible for the strategic leadership and direction of the Foundation.

KMP Remuneration Policies

No Board Members received or were entitled to receive any fees or other benefits during the year.

Remuneration and other terms of employment for the Foundation's other key management personnel are specified in employment contracts. Remuneration expenses for these key management personnel comprises the following components:

Short term employee expenses which include:

- salaries and allowances earned and expensed for the entire year, or for that part of the year during which the employee occupied the specified position.

Long term employee expenses - long service leave entitlements earned and expensed for the entire year, or for that part of the year during which the employee occupied the specified position;

Post-employment expenses - mainly superannuation contributions.

The following disclosures focus on the expenses incurred by the Foundation during the respective reporting periods that is attributable to key management positions. Therefore, the amounts disclosed reflect expenses recognised in the Statement of Comprehensive Income.

Remuneration Expenses 2018 – 2019

Position	Short Term Employee Expenses		Long Term Employee Expenses	Post-Employment Expenses	Total Expenses
	Monetary Expenses \$	Non-Monetary Benefits \$	\$	\$	\$
Chief Executive Officer (to 21 May 2019)	148,412	-	-	13,707	162,119
Chief Executive Officer (from 21 May 2019)	14,242			1,353	15,595

2017 - 2018

Position	Short Term Employee Expenses		Long Term Employee Expenses	Post-Employment Expenses	Total Expenses
	Monetary Expenses \$	Non-Monetary Benefits \$	\$	\$	\$
Chief Executive Officer	169,893	-	-	16,073	185,966

Performance Payments

The Foundation did not incur any performance or bonus payments within remuneration packages of KMP during the financial year.

NOTE 14 – RELATED PARTY TRANSACTIONS

- Gold Coast Hospital Foundation provides donated plant and equipment and funds for services and research to the Gold Coast Hospital and Health Service in accordance with the objectives identified in the *Hospital Foundations Act 2018 (QLD)*. The net cost of this arrangement to the Foundation in 2019 was \$635,477.21 (2018: \$597,707.50). The Foundation also leases space in the foyer of the Gold Coast University Hospital for \$1.
- A motorsport racing company controlled by a close family member of a KMP entered into a contract with the Foundation during 2018-19 to provide exclusive signage on one of the company's race vehicles competing in the 2018 Porsche Carrera Cup. The contract also provided permission for the Foundation to sell sponsorship packages for this vehicle of which the Foundation would retain 40% of the total sponsorship revenue generated. As at 30 June 2019 no sponsorship revenue was generated from this contract. During 2018-19 advertising expenses incurred from the company totalled \$44,000 and as at 30 June 2019 no amount is payable to the company.

NOTE 15 – COMMITMENTS

The Foundation has entered into a lease agreement with Gold Coast Hospital and Health Service for the premises located at Shop 3, Gold Coast University Hospital, 1 Hospital Boulevard, Southport. The rental consideration for the life of the lease is \$1.00 plus GST. The lease expires on 3 November 2023.

NOTE 16 – CONTINGENCIES

There are no known contingent assets or liabilities as at the reporting date.

NOTE 17 – EVENTS OCCURRING AFTER BALANCE DATE

The Board is not aware of any events that have occurred since the end of the reporting period that require adjustment or disclosure within the financial statements.

Note 18 – AGENCY TRANSACTIONS

The Foundation administer P.A.R.T.Y program arrangements for Gold Coast Hospital and Health Service (GCHHS). As the Foundation acts only in an agency role in respect of these transactions and balance, they are not recognised in the financial statements. Funding under the arrangement is collected by the Foundation and later distributed to the Gold Coast Hospital and Health Service.

	2019	2018
Receipts	37,964	21,117
Payments to GCHHS	40,334	29,497

Note 19 - RESTATEMENT OF PRIOR YEAR COMPARATIVES

The following prior year adjustments have been identified and corrected as follows:

- 1) During the year, it was noted that the Foundation had incorrectly recorded user charges in 2018 for gala tickets. Having identified the error, an adjustment has been made to correctly reflect the revenue for the year ended 30 June 2018. Accordingly, user charges for 30 June 2018 has decreased by \$34,364 and a corresponding decrease in receivables of \$6,899 and increase in liabilities of \$27,465.
- 2) The Foundation had incorrectly recorded expenditure in 2019 that related to 2018. Having identified the error, an adjustment has been made to correctly reflect the expenditure for the year ended 30 June 2018. Accordingly, grants and subsidies expenses for 30 June 2018 has increased by \$71,705 together with accrued expenses for the year.
- 3) The Foundation had also incorrectly included transactions for which they were acting as an agent on behalf of Gold Coast Hospital and Health Service. An adjustment has been made to remove the revenue/receivables and expenditure/payables from the 2018 and 2019 financial year. This arrangement has been separately disclosed under Note 18.
- 4) Related party transactions were not previously recorded in the 2017-18 financial year. Additional disclosures have been included in Note 14.
- 5) Key management personnel (KMP) disclosures were incorrectly recorded in the 2017-18 financial year. An adjustment has been made to the KMP remuneration disclosure in Note 13 to correctly reflect the CEO's remuneration for the 2017-18 financial year.

As a result of the above adjustments, the statement of comprehensive income, the statement of changes in equity and the statement of financial position for 30 June 2018 have been restated.

GOLD COAST HOSPITAL FOUNDATION ABN 95 387 912 125

Management Certificate of Gold Coast Hospital Foundation

These general purpose financial statements have been prepared pursuant to s.62 (1)(a) of the Financial Accountability Act 2009 (the Act), s.43 of the Financial and Performance Management Standard 2019, the Australian Charities and Not-for-profits Commission Act 2012 and Regulation 2013 and other prescribed requirements. In accordance with s.62(1)(b) of the Act, and s.60.15 of the Australian Charities and Not-for-profits Commission Regulation 2013 we certify that in our opinion:

- a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects; and
- b) the financial statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, and the Australian Charities and Not-for-profits Commission Act 2012, of the transactions of the Gold Coast Hospital Foundation for the financial year ended 30 June 2019 and of the financial position of the Foundation as at the end of that year; and

We acknowledge responsibility under s.8 and s.15 of the Financial and Performance Management Standard 2019 for the establishment and maintenance, in all material respects, of an appropriate and effective system of internal controls and risk management processes with respect to financial reporting throughout the reporting period.



Anna Carroll
Chairperson



Ben Cox
Chief Executive Officer

Dated this 24 day of September 2019

The relief of poverty and distress
caused by illness and disease



24 September 2019

Mr Charles Strickland
Sector Director
Queensland Audit Office
PO Box 15396
CITY EAST QLD 4002

Dear Mr Strickland

**REPRESENTATIONS BY MANAGEMENT OF GOLD COAST HOSPITAL FOUNDATION FOR
THE YEAR ENDED 30 JUNE 2019 AND EVENTS SUBSEQUENT TO THAT DATE UP TO AND
INCLUDING THE DATE OF THIS LETTER**

This representation letter is provided for the audit of Gold Coast Hospital Foundation's financial report for the year ended 30 June 2019. These representations are provided by us to assist you in expressing an opinion on whether the financial report presents a true and fair view in accordance with the Australian Accounting Standards – Reduced Disclosure Requirements, Australian Accounting Interpretations, *Australian Charities and Not-for-profits Commission Act 2012*, *Australian Charities and Not-for-profits Commission Regulation 2013* and the *Hospital Foundations Act 2018*.

We acknowledge our responsibility for ensuring that the financial report is in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) issued by the Australian Accounting Standards Board, *Australian Charities and Not-for-profits Commission Act 2012*, *Australian Charities and Not-for-profits Commission Regulation 2013* and the *Hospital Foundations Act 2018*. We confirm that the financial report has been approved by management and is free of material misstatements including omissions.

We confirm that, to the best of our knowledge and belief, the statements made in appendix A to this letter are factually correct. These statements are made based on information available to us having made such enquiries as we considered necessary to appropriately inform ourselves on these matters.


We understand that your audit was:

- conducted in accordance with the *Auditor-General of Queensland Auditing Standards* which incorporate the Australian Auditing Standards
- designed primarily for the purpose of expressing an opinion on the financial report of Gold Coast Hospital Foundation taken as a whole, in accordance with the requirements of the *Auditor-General Act 2009*; and
- limited to tests of the financial records and other auditing procedures you considered necessary for that purpose.

For and on behalf of the Gold Coast Hospital Foundation

Yours sincerely


Arina Carroll
Chair
Gold Coast Hospital Foundation
24 September 2019


Benjamin Cox
Chief Executive Officer
Gold Coast Hospital Foundation
24 September 2019

INDEPENDENT AUDITOR'S REPORT

To the Board of Gold Coast Hospital Foundation

Report on the audit of the financial report

Qualified Opinion

I have audited the accompanying financial report of Gold Coast Hospital Foundation.

In my opinion, the financial report except for the possible effects of the matters described in the basis for qualified opinion paragraphs below:

- a) gives a true and fair view of the entity's financial position as at 30 June 2019, and its financial performance and cash flows for the year then ended
- b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019, the *Australian Charities and Not-for-profits Commission Act 2012*, the Australian Charities and Not-for-profits Commission Regulation 2013 and Australian Accounting Standards - Reduced Disclosure Requirements.

The financial report comprises the statement of financial position as at 30 June 2019, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements including summaries of significant accounting policies and other explanatory information, and the management certificate.

Basis for qualified opinion

For the 2018–19 Grants and other contributions of \$1,536,297 as reported on the Statement of Profit or Loss and Other Comprehensive Income are significant sources of fundraising revenue for Gold Coast Hospital Foundation.

Due to the inherent nature of these income streams, the Foundation has determined that it is impracticable to establish control over the collection of this income paid in cash prior to entry into the Foundation's financial records. Accordingly, as the evidence available to me regarding revenue from these sources was limited, my audit procedures with respect to these income streams had to be restricted to the amounts recorded in the financial records.

I am therefore unable to express an opinion on the completeness of Grants and other contributions and whether all income from these sources received by the Foundation have been brought to account and recorded in the financial report.

The prior year's financial statements were qualified for the same reasons. These are explained in the 'other matter' paragraph below.

I conducted my audit in accordance with the *Auditor-General of Queensland Auditing Standards*, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report.

I am independent of the entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code and the *Auditor-General of Queensland Auditing Standards*.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Other matter

The financial report for the Gold Coast Hospital Foundation for the year ended 30 June 2018 was audited by another auditor who expressed a modified opinion on that financial report on 10 September 2018.

The modification was for Grants and other contributions of \$1,777,045 and User charges and fees of \$189,797 and Other revenue of \$19,808, as reported on the Statement of Profit or Loss and Other Comprehensive Income.

Basis of qualification on the 2018 financial report

Given the nature of the Foundation's operations, established controls over income, including inter alia fundraising and donation revenue and other revenue, prior to the entry into the financial records are limited. Accordingly, our audit procedures with respect to income, including inter alia fundraising and donation revenue and other revenue were restricted to the amounts recorded in the financial records. We therefore are unable to express an opinion as to the completeness of income recorded.

As part of our audit of the 2019 financial report, we audited the adjustments described in Note 19 that were applied to amend the 2018 financial report. In our opinion, such adjustments are appropriate and have been properly applied. We were not engaged to audit, review, or apply any procedures to the 2018 financial report of the entity other than with respect to the adjustments and, accordingly, we do not express an opinion or any other form of assurance on the 2018 financial report taken as a whole.

Responsibilities of the Board for the financial report

The Board is responsible for the preparation of the financial report that gives a true and fair view in accordance with the *Financial Accountability Act 2009*, the *Financial and Performance Management Standard 2019*, the *Australian Charities and Not-for-profits Commission Act 2012*, the *Australian Charities and Not-for-profits Commission Regulation 2013* and *Australian Accounting Standards – Reduced Disclosure Requirements*, and for such internal control as the Board determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

The Board is also responsible for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless it is intended to abolish the entity or to otherwise cease operations.

Auditor's responsibilities for the audit of the financial report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the *Australian Auditing Standards* will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards – Reduced Disclosure Requirements, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

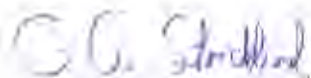
- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for expressing an opinion on the effectiveness of the entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the entity.
- Conclude on the appropriateness of the entity's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. I base my conclusions on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Report on other legal and regulatory requirements

In accordance with s.40 of the *Auditor-General Act 2009*, except for the possible effects of the matters described in bases for qualified opinion paragraphs above, for the year ended 30 June 2019:

- a) I received all the information and explanations I required.
- b) In my opinion, the prescribed requirements in relation to the establishment and keeping of accounts were complied with in all material respects.



Charles Strickland
as delegate of the Auditor-General

25 September 2019

Queensland Audit Office
Brisbane

How to support the Foundation

By supporting Gold Coast Hospital Foundation, you can help children and adults in hospital receive the very best care possible to overcome medical hardship.

How you can help make a real difference

Individuals and families:

- Make a tax-deductable donation
- Join our regular giving program
- Leave a gift in your Will
- Support our annual fundraising appeals
- Attend our events
- Volunteer with us

Companies and organisations:

- Make a tax-deductable donation
- Join our regular giving program
- Donate products and services
- Provide gifts-in-kind
- Offer pro-bono expertise
- Partner with us
- Join our workplace giving program
- Host a fundraising event
- Become a sponsor

Sign up to our newsletter


Sign up to receive our newsletters at www.gchfoundation.org.au so you can keep up-to-date on the latest news and events, read heart-warming patient stories, and stay in the loop with lifesaving projects and initiatives.

Share your story

Have you or someone you know been treated at a Gold Coast public hospital or community facility? Help us spread the word about Gold Coast Hospital Foundation's lifesaving impact in the community by sharing your story. We would love to hear from you on (07) 5594 6986.

To find out more about how you can get involved and support the Foundation, please contact us on:

(07) 5594 6986
admin@gchfoundation.org.au
www.gchfoundation.org.au



I'd like to make a gift today of
☐ \$35 ☐ \$75 ☐ \$150 My choice \$

Debited from my ☐ Visa ☐ Mastercard

Card number CCV Code

Name on card

Expiry Signature

☐ I have enclosed a cheque payable to Gold Coast Hospital Foundation

Please return this form to: PO Box 23, Griffith University, QLD 4222



**GOLD COAST
HOSPITAL
FOUNDATION**

Help. Care. Save.

Retail Tenancy 3, Gold Coast University Hospital, 1 Hospital Boulevard, Southport QLD 4215
PO Box 23, Griffith University QLD 4222

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