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GOLD COAST
HOSPITAL
FOUNDATION

ANNUAL REVIEW

Gold Coast Hospital Foundation would like to acknowledge the traditional custodians of the Gold Coast, the Yugambeh speaking people, whose land, winds and waters we all now share; and pay tribute to their unique values, and their ancient and enduring cultures, which deepen and enrich the life of our community.

We pay our respects to Elders past, present and emerging, and recognise those whose ongoing effort to protect and promote Aboriginal and Torres Strait Islander cultures will leave a lasting legacy for future Elders and leaders.

A copy of the full annual report is available gchfoundation.org.au/publications

Cover: Twin boys Leo and Archie McKenzie. When Leo and Archie came to hospital they were in need of a specialist twin baby bed to help them fight for life. Through the work of Gold Coast Hospital Foundation we have raised funds to support kids just like Leo and Archie and provide KANMED beds for our neonatal intensive care unit.

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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.

Chair's report

Gold Coast Hospital Foundation has again experienced a year of change, some of our own making and some unexpected in COVID-19. Regardless of why these changes visited us we rose to the occasion.

We embraced the opportunity to review our strategic plan. The Board, Chief Executive Officer (CEO) and staff came together and reflected on our past, challenged our perceptions and assumptions of the Foundation and arrived at an agreed and refreshed purpose: to aid our community in times of need.

“There are far too many people and companies to acknowledge but a heartfelt thank you is extended to all of those who donated and supported the Foundation and the Gold Coast Hospital and Health Service (GCHHS).”

The Foundation's balance sheet has been strong, and this has allowed us to operate through the restrictions of the COVID-19 pandemic. Like all businesses, we revised our financial targets and tightened our belt during this time. While we have not met our targets this year, and have contained the impacts where we can, we are confident we will benefit from the many new connections made with the community and corporate sector in the years ahead.

The impacts of COVID-19 demonstrated that while we are part of an economy, most importantly, we live in a community. The Gold Coast community's generosity in

giving money, food, and equipment to assist the hospital staff was overwhelming. There are far too many people and companies to acknowledge but a heartfelt thank you is extended to all of those who donated and supported the Foundation and the Gold Coast Hospital and Health Service (GCHHS).

This year we farewelled two long serving Board members: John Fradgley and Colette McCool. John is a notable Gold Coast citizen who serves his community. John's legal background and experience saw him provide the Foundation with sound advice, diplomacy and calmness during his many years on the Board. Colette has served on the Board as the representative of the Chair of the Gold Coast Hospital and Health Board and was the bridge between our two organisations. Colette's leadership and strong governance background has been invaluable to the Foundation as it has grown and matured. The Chair, Mr Ian Langdon, has since nominated a new representative Mr Michael Kinnane. We thank both John and Colette for their service over many years.

Tim Elliott and Jeff Frazer joined the Board and have made an immediate impact with their backgrounds in legal and finance and connections in the Gold Coast community.

Ben Cox's first year as CEO saw him lead the strategic planning process and our successful response to the COVID-19 pandemic. Ben and his team took up all opportunities, calmed apprehensions and led our response through our values.

The work of the Foundation has been made possible by the commitment of the Board members to whom I extend my thanks and appreciation. The support from the Chair of the Hospital and Health Services Board Mr Ian Langdon and his Board, Mr Ron Calvert, CEO and his Executive team is greatly appreciated and contributes to our achievements.



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

Anna Carroll
Chair

Chief Executive Officer's report

As a local not-for-profit organisation focusing on helping patients and families receive the best care possible during times of medical hardship 2019-2020 presented the community and Gold Coast Hospital Foundation a year of both great opportunity and great challenges.

As an organisation we have spent this period working to put in place the strategies, plans, relationships and culture to best ensure we can continue to deliver our powerful impact on the sickest and most vulnerable in our community through our partnership with the GCHHS.

This year we have been able to build on 25 years of service to the community and construct a new path forward. This has included new and additional:

- Organisational purpose
- Organisation values
- Strategic Plan
- Operational Plan
- Staffing structures including KPIs
- Grants Funding Model
- Review and implementation of all policies and procedures

In addition to our internal focus for the future of the Foundation and our viability, we have continued to deliver significant outcomes for our community through the delivery of meaningful programs, cutting edge equipment, education for staff, facilities improvement and exciting research. We have also been able to deliver an improved Cancer Patient Transport Service as well as scoping other services for future years. A more extensive highlight of the impact of our work is included further in this report.

It would be remiss not to mention the impact of COVID-19 on our community and the Foundation. Like all organisations we have been significantly

impacted by COVID-19. As an organisation that does not receive commercial revenue from car parks or cafes and also does not receive government funding, we deliver our commitment to the community through philanthropy. As such our revenue through events, campaigns and other sources has been reduced by 79 per cent. Whilst this has impacted our ability to grow temporarily, we have created a strong strategy and plan to help us recover and continue our work.

COVID-19 has also seen us adjust and support the GCHHS in new ways. As the conduit of community donations of goods and services we supported our frontline health workers with more than 73,000 donated goods worth more than \$245,000. This included hot food, snacks, beverages, pamper kits and more.

Whilst the future will present new challenges for the Foundation, we have the right plans, culture, values, Board and relevant commitment to the community to continue our important mission. Through our donors, our team and our partners, the Foundation will continue building on our 25-year history to help the people of the Gold Coast.



Highlights of our impact in 2019-2020 include:

Research

- 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 third consecutive year, more than 45 grants have been provided for research based on the Gold Coast.

Equipment

- Thirty four vital pieces of medical equipment funded from the children's and general medical equipment wish lists including a portable lung function testing machine for the women, newborn and children's services and cooling vests for Intensive Care Unit (ICU) staff.

Emergency accommodation

- The Emergency Accommodation Service provided 680 nights of emergency accommodation to the families of patients being treated in several hospital units.

Cancer Patient Transport Service

- The Cancer Patient Transport Service continued providing critical travel assistance for Gold Coast cancer patients making more than 5320 journeys to help people affected by cancer get to and from hospital for vital treatment.

Child life therapy program

- Continued to support the Child Life Therapy program, a first in Queensland.

Scholarships

- Funded nine scholarships to grow the skill and talent base of nursing staff on the Gold Coast.

Appeals

- Scrub Up September exceeded expectations delivering a \$43,000 result, up \$32,000 from the previous year.

Workplace giving

- A generous 529 GCHHS staff helped make a difference to patients in the hospital by giving regular donations from their pay, up from 280 the previous year.



A handwritten signature in black ink that reads "Benjamin Cox".

Ben Cox
Chief Executive Officer

About the Foundation

Gold Coast Hospital Foundation is the official charity for the GCHHS.

As a locally-based community organisation, we raise funds to support patients and their families by delivering local health programs and projects. Our purpose is to relieve medical hardship caused by illness, injury or disability while supporting the incredible patient care provided by GCHHS medical professionals.

Together with this wonderful support, the Foundation is committed to raising much-needed funds to benefit the health and well-being of children and adults across the Gold Coast region. The Foundation delivers a range of vital support programs that would not otherwise be available to patients and their families at local public hospitals and community health facilities.

The Foundation funds and delivers the vital extras to improve patient care and comfort including:

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

Funding

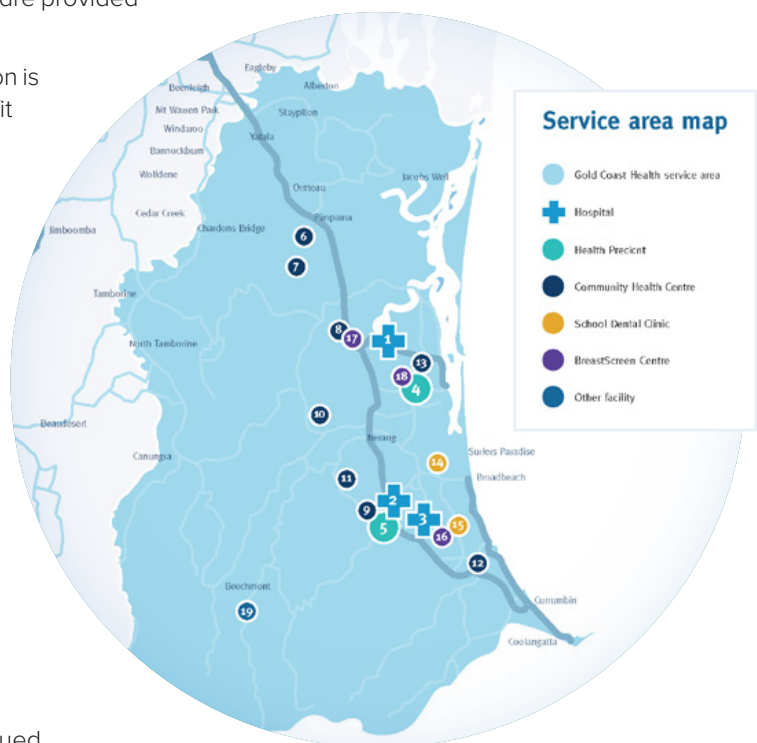
The Foundation relies on the generosity of its valued supporters, sponsors, corporate partners, community groups and individuals who raise crucial funds through donations, events, appeals, bequests, regular giving and other fundraising activities.

History

The Foundation was established in 1994 and has raised more than \$20 million for Gold Coast public hospitals and health care during this time.

Area of operation

The Foundation operates in the GCHHS region.



Hospitals

1. Gold Coast University Hospital
2. Robina Hospital
3. Varsity Lakes Day Hospital

Health Precincts

4. Southport Health Precinct
5. Robina Health Precinct

Community Health Centres

6. Coomera Springs Community Child Health
7. Upper Coomera Community Child Health

Community Health Centres

8. Helensvale Community Health Centre and Community Child Health
9. Campus Alpha
10. Nerang Community Child Health
11. Robina Community Child Health
12. Palm Beach Community Health Centre and Community Child Health
13. Labrador Community Child Health Centre

School Dental Clinics

14. Broadbeach State School Dental Clinic
15. Burtleigh Heads State School Dental Clinic

BreastScreen Clinics

16. West Burtleigh BreastScreen
17. Helensvale BreastScreen
18. Southport BreastScreen

Other facilities

19. Numinbah Correctional Centre

Our support programs

Research

A collaborative research grant scheme was developed in partnership with the GCHHS and university partners to support research that can help improve the Gold Coast Community and the delivery of health care services. Research projects supported by the scheme included:

- Identifying knowledge translation strategies for implementing best practice in the management of acute alcohol intoxication in the emergency care environment
- Incontinence in peripartum women - prevalence, predictors and prevention
- Comparison of intravenous amoxycillin\clavulanate to piperacillin\tazobactam for the treatment of diabetic foot infections in adults - a pragmatic, non-inferiority, randomised trial
- Developing a tool on treatment burden for the patient-physician encounter - towards a patient-centred approach in chronic disease care
- Achieving value-based care - development of a value framework for evaluating extended scope of practice models of care



Equipment

Gold Coast Hospital Foundation funds the purchase of equipment that enables GCHHS clinicians to provide patients with world-class care, swifter diagnosis and the best possible treatment. Generous community donations enabled the Foundation to purchase 34 vital pieces of medical equipment from the wish list of GCHHS clinical professionals.

Some recent examples of equipment that has been funded include:

Equipment	Purpose	Hospital Unit	Impact Per Year	Amount
Portable Tympanometer	Hearing screens are required to rule out behaviour concerns related to hearing loss in children.	Future's Developmental/ Behavioural paediatrics GCUH	600	\$10,872
Three Blood Gas Sampling Machines	Early access to blood results helps will stabilise patients enabling a fasted diagnosis.	Children's Emergency Department GCUH	3500	\$16,483
Two Dental X-Ray apparatus	Rays help in diagnosis of dental disease for patients from the most under privileged socio- economic backgrounds.	Oral Health Southport Health Precinct	4000	\$11,231
Vyntus Spiro TP Spirometer and Vivatmo Pro FeNO	Portable lung function testing of children and adults with chronic lung diseases including cystic fibrosis (CF).	Respiratory Resource Centre Women, Newborn and Children's Services GCUH	140	\$15,960
Three VIP (Computerized Ambulatory Drug Delivery)	CADD pumps allow patients with certain blood and bone cancers to receive their chemotherapy at home.	Cancer & Blood Disorders Ambulatory GCUH	20	\$6,600



Facilities

To promote patient relaxation, respite and comfort, Gold Coast Hospital Foundation provides tranquil, private and family-friendly environments by improving hospital facilities and patient spaces.

A generous donation from Queensland Theatre of Puppetry funded equipment for the Children's Hospital In The Home program, enabling health staff to see these young patients at home rather than in paediatrics outpatients or for some, a short stay in hospital. The Child and Youth Mental Health Unit located at Robina Hospital was provided specialised sensory tools and art items through a very generous grant from the Coca Cola Foundation.

Equipment	Purpose	Hospital Unit	Impact Per Year	Amount
Children's Hospital in the Home	To safely store and transport medications in the car and at home. This allows the Children's Hospital in the Home (CHITH) team provide equipment to the child's home, so that they do not need to come into the Hospital	Children's Ambulatory Care	100	\$11,900
Robina Hospital & Health Service	Supplied a range of sensory tools, art materials, equipment that the young people can use while on the unit. Due to many patients coming from disadvantaged families	Child and Youth Inpatient Wattle Unit	146	\$24,500

Scholarships

Each year, Gold Coast Hospital Foundation provides GCHHS staff with the opportunity to be awarded nursing and midwifery scholarships to further their education and training. This year, Professor Ged Williams – a passionate advocate for clinical excellence, continuing education and advanced specialisation across all domains of practice – continued to fund these scholarships, building on his legacy of giving back to nursing and midwifery staff. Professor Williams was Executive Director of Nursing and Midwifery GCHHS and Clinical Professor of Nursing, Griffith University from 2007 to 2013. This year, nine staff across the nursing and midwifery disciplines were awarded scholarships.



The Emergency Accommodation Service

This program helps families, who are struggling financially, stay close to loved ones who are being treated in the trauma and intensive care units of Gold Coast University Hospital. We recognise 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 provided 680 nights of emergency accommodation close to the hospital, helping 213 families who could focus on the recovery of their loved ones in hospital. The percentage of stays per family were longer than the previous year. The Foundation is supported by an amazing workforce of GCHHS social workers who refer families and work so hard to ensure positive outcomes are achieved.

The service supports patient families in the following hospital units:

- Trauma
- Intensive care
- Neonatal intensive care
- Children's critical care
- Postnatal mental health units



Cancer Patient Transport Service

The Foundation's transport service provides an invaluable lifeline for local cancer patients needing urgent treatment in hospital.

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 made 5320 important journeys to hospital, helping 968 cancer patients across the Gold Coast who are too ill to drive or unable to afford transport.

Strategic objectives

Opportunities and challenges

Prior to the impact of COVID-19, Gold Coast Hospital Foundation was on a growth trajectory as we looked to diversify our fundraising activities, refine our purpose and capitalise on our strong standing with the Gold Coast community. Due to our prior strategy commencing before the introduction of the *Hospital Foundations Act 2018*, and to align with our statutory obligations, our five-year strategy will now conclude in 2019-2020. As a result, the Foundation has developed a new four-year strategic plan 2020-2024 focused on recovery and growth into the future.

Opportunities for the future success of the Foundation include:

- Diversification of revenue through digital and virtual events
- Partnerships with new state and interstate partners
- Refinement of our programs including our services
- Exploration of long-term commercial opportunities
- Refinement of our brand and messaging

Whilst we have developed a strong strategic and operational plan to assist us in capitalising on these opportunities, we still face challenges in our future including:

- COVID-19's impact on philanthropy
- Gold Coast economic recovery
- Maintaining an agile and effective workforce in a COVID-19 environment
- Meeting, State and Federal Legislative requirements

We are confident that with the support of donors, partners, staff and government, our ability to recover from the impacts of COVID-19 and achieve a continued service to the community will be achievable.

Our performance against our strategic plan 2017-2021 is outlined [below](#):

Strategic Objective	Goal
1 Improve impact	Help a growing number of people in our community overcome distress and hardship caused by illness and disability.
2 Secure public support	GCHF recognised and supported as the 'Gold Coast's number one charity of choice'.
3 Revenue growth	Continually grow traditional income from philanthropy, fundraising and signature events.
4 Cost management	Fundraising and administration costs reduced to achieve maximum distribution of net surplus.
5 Recruit and retain talented staff	GCHF has a professional and committed team with the appropriate skills and support to deliver the strategic goals.
6 Experienced Board of Directors	GCHF Board is highly skilled and diverse with a balanced focus on performance and compliance.



Performance Measure	Result
1. Increase impact and benefits delivered into the community through funded projects.	1. More than 200,000 people in the community helped because of projects funded, an increase of 20,000 people.
1. Grow conversion rate for people aware of GCHF from 20% (1 in 5).	1. Due to financial impact of COVID-19 a market survey of awareness was not able to be undertaken.
2. Grow engagement with a younger demographic of givers over 18 years.	2. This was difficult to achieve as the activity included significant community activations.
3. GCHF mascot Betty Get Better promoted in the community regularly to increase awareness.	3. Betty Get Better appeared at an average of three events a month.
1. Traditional fundraising income channels (appeals, individual giving, grants and partnerships) maintained to help deliver budget.	1. At the peak of COVID-19, we saw donations and philanthropic support decline by up to 79%.
2. Grow signature event income by 50%.	
3. Grow gift in wills and major donors to help deliver a \$2.1m full year fundraising income budget.	
1. Operational costs meet organisational structure and is cost efficient.	1. Reduction in income was relevant to a decrease in operational spend, therefore the Foundation was able to maintain cost efficiency.
1. Provide staff training and development opportunities, implement and monitor development progress and mentor results.	1. Staff attended various Fundraising Institute Australia training modules. One-on-one development and continued support were provided to the database and corporate fundraising team.
2. Develop and administer annual staff satisfaction survey as per our HR strategy – 80% staff satisfaction rating.	2. Staff survey not updated.
1. Have engaged board members who bring skills in all areas of business and community service.	1. New board members have been recruited to support our areas of legal and financial knowledge.

The impact of your support

Your ongoing support and generous donations helped more than 200,000 people in our community during 2019-20.

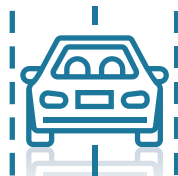


\$1.5m+
raised

to support patients,
families and health staff



5,320 trips
made by the Cancer
Patient Transport Service



100,000km

travelled by the Cancer
Patient Transport Service



34
vital pieces of medical
equipment funded

680 nights

of emergency
accommodation
provided to patients' families



2 hospital
facilities
and patient
spaces improved

213

**Families
supported**

with the Emergency
Accommodation
Service



73,000

**COVID-19
donations**

to healthcare
workers



5

major health
research projects
approved for funding

9

nursing and
midwifery
scholarships
awarded
to health
staff



Fundraising highlights

Scrub Up September

Scrub Up September is an annual fundraising campaign that brings the Gold Coast community together to raise funds to help sick kids in hospital.

In its third year, we raised the profile of Scrub Up September as a fundraising campaign and through the support of businesses, early learning centres, schools and individuals raised over \$40,000.

The theme of the month was all about having a little fun and 'scrubbing up' for kids in hospital with fundraising activities that included selling tokens telling the stories of our four Scrub Up kids, squat record challenges, trivia nights, kids' colour run and free dress days wearing a scrub hat and dressing up like doctors and nurses.

Funds raised through this campaign allow us to fund lifesaving health research, purchase essential medical equipment, and to provide interactive play and sensory areas in our hospitals.

Workplace Giving

We currently have over 520 generous GCHHS staff helping to 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

Our Christmas Appeal featured the beautiful twins Leo and Archie and their parents Kelly and Russell. The twins spent their first Christmas in hospital after being born 13 weeks premature. The boys first 110 days of life were spent recovering in hospital – first in the Neonatal Intensive Care Unit (NICU) until Christmas Day and then the Special Care Nursery. Kelly, Russell and their family and friends fundraised for 110 days to purchase vital equipment for NICU to help many other premmie babies. The twins, Leo and Archie celebrated their 3rd birthday during the campaign.

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. These regular gifts truly make a huge difference.



Woolworths

The annual Woolworths Wall Token appeal has raised more than \$365,000 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 will help towards renewing the Children's Outpatients waiting area. There are 500 - 600 children and families seen each week at multiple clinics ranging from newborns requiring lactation support to complex burns and children with severe disabilities. The new area will include a creative, interactive and educational play area for the children and a safe environment for the concerned parent to wait before speaking with medical staff.

Major donors

We are truly grateful for the generosity of our donors in the Major Gifts program. Your support has meant that the Foundation continues to provide much needed services, resources and vital equipment to people who are the most vulnerable in our community.

We have needed this continued funding more than ever this financial year and we have once again been amazed with the support of our community.



“Your support has meant that the Foundation continues to provide much needed services, resources and vital equipment to people who are the most vulnerable in our community.”



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.

They also hosted a successful ladies lunch at Labrador Tigers AFL club that provided an opportunity for everyone to get dressed up and enjoy an afternoon out while raising money for the Gold Coast Hospital Foundation.

Queensland Theatre of Puppetry

Our amazing long-term supporters, Queensland Theatre of Puppetry once again raised funds throughout the year with their school holiday shows.

A very special project that they funded included the purchase of extra equipment for the Children's Hospital in the Home service. The extra medical and physio equipment allowed the team to treat more children at home, this allowed kids to isolate at home, without the need to attend hospital.



James Frizelle Charitable Foundation

Gold Coast Hospital Foundation was fortunate to receive \$30,000 from the James Frizelle Charitable Foundation through their grant opportunities to fund the Cancer Patient Transport Service. This generous support makes a lasting change to the lives of people living with cancer and their families.

Melbourne Cup events

Our staff and volunteers were divided across four fantastic Melbourne Cup venues. Palazzo Versace, Southport Sharks, Gold Coast Convention Centre and The Star Gold Coast hosted wonderful events for guests enjoying Melbourne Cup whilst raising vital funds through sweeps and raffles for the Gold Coast Hospital Foundation.

First National Broadbeach

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

The money raised at this years race day allowed the Foundation to purchase a Kanmed bed and warmers for the Neonatal Intensive care Unit.

“The money raised at this years race day allowed the Foundation to purchase a Kanmed bed and warmers for the Neonatal Intensive care Unit.”

Steve and Micki Pertzel's Ray White Golf Day

After months of work organising a golf day, Steve & Micki Pertzel, had to cancel at the last minute due to COVID-19.

Despite this huge setback these amazing supporters still managed to raise the funds they set out to achieve and purchased a twin Kanmed bed for our Neonatal Intensive Care Unit.

This was an amazing display of support during a very difficult time from the team at Ray White Surfers Paradise Group and all of their generous supporters.

Villa World

Since 2016, Villa World continues to support the Foundation through donations made from sales of the Arundel Springs estate. These funds help 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. This year's 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.

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.



Australia Fair Shopping Centre

Australia Fair Shopping Centre provided the perfect backdrop to host another popular Teddy Bear Hospital fundraiser. A team of lovely volunteer 'teddy doctors' repaired 144 'injured' teddy bears for local children. Australia Fair also supported the Foundation again 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.

Hellenic Senior Citizens Club

This year we saw an incredibly kind donation from the members of Hellenic Senior Citizens Club. Together, they donated over \$49,000 to purchase a high frequency oscillatory ventilator for the Children's Critical Care Unit. This piece of equipment can be used to provide a higher level of respiratory support to critically ill children. This now alleviates local children having to be transported to Brisbane for life saving care.

“This generous support makes a lasting change to the lives of people living with cancer and their families.”



Dry July

Our small team of 5 fundraisers along with a generous grant donation from Dry July Foundation enabled us to purchase two Lumify Ultrasound machines for the Oncology Units. These machines show peripheral access to veins that are often difficult to access in Oncology patients making the first attempt at putting in a cannula required for their chemotherapy or a blood transfusion the best attempt.

Rotary Clubs of the Gold Coast

This year we saw amazing support from our local Rotary Clubs.

Through their own fundraising the members from Rotary Griffith University, Broadwater/Southport and Surfers Paradise were able to purchase several pieces of medical equipment for both Gold Coast University Hospital and Robina Hospital.

Gold Coast Titans

Gold Coast Hospital Foundation was proud to be chosen as a Gold Coast Titans Key Charity Partner for the next two years to help raise awareness and promote health on the Gold Coast.





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 Convention and Exhibition Centre
- Hume Doors
- Icon Cancer Care
- Neumann Foundation
- Palazzo Versace
- Police and Community Charity Ball
- Raptis Group
- Ray White Surfers Paradise
- Rebel
- Southport Sharks
- The Star Gold Coast
- Villa World
- Woolworths
- Slater and Gordon Lawyers
- Commonwealth Bank
- Credabl
- Paradise Resort
- Infinity
- Surfers Paradise Marriott Resort and Spa
- Robina Town Centre

- St Hilda's School
- MedRecruit
- Coastal Fresh
- Thrifty Car Rental Gold Coast
- Mantra Sharks
- Freedom Road Travel
- Volunteering Gold Coast
- Community groups
- Gold Coast Cruiser Club
- Greek Orthodox Community
- Paradise Point Uniting Church Arts and Crafts
- Paradise Point Yacht Club
- Coomera Lodge Keg Club
- Hellenic Senior Citizens Club
- Rotary Surfers Paradise
- Rotary Griffith University
- Gold Coast Titans
- Queensland Theatre of Puppetry
- Rotary Club of Broadwater Southport
- Tamborine Mountain Creative Arts
- The Historical Motorcycle Club of Qld Tamborine Mountain Area
- Uniting Church Mudgeeraba

Grants

- Coca Cola Australia Foundation
- Dry July Foundation
- Greater Charitable Foundation
- The Honda Foundation

- Australian Communities Foundation
- The Lottery Office
- Qantas Side by Side Grant (Russell McKenzie)
- James Frizelle Charitable Foundation

Major supporters

- Beverly McIlwain (in memory of Jock McIlwain)
- Ian and Glenis Jay
- Jenny Wong
- McLaren Family
- Maureen Stevenson
- Bernard and Sheila Joel
- Professor Ged Williams
- Pure Land Buddhist
- Southern Pacific Developments
- The Late Mervyn and Maureen Williams
- Wood Family Trust
- Estate of the late Frank Lorincz
- Estate of the late Hamid Tasharofi
- Kelly, Russell, Leo, Archie McKenzie and Family

Media supporters

- News Corp Australia
- Southern Cross Austereo

Corporate governance

Our Board

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.

Anna Carroll was appointed Foundation Board Chair provided for in the Hospital Foundations Act 2018. As at 30 June 2020 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 – Board Chair

Originally appointed: 19 August 2016.

Current term: 13 December 2018 to 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 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 United Nations 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.

Ms Samantha Wakerley

Originally appointed: 11 December 2018.

Current term: 11 December 2018 to 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 (United Kingdom). 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.

Mr John Fradgley

Originally appointed: 18 November 2010.

Resigned 12 February 2020

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 Canice Brown

Originally appointed: 19 September 2014.

Current term: 20 October 2017 to 30 September 2020

Canice (Candy) qualified as a registered nurse in the Australian Capital Territory 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 United Kingdom and publication of her research 'Enrolled Nurse 2 Registered Nurse, transitioning to a new scope of practice' published in the Australian Contemporary Nursing Journal.

Dr Shirley Wee

Originally appointed: 18 November 2010. Current term: 27 January 2017 to 30 September 2021

Shirley is a Clinical Research Fellow with Menzies Health Institute Queensland, Griffith University and possesses more than 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

Originally appointed: 11 December 2018.

Current term: 13 December 2018 to 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 All India Institute of Medical Sciences College in New Delhi, India and has worked in both Australia and the United Kingdom before completing her Physicians training in London and obtaining her magnetic resonance cholangiopancreatography. Sonu completed training and further qualifications in obstetrics and gynaecology gaining her Diplomate of the Royal College of Obstetricians and Gynaecologists 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 Membership of the Royal College of General Practitioners from London and gaining her Fellowship of the Royal Australian College of General Practitioners in Australia.

Ms Colette Gallagher

Originally appointed: 28 April 2017.

Current term: 12 December 2019 to 30 September 2022

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 fast-moving consumer goods, fashion, beauty and automotive brands. Colette's rich history in sales and marketing has given her an innate ability to amplify an organisation's marketing spend. She has built a reputation on strong negotiation, strategic decision making and on maximising relationships.

Mr Jeffrey Frazer

Originally appointed: 12 December 2019.

Current term: 12 December 2019 to 30 September 2022

Jeff Frazer is a Partner at KPMG, one of the big four consulting firms in Australia. He is a Chartered Accountant, Registered Company Auditor, Certified Internal Auditor and member of the Australian Institute of Company Directors.

Specialising in working with not-for-profit organisations, Jeff has more than 20 years' experience working with private and public companies in Australia. Prior to working for KPMG, Jeff worked at Macquarie Bank. Jeff works to provide solutions to accounting and financial problems that organisations encounter. He also has a broader skill set in project management, information technology solution analysis and general business advisory services.

Mr Timothy Elliott

Originally appointed: 12 December 2019.

Current term: 12 December 2019 to 30 September 2022

Tim Elliott was admitted as a solicitor in Queensland in 2008 and is now an owner of Bell Legal Group. Tim is a Gold Coast local having been born here and completed schooling at All Saints Anglican School.

Tim is a partner in Bell Legal Group's Litigation and Dispute Resolution Department. His expertise covers a wide range of matters including shareholder, director and other company disputes as well as property and contractual disputes. He has a particular interest in insolvency law and is a respected practitioner in all aspects of corporate and personal insolvency.

Gold Coast Hospital and Health Board (GCHHB) Chair nominated representative

Ms Colette McCool

The nominated representative of the GCHHB Chair, has been Ms Colette McCool this year. 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, led 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.

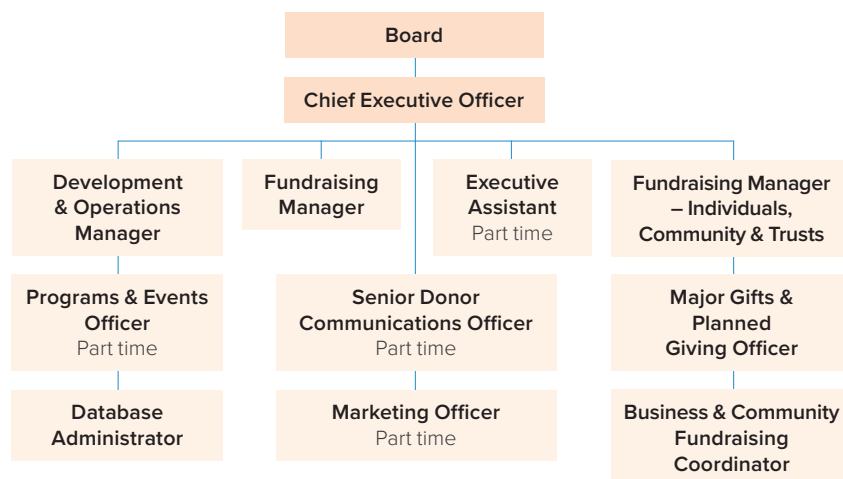
“It is our Board's role to ensure the sanctity of the mission, vision and values of the Foundation, as well as ensuring its financial viability.”

Executive management

The Foundation team welcomed the new Chief Executive Officer, Ben Cox, in July 2019. The executive management team consists of:

- **Chief Executive Officer**
– Ben Cox
- **Development and Operations Manager**
– Joe Hanlon
- **Finance Manager**
– Michelle Patmore
- **Fundraising Manager**
– Vicki James

Organisational structure



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 human resources leadership to the Foundation's team members, as well as satisfying the legislative requirements.

Development and 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.

Finance Manager – 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.

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

Senior Donor Communications Officer (*maternity leave from 3 March*) – 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.

Major Gift and Planned Giving Officer – Responsible for running our major gift Heart of Gold program and providing excellent stewardship principles which includes identifying and strengthening relationships with donors who have the capacity and affinity to donate a high value gift. Building and developing our Bequests program, ensuring we are honouring the wishes of those who have chosen to leave a Gift in Will, leaving an ever-lasting legacy.

Fundraising Coordinator, Business and 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 and Programs Officer – 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.

Financial performance summary

Income performance 2019-2020

The Foundation generated \$1,515,184 in total revenue for the 2019-2020 financial year. Whilst the Foundation maintained significant community impact during the reporting period, total revenue was 17 per cent below 2018-2019 total revenue of \$1,820,938.

The 2019-2020 result reflected fundraising challenges brought about by the impact of COVID-19, particularly during March 2020 through to June 2020.

The Foundation disbursed \$882,861 in 2019-2020 to deliver projects, compared to \$1,062,979 for 2018-2019, also a drop of 17 per cent.

Financial year	2018-2019	2019-2020	% change
Total revenue	\$1,820,938	\$1,515,184	(17)
Funds disbursed	\$1,062,979	\$882,861	(17)



Income Channel Highlights

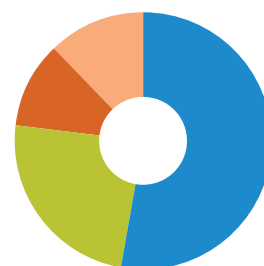
The Foundation's revenue predominantly comes from funds raised through the generous support of the community. The Foundation receives no significant commercial operation revenue.

The community sector remains strong and reflects the majority of income with 53 per cent of total revenue generated through community fundraising and appeals.

Corporate support, sponsorships, commercial revenue and events generated a combined 24 per cent of total revenue with sponsorships and commercial revenue performing strongest in this category.

Income from grants continued to show consistent performance generating 11 per cent of total income.

Financial year	2019-2020	% of total revenue
Community	\$808,248	53
Corporate and Commercial support	\$349,651	24
Grants	\$170,981	11
Bank interest and other	\$186,304	12



Mission delivery investment 2019-2020

The total amount disbursed to deliver the Foundation's mission through education and staff support, purchasing medical equipment and enhancing facilities, research and program delivery was \$882,861.

Medical equipment and program delivery combined to make up 69 per cent of funds disbursed.

Despite the impact of COVID-19 during the reporting period, the Foundation was able to maintain services for family and other support programs with 35 per cent of funds dedicated to this area.

Financial year	2019-2020	% of disbursement
Education and staff support	120,511	14
Medical equipment	300,524	34
Program delivery	311,826	35
Research	150,000	17
Total disbursed	\$882,861	



Net assets

The Foundation maintained a solid financial position throughout 2019-2020. As at 30th June 2020 the Foundation's net assets totalled \$2,580,366

Financial reserves

Financial reserves are funds received 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 2019-2020 financial year with previous periods results. Due to the impact of COVID-19 we have been required to draw upon our cash reserves which has impacted our net asset position.

Financial Year	2018-19	2019-20
Total Revenue	\$1,820,938	\$1,515,184
Total Expenses*	\$2,288,577	\$1,976,629
Net Assets	\$3,631,021	\$2,580,366

*Figure included program delivery costs

Full financial statements

The annual financial statements for Gold Coast Hospital Foundation for the 2019-20 financial year are available in our parliamentary tabled annual report.

Open data

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



Appendices

Appendix 1 – glossary

Glossary

CRM – Customer Relationship Management

FIA – Fundraising Institute Australia

Foundation – Gold Coast Hospital Foundation

GCHF – Gold Coast Hospital Foundation

GCHHB - Gold Coast Hospital and Health Board

GCHHS – Gold Coast Hospital and Health Service

GCUH – Gold Coast University Hospital

GST – Goods and Services Tax

HR – Human Resources

ICU – Intensive Care Unit

KPI – Key Performance Indicators

P.A.R.T.Y – Prevention Alcohol Trauma in Youth

Appendix 2 – Treasurer’s report

Results from operations

The Foundation’s operating results (prior to grants and disbursements) was **\$421,416** compared to an amount of **\$595,339** for the previous year. This allowed the Foundation to distribute **\$611,378** in grants during the year compared to **\$718,929** for the previous year. The end result was a post distribution deficit of **\$461,445**. 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 **\$1,515,184** compared with **\$1,820,938** 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 **\$170,972** compared with **\$316,447** for the previous year.

Employment Expenses for the current year amounted to **\$770,668** compared with **\$790,868** for the previous year.

Disbursements, grants and donations

During the year an amount of **\$882,861** 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 **\$1,062,979** in the previous year.

Balance sheet

The Foundation continues to maintain a strong Balance Sheet.

As of balance date Cash and Cash Reserves were **\$2,844,621** decreased from **\$2,987,863** at the end of the previous year.

Trade and Other Payables amounting to **\$308,900** 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 prepares detailed financial information to present to each meeting of the Finance, Audit and Risk Committee. The Treasurer’s Report presented to each meeting of the Finance, Audit and Risk 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, Audit and Risk 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 Hospital and Health Service 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

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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