

The HammondCare Foundation

Impact Report



**20
24**

CARING
FOR PEOPLE'S
URGENT NEEDS
DURING THE
HARDEST TIME
OF LIFE

Thank you for changing lives

It is my privilege to share the HammondCare Foundation Impact Report for Financial Year 2024. The content of this report is a testament to the generosity and compassion of our incredible supporters.

Your kindness is truly life changing. Beyond financial support, your generosity brings dignity, comfort and hope to the people most in need in our community.

Whether you've helped to provide essential medical equipment, supported patients and families facing challenging circumstances, or helped create warm and supportive environments for those in need, your kindness has made a tangible impact.

This report shares stories of people whose lives have been enriched because of your generosity. From expanding care programs in regional communities to supporting those in urgent need of assistance and care, and helping dedicated staff deliver life-changing initiatives, every milestone we celebrate is because of you.

At HammondCare, relationship-based care is at our core, and you are an essential part of that mission. You are the reason we can go above and beyond basic care and ensure no one is left behind in their time of need.

On behalf of the HammondCare Foundation team and the many lives you have visibly changed, thank you. Your generosity and partnership are truly extraordinary, and we look forward to continuing this journey with you.

With heartfelt gratitude,



Jessica Mienert

Head of HammondCare Foundation



In 2023–2024, The HammondCare Foundation raised
\$2,554,095

Donations by income source

Bequests



Managed funds and interest



Community fundraising and events



Corporate partnerships



Trusts and foundations



Major gifts



Other



Direct marketing



Making dreams come true

The Dreams Project has made more than 300 dreams come true. From birthday and anniversary celebrations, weddings and stayovers at five-star locations, to fine dining and musicals, the Dreams team are privileged to have played a part in supporting these special wishes.

The Dreams Project turns dreams into reality for palliative care patients, connecting them with hope and creating positive memories for loved ones.

Each dream is tailored to reflect the personal desires of the people we care for, whether it's spending time with loved ones, achieving a personal goal or reconnecting with a cherished hobby.

Dreams Project lead social worker Anne Henman said experiencing a lifelong dream can provide a sense of purpose, connection and belonging at such a challenging time.

"It's an opportunity to make positive memories and bring meaning into people's lives in a therapeutic way," Anne said.

"But most importantly, the Dream always remains patient focused. Dreams can connect the person back to their former sense of self before they became unwell. Dreams offer something positive to look forward to," she said.

There are many factors the team need to consider when helping make a Dream come to life – physical access, equipment required, medications and care needs at the top of the list.

Increased funding for the project this financial year has provided the project team with much needed administration support. This has led to an increase in the number of annual referrals, up twelve percent from last year.

Dreams Project

2010-2024



453
REFERRALS



303
COMPLETED
DREAMS



70
AVERAGE AGE
OF DREAMS
RECIPIENTS

Dreams project in 2024

60 dreams granted

12% increase in annual referrals

A treasured moment shared

Palliative care patient Denice couldn't have been happier with her Dream. Denice's favourite pastime as a teenager was galloping through the waves at Sydney's Cronulla Beach on her beloved pony, Honey.

When she was no longer able to travel due to her declining health, Denice feared she may never have one last moment with the animals she adored or be able to share her love of ponies with her children.

So, the Dreams Project team arranged for two ponies to visit her at Braeside Hospital, bringing immense joy for Denice and her family.

"When I started sharing my story with the team here at Braeside, word must have got around - before I knew it, a social work student showed up, offering me the chance to make this dream come true. We sat together and I shared my bond with horses, and she said, 'let's make it happen', and she did," Denice said.

Denice had often told her children about her love of these majestic creatures, and she finally got the chance to share it with them – and create a joyful, treasured memory together.

**Thank you for making
something that was a dream
of mine come true**

DENICE
HAMMONDCARE RESIDENT



Care Fund makes a fresh start possible for Susie

Everyone deserves dignity, choice and a life free from harm. The rising cost of living is leaving many older people increasingly disadvantaged and with complex health needs ignored as treatment becomes more and more unaffordable.

With these pressures in mind, The HammondCare Foundation launched the **Care Fund** in May 2024, to help support vulnerable people facing disadvantage and crisis.

Our goal is to provide essential and often life-changing assistance to older Australians who are unable to cover out-of-pocket medical and everyday expenses on their own.

Since the launch we've received hundreds of requests for support from our home care, residential care and hospital services. Generous donations to the fund have already enabled us to address many of these urgent needs.

Susie's* story highlights the impact of these Care Fund contributions for people in desperate need of support.

With no time to pack any belongings, and with no transport of her own, Susie only took what she could carry with her when she fled her home in the middle of winter and was placed in emergency respite care.

As a result of elder abuse, Susie was unable to access her own bank account, so the Care Fund provided funds to purchase a full set of new winter clothes – providing warm clothing, a cosy dressing gown, and the comfort of knowing she was cared for.

The Care Fund is making a difference to people like Susie, helping them live with dignity and comfort away from risk and harm - thanks to compassionate support from people like you.

**Name changed for privacy*

The joy on Susie's face when she received her new winter wardrobe was heart-warming. She felt valued and was overwhelmed by the kindness of strangers who brought her comfort and dignity at such a challenging time

SUSIE'S CARE FUND WORKER

Care Fund: personal impact



92%
IMPROVED DAILY
LIFE SIGNIFICANTLY



58%
HELPED RE-ENGAGE
IN NEW ACTIVITIES



100%
IMPROVED OVERALL
WELL-BEING AND
QUALITY OF LIFE



100%
SATISFIED WITH THE
SUPPORT RECEIVED

Care Fund: the statistics



265
PEOPLE HELPED SINCE
LAUNCH IN MAY 2024



\$880
AVERAGE COST OF
EACH REQUEST



A year of community and care at Daw Park

HammondCare expanded its Mission into South Australia with the opening of a new dementia care village in the suburb of Daw Park in 2003.

Just 25 minutes from the centre of Adelaide, the new Daw Park village is a vibrant home for 70 residents, located at the existing Repat Health Precinct.

The HammondCare Foundation provided \$750,000 in bequests to fund landscaping and the installation of a new garden, barbecue area, children's playground and outdoor exercise space. Together, these new facilities are providing an intergenerational hub of activity for the local community.

The need for spaces such as the new Daw Park recreational space is highlighted by research showing that one in five older Australians feel loneliness, especially those aged 75 and over. This increases for older people living in aged care homes, where estimates indicate that between 25 and 61 per cent of residents feel lonely.

Daw Park's Residential Manager, Carley Watson, said being 'the new kid on the block' has its advantages.

"There was already a thriving community here and it's great to see so many locals enjoying our new outdoor facilities," Carley said.

HammondCare volunteers often accompany residents for walks around the garden or supervise those who want to use the all-weather gym.

Since Daw Park opened just over a year ago, we've witnessed these new communal spaces connecting residents and their families with the local community

CARLEY WATSON
DAW PARK RESIDENTIAL MANAGER

Family members are welcome to join in as well, and a designated special care garden offers a peaceful space for residents with higher care needs.

"The children's playground is very popular with visitors. It's located right next to our onsite café so residents and their loved ones can share in a coffee while the kids play. It's a win-win," Carley said.

The outdoor space became the setting for a very special event when a bride-to-be, the granddaughter of one of Daw Park's residents, held a small wedding at the rotunda so her grandfather could walk her 'down the aisle' from his cottage.

"I remember it was a beautiful day with clear blue sky and the sun was shining. The resident wore a suit, and I don't think there was a dry eye amongst the wedding party, or us onlookers. We were very happy to partner with the family to accommodate this request," she said.

"We're grateful for the funding that has contributed to so many people's quality of life through the construction of our outdoor space – providing a place to gather and to be together," Carley said.

The Foundation would like to thank its many supporters and benefactors who have chosen to leave a Gift In Will to HammondCare, which enables projects such as the Daw Park development to go ahead.



The new gardens and rotunda, outdoor exercise space and children's playground are now a focal point for Daw Park residents and the local community.



Freedom and friendship at Darlinghurst

Donor funds have supported a wide range of activities for HammondCare Darlinghurst residents in recent years, and the Foundation continues to support those who have experienced homelessness and disadvantage.

One highlight in recent times was the purchase of a 10-seater bus, made possible by donors to the Foundation. The bus was named 'Rolls Roy' after Darlinghurst's first resident, Roy, whose spirit of welcoming was instrumental in creating a great sense of community in the early days at Darlinghurst.

The Foundation continues to fund weekly outings in Rolls Roy to local iconic spots like Bondi, plus other cherished landmarks from residents' childhood memories, and special shopping trips twice a month for the ladies.

Darlinghurst Volunteer Coordinator Kate Heap said these regular outings in Rolls Roy are popular with residents and important in helping them feel valued and connected.

"The bus trip outings provide residents the freedom to explore, engage and create new memories," Kate said.

Many residents don't have family, so having an opportunity to create special moments and feel connected in this way is even more important than usual

**KATE HEAP
DARLINGHURST VOLUNTEER COORDINATOR**

Foundation funds also keep supplies up for the 'lolly trolley', a regular and very popular feature along the corridors of Darlinghurst. The trolley can also be transformed into an ice cream or coffee cart, depending on the occasion and time of day, coordinated by Kate and her team of friendly volunteers.

But it's not all about day trips and lollies – the Foundation also provides practical support for daily living essentials such as medical and dental expenses, mobility aids, haircuts, clothing and specialised footwear, as well as providing memoriam services for residents who have died destitute.

Darlinghurst residents also continue to enjoy the benefits of discovering creative expression through the 'Arts on Prescription' program.

This innovative and creative program, financed through donor funds, has had more than 20 participants take part in the last year alone. The program provides a safe space to explore, create and experiment under the gentle guidance of our professionally trained artists.

Lead Arts Practitioner Charlotte Salusinszky said the arts program is tailored to each resident's abilities and interests.

"Getting to know the person is key to ensuring we provide creative engagement to suit them as an individual," Charlotte said.

"We also help residents make their own cards for team members, residents and volunteers in the Darlinghurst community to celebrate milestones such as birthdays and farewells, and send 'get-well' messages," she said.

Connecting through art has been life changing for Bill*, one of the residents at Darlinghurst. When his five-year-old grandson visited for the first time, along with Bill's daughter, the project team set up an art session for them in the courtyard and soon they were laughing and painting together.

Bill hung the family artwork in his room at the end of their visit, as a reminder of a shared experience and a happy memory.

**Name changed for privacy*



Last Days program helps families in rural communities navigate the final days

More than 100,000 people are admitted to hospital for palliative care in Australia each year. That's around 280 people every day and nearly 2,000 each week.

That's why there is a critical need in the community for the Last Days program - an educational course designed to equip friends and families with the confidence, practical knowledge and tools required to navigate the last days of life for someone they care for.

Designed by HammondCare, the Last Days program is a free three-hour workshop run either face-to-face or online in small groups.

The program's goal is to address common questions and issues, and provide the skills, knowledge and confidence that will help people get through challenging days when caring for someone who is approaching the end of their life.

Development of the program has been funded by The HammondCare Foundation, and we acknowledge the ongoing generous support of the Profield Foundation in the creation and development of the program.

To successfully deliver the Last Days Program in regional communities, HammondCare leveraged external networks and our own service connections in regional locations. We also approached several Primary Health Networks to determine their community needs and invited them to collaborate with us.

Suzanne Sara, project lead and Clinical Nurse Specialist with HammondCare, said the Last Days program is an opportunity to capture the public's imagination through conversation and storytelling.

"It's about getting communities, families and health professionals to have these conversations and bring death literacy back into the community - equipping people with knowledge to help them make decisions," Suzanne said.

"Dying is part of the natural cycle of life, not something to fear - it's something that can be embraced. When people live a long way from hospital, and community palliative care services are stretched, I think every little bit of support and knowledge helps," she said.

Demonstrating the program's success, HammondCare was honoured with the 2024 Future of Ageing Award in the Community Engagement category for the Last Days Program.

LAST DAYS PROGRAM

PERSONAL IMPACT

58 workshops across Australia

1,000+ participants

56% face to face

44% online

IMPACT ON PARTICIPANTS

96% feel more confident in supporting someone in their final days

96% are more aware of the support available during the end of life

94% were more confident in starting a conversation about preferences at the end of life

WHO ATTENDS?

24% carer

26% family or friend

50% health and aged care worker

9% male

91% female

The topic of death and dying is usually a feared one, a taboo. It was very refreshing to have a 'normal' conversation about it. Our society needs many more of them

LAST DAYS WORKSHOP PARTICIPANT

Suzanne Sara, Specialist Palliative Care Nurse, discussing death and dying with a participant at the Broken Hill workshop in June last year.



When a helping hand changes a life

Two remarkable stories of care

Grateful family says ‘thank you’ with community fundraiser

The care and support a patient receives during their last days can leave a lasting impression on their families. Hoang, the son of a Braeside Hospital patient, was deeply moved by the care his father Quyen received from the HammondCare team.

Hoang wanted to give something back, so his family joined with the HammondCare Foundation and Braeside teams, and the local Vietnamese community, to organise a series of fundraising events that together have raised nearly \$70,000 for the hospital.

There have been three events so far, with last year's gala dinner attended by more than 500 guests, including the federal member for Fowler and local Fairfield councillor Dai Le.

“We purchased another tilt table, a very effective tool for strengthening lower limbs, especially for patients who have experienced stroke,” Lionel said.

“We were also able to purchase two much needed sets of parallel bars to replace the existing bars which were deteriorating. Having this new equipment means we can continue to help patients re-train their walking ability, especially amputee patients learning to walk with a new prosthetic leg,” he said.

The generous donations from the dinner funded much-needed equipment for the hospital's rehabilitation gym, directly benefiting patients

LIONEL WONG

BRAESIDE HOSPITAL'S PHYSIOTHERAPY MANAGER

Funds raised also covered the purchase of a new recliner chair for the palliative care ward and a modular cutlery set to support patients experiencing stroke - a vital training tool for the occupational therapy team.

Not only has Hoang raised critical funds to help those in need, but he also volunteers as a gardener at the hospital. The Braeside team are amazed at Hoang's work and thankful for his humble example of service to those in need.



Community events raised nearly \$70,000 for Braeside Hospital

Bob has a new spring in his step

Bob and his wife Mary live happily together in their home in the northern New South Wales town of Chinderah – a well-ordered and tidy caravan. Until recently, however, there's been one crucial thing missing from their home: a set of steps with a handrail to help Bob move between the caravan and their adjacent annex.

Due to Bob's significant mobility issues, this addition was urgently needed and becoming a very real problem for the couple, with pressure mounting on Mary to do more of the heavy lifting.

Despite qualifying for the Commonwealth Home Support Program (CHSP) for home modifications, Bob still couldn't afford the balance of funds required for this addition to their home.

When alerted to the dilemma by HammondCare carers, the Foundation was able to provide the funds required to install safety steps and a handrail for Bob

When the steps and rail were fitted, HammondCare team member Trish Lynch, a regular visitor who supports the couple at home, said the stairs and rail have made a huge difference to Bob's life.

“This brought tears to my eyes - you cannot know how much this means to Bob and Mary,” Trish said.

“The new steps provide greater independence and increased safety, and Bob doesn't have to ask for help any more or worry about falling when he moves between the caravan and the annexe – so his dignity has been restored too. And Mary no longer needs to do the heavy lifting for both of them,” she said.



Bob enjoying his new steps and handrail which have brought him greater safety and independence at home.

Thank you to our supporters

The HammondCare Foundation gratefully acknowledges the generosity of all our supporters, with a special mention to:

Bequest

- Estate of the late John 'Poppy' Richardson
- Estate of the late Tess Tilburn
- Estate of the late Dorothy Thomson

Community

- Crochet Care Connect - Jas, Jojo and Jo
- Vietnamese Community and Organisation that Spreads Love
- Rotary Club of Fairfield City
- Suri CM
- William Yeates

Corporate

- Brennan
- CGU Insurance
- EBOS Healthcare
- Independent Living Specialists
- JHA Consulting Engineers
- Killara Golf Club
- Macquarie Group
- Macquarie Group Foundation
- Nestle Professional
- Stephen Edwards Constructions
- Wildlife Retreat at Taronga

Major Donor

- Kate & Nick Thomas
- Colin McGregor
- Desmond Lim
- Irene Newport
- Karen & John Kightley Foundation
- Malcolm Halstead
- Pamela King
- Susan Maple-Brown AM

Trust and Foundation

- The Profield Foundation
- Gaudry Foundation
- Bluesand Foundation
- The Hildanna Foundation
- Howland Rose Foundation
- Skipper-Jacobs Charitable Trust

Volunteering

- Astan Croft
- Cathie Davies
- Kylie Cooke

Here's how you can get involved

There are several ways you can help the Foundation improve quality of life for people in need in our community.

Bequest

Leaving a gift in your Will, no matter how small or large, can have a positive impact for others. It can create a lasting legacy by supporting the future work of the Foundation.

In memory

Arranging a gift in memory on behalf of a loved one can be a meaningful way to honour them and celebrate their life. You could also request donations in lieu of flowers at their memorial service.

Regular giving

We're always grateful for regular donations as they provide us with the resources to plan ahead, maximising the impact and choices that consistent contributions can provide.

Donate today to make a difference



Different types of giving

Here are some flexible ways you can help support people in need

Community fundraising

Organising a fundraising event within your local community network can be a fun way to help people experiencing exceptional challenges. Once you have a fundraising idea, theme or challenge in mind, contact us and we can help with the rest.

Corporate partnerships

Encourage your workplace colleagues to come and partner with us to empower, engage and motivate your staff while raising awareness (and funds) for a great cause. And more good news - all donations over \$2 are tax deductible.

Gift in kind

In-kind donations are always welcome and can be an easy way for businesses and entities to contribute without affecting their bottom line. Please reach out to us if you believe you have a gift that would benefit the people we serve.

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**Donate today to make
a difference:**



Hammondcare.com.au/donate



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foundation@hammond.com.au



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