

2020-21

Fulfilling wishes, celebrating lives



# ANNUAL REPORT

For people in end-of-life or palliative care, a simple chance to reconnect with their lives, families and friends can mean the world

# DON'T TALK, JUST DO IT!

There is no such thing as not being able to do anything; where there is a will, there is a way.

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## ABOUT US

Ambulance Wish Western Australia enables people receiving palliative care or who are terminally ill to fulfil a final wish by visiting a place of personal significance, for example, to admire their own garden, to feel the breeze of the beach, or to be surrounded by their loved ones and pets. Medically trained volunteers and specialised vehicles provide the means to make these final dreams come true. It's usually the little things that mean the most to a person nearing the end of their life.

During a persons final weeks or days, it is possible to bring them joy and comfort through visiting a familiar place that reignites precious memories. It is also possible to fulfil something special on their bucket list that can give them a sense of achievement and excitement. Finally, it is possible to gather family and friends to create one last memory, one last celebration of their loved one.

## EXPERIENCE

Ambulance Wish Western Australia utilises the varied experiences, including business; education; nursing; leadership & management; palliative care; paramedicine; and pastoral care, of its Management Committee to ensure a robust and ethical organisation.

## MISSION

Ambulance Wish Western Australia's mission is to give people in end-of-life or palliative care the resources, specialist transport and medical care they need to fulfil their final wishes, at no cost to the patient or their family.

## PHILOSOPHY

The Ambulance Wish programme seeks to provide care, even after accepting that death is imminent, by fulfilling wishes to celebrate the patient's lives and passions. Fulfilling the wishes to those who have little time left will leave a lasting and memorable impact on all those involved.

## CORE VALUES

We believe in the value of working with others and achieving together what may not be possible alone, for the best interests of our community. We aspire to bring a collaborative spirit and strategy to all that we do, learning from the insights and leadership of others, and sharing openly what others may be able learn from us.



### Compassion

Awareness of a person's suffering with an urge to alleviate their pain.



### Courage

Be bold and challenge the status quo.



### Dignity

Valuing every person as an individual whose value is not diminished by pain or suffering.



### Humanity

Understanding and kindness towards others.



### Humility

Have curiosity and the desire to learn.



### Respect

Treat everyone with dignity and value the collective power of teamwork.



### Wisdom

To make decisions in the best interests of the community.

## OUR HISTORY SINCE 2019

The concept realised by Stichting Ambulance Wens – Ambulance Wish Foundation (Netherlands) – has been introduced across the globe, now including Western Australia (WA). Gary and Susie Wilson, both Registered Healthcare Professionals, following the death of a friend from a brain tumour, were inspired by the international story of Ambulance Wish and could see how a similar scheme could benefit the people of WA. After reaching out to Kees, they, with a group of friends, established Ambulance Wish Western Australia in 2019. In 2021, Ambulance Wish Western Australia was officially launched, started recruiting volunteers and inviting requests for final wishes.



## CHAIR'S REPORT

Following our recent formal launch, it gives me great pleasure, on behalf of the Management Committee, to present the 2020-2021 Annual Report for Ambulance Wish Western Australia.

Thanks to the kind generosity of BP (Kwinana) and St John WA each donating a decommissioned ambulance, and assisted by financial donations from local companies and individuals, we were able to achieve our strategic plan goals for 2021: commissioning a functional wish ambulance; starting recruiting volunteer clinicians and ambulance crew; and inviting nominations for final wishes. The end of the charity's financial year sees us starting on the next chapter of our story - delivering on our mission to be able to start fulfilling final wishes.

As always, we couldn't have achieved our launch and undertaken the preparation needed to start fulfilling final wishes without our dedicated and loyal supporters and Management Committee. To all of you I offer considerable gratitude - thank you for being by our side and providing us with the opportunity to fulfil final wishes for terminally ill West Australians. Please continue supporting and sharing word of us with friends/ colleagues/ family and businesses so that we may fulfill as many wishes as possible. Together, anything is possible.

Susie Wilson

## CHARITY LAUNCH

For people with terminal illness or in palliative care, a simple chance to reconnect with their lives in their final days can mean the world. Ambulance Wish Western Australia will give them an opportunity to visit a place of personal significance.

On Thursday 28th October (which would have been Kees' 63rd birthday) Ambulance Wish Western Australia launched its new service to fulfil final wishes for West Australians who are terminally ill or receiving palliative care. The first of its kind in Western Australia, the service creates significant positive impact for terminally ill West Australians and their families.

Two donated, decommissioned ambulances allowed the charity to launch the heart-warming service earlier than originally planned. The launch - at Perth City Farm - provided an opportunity for palliative care specialists



and practitioners to meet the Wish Ambulances, committee members, volunteers and supporters and learn more about how individuals, clinicians and family members can apply for a final wish.

Wish Ambulance Hydi was donated by BP (Kwinana) and is named after their refinery equipment. Hydi was the emergency response ambulance at Kwinana, but following the closure of the refinery and the creation of a clean energy hub, an ambulance was no longer required on site and was kindly donated to Ambulance Wish Western Australia. The second vehicle - Kees - was donated by St John WA. It has been named in honour of the late Kees Veldboer, the creator of Stichting Ambulance Wens (Ambulance Wish Foundation, The Netherlands) and a huge inspiration in the development of Ambulance Wish Western Australia.

Ambulance Wish Western Australia is a member of the global Ambulance Wish Foundation (AWF) community, which was born in Rotterdam in 2007. Ambulance Wish Western Australia is one of only three Australian organisations to bring this service to our shores, with Ambulance Wish Western Australia becoming the first service of its kind to operate in Western Australia.

## OUR MANAGEMENT

### SUSIE & GARY WILSON

Chair & Treasurer

Susie and Gary are the founders of Ambulance Wish Western Australia and manage the day-to-day activities of the charity.

With over 22 years in emergency care, Susie works as both a registered nurse, registered paramedic and educator. She is currently employed as a Clinical Nurse in a busy emergency department in Perth, works privately as a paramedic and manages her own training company.

With over 22 years pre-hospital care experience, Gary is a registered paramedic currently working in the Perth metropolitan area. He is also a clinical educator, an experienced journalist, magazine editor and award-winning photographer.

Their four children frequently assist in the charity's behind-the-scene activities, including graphic design, fundraising, merchandise selling and packaging and Wish Ambulance commissioning.



### SARAH SIMPSON

Secretary

Sarah is a professional pastoral practitioner, currently managing pastoral services at a hospital in Perth, where she is an integral part of the multidisciplinary healthcare team, complementing and contributing to the overall person-centred care provided to patients, residents, their families and hospital staff.



### KIM PEPPIATT

Committee Member

Kim is a registered nurse currently working both on a mental health ward and as a drug and alcohol CNS. Several years ago she cared for her husband until he died from a Glioblastoma Multiforme, and has personal experience of WA palliative care, both as a healthcare provider and family carer.



### MANDY MORGAN-LEWIS

Committee Member

Mandy is a Registered Nurse with over 30 years' experience in nursing, project management and education, including developing and implementing health and education programs and solutions across diverse areas of health. She currently works as Primary Care Manager at WA Primary Health Alliance.



## VOLUNTEER RECRUITMENT

Ambulance Wish Western Australia started recruiting volunteers in preparation for starting to fulfil final wishes in late 2021. The Wish Clinician and Wish Ambulance Driver/ Crew expression of interest forms went live in August 2021. There were a couple of technical issues on the first couple of days, but following a system upgrade these appeared to have been fixed, with all applicants now automatically receiving a copy of their expression of interest on submission. There is no closing date and these volunteering forms will always be on the website.

Ambulance Wish Western Australia values its volunteers and created an online environment which promotes and sustains effective volunteering and builds engagement. The Volunteer Village, a developing compassionate community that surrounds the Ambulance Wish Western Australia programme, is for all our volunteers, whether they are healthcare professionals, fundraisers, event coordinators, photographers or office teams. Ambulance Wish Western Australia's Volunteer Village not only hosts the volunteer administration system and organisation's policies and clinical guidelines, but also education on palliative and end-of-life care, mental health first aid and developing resilience and events calendar. The Volunteer Village Facebook Group also provides volunteers opportunities for contact, feedback, discussion and support.

## VOLUNTEER RECOGNITION

On International Volunteer Day Ambulance Wish Western Australia formally acknowledged and thanked their volunteers for their time, energy and commitment.

International Volunteer Day is held each year on 5 December. It is viewed as a unique chance for volunteers and organisations to celebrate their efforts, to share their values, and to promote their work among their

communities, non-governmental organisations (NGOs), United Nations agencies, government authorities and the private sector. Ambulance Wish Western Australia volunteers received Certificates of Appreciation and a Certificate of Recognition from Hon. Mick Murray MLA, Minister for Seniors and Aging, Volunteering, Sport and Recreation.

All positions and roles in Ambulance Wish Western Australia are undertaken by volunteers, with the charity having no paid staff. This allows all donations to be used to run Ambulance Wish Western Australia and fulfil final wishes.

At Ambulance Wish Western Australia, volunteers are the backbone of our organisation, from the management committee to the office help, from the dedicated volunteer drivers and attending health care professionals to the community fundraisers. Everyone plays a part in fulfilling last wishes and creating lasting memories.





## We had some Awesome news

Excellent work by our first youth ambassador, who presented their fundraising proposal for a free dress day to the principal and then gave presentations about the charity in school assemblies. Thanks to Kathryn's efforts the school managed to raise over \$800 for Ambulance Wish WA. Kathryn also undertook several sponsored triathlons and ocean swims, including the Busselton Jetty Swim, to raise funds for Ambulance Wish Western Australia.

## Spreading the FINAL WISH STORY

Ambulance Wish Western Australia was been selected to present as part of the Emerging Innovations session at the Palliative Care Summit on Thursday 26th November 2020 at Optus Stadium. 'Joining the Dots' brought together palliative care, aged care and community service professionals, researchers, volunteers, policy makers, students, carers and community members.

The Australasian College of Paramedicine also invited Ambulance Wish Western Australia to present at their Palliative Care CPD evening, while St John of God Murdoch Hospice provided an opportunity to introduce Ambulance Wish Western Australia to their caregivers.

Ambulance Wish Western Australia representatives can attend your organisation or workplace to deliver a presentation, and answer questions, on our mission to fulfil final wishes for terminally ill patients and the benefits of these wishes on not just the patient, but their family, carers and health care professionals.



## Welcome to the first Community Ambassador

We welcomed our first Community Ambassador, Christine, to the charity. Christine immediately created a birthday fundraiser and raised over \$300 towards the Wish Ambulance campaign.

Volunteer Community Ambassadors play a vital role in representing the Charity at local events and functions, seeking out or organising fundraising opportunities and raising awareness of the importance of fulfilling final wishes of the terminally ill.

This is a really important role as it helps us to reach new people, inspire new fundraising activities and thank our supporters for the work they are doing.

## TREASURER'S REPORT

The 2020/2021 financial year balance sheet and report can be found on the next page. The economic downturn triggered by the coronavirus 2019 pandemic has continued to put financial stress on the non-profit sector. As many Australians faced unemployment and financial hardship, a general tightening of budgets – compounded by hygiene concerns around the use of cash – resulted in a drop in the value of charitable donations at a time when they were needed most. Many fundraising events were also cancelled or postponed. A study also found that the majority of individual givers donated to non-profit organisations without intending to make regular or planned ongoing donations to that organisation. Three in every five respondents reported that they generally gave on the spur of the moment,

The financial plan continues to develop the seven fundraising pillars to ensure the charity doesn't become dependent on one funding source, specifically donations; grants; community-business partnerships; membership; special events; merchandise and crowd-funding. The requirement for a reviewed or audited annual financial report depends on the size of a charity. As a small charity, it is optional to submit a financial report in the Annual Information Statement, so there is no ACNC requirement for Ambulance Wish Western Australia to have its financial report reviewed or audited. To demonstrate transparency, Ambulance Wish WA chooses to submit a financial report as part of the Annual Information Statement and include the information in its Annual Report.

Gary Wilson

### 1 DONATIONS

Donations - both personal and corporate - were received throughout the year. In addition to the website embedded donation form, donations can also be received by the GivingNow website, direct bank transfer and the Australian PayPal Giving Fund via Facebook.

### 2 GRANTS

Ambulance Wish Western Australia received over half of the votes in the P&N Bank's Helping &nds programme and has received a \$2,000 grant. The grant was used to purchase portable suction units and other essential equipment for the Wish Ambulances.

### 3 RECYCLING

Ambulance Wish Western Australia participates in WA's Containers For Change scheme. Donors can opt to donate the ten cents for recycled aluminium, glass, plastic, steel, and paperboard drink containers to Ambulance Wish Western Australia using ID reference C10405107.

### 4 MERCHANDISE

The Ambulance Wish Western Australia pin badge was the first merchandising product to be manufactured, closely followed by a baseball cap. Other products continue to be designed and will be available from an online shop - currently in development.

## VALE KEES VELDBOER

Kees Veldboer, founder and director of the Ambulance Wish Foundation (Netherlands), died in July 2021 at the age of 62 after a sudden cardiac arrest. He was a truly inspirational, caring and passionate man, who spent his life making sure people could fulfil their final wishes. We, like many others, feel honoured to have known him and tremendously proud of the legacy he has left.

The inspiration, support and motivation from Kees was instrumental in the development of Ambulance Wish Western Australia. One of Ambulance Wish Western Australia's new Wish Ambulances has been named in honour of the late Kees.



# FINANCIAL STATEMENT

Ambulance Wish Western Australia financial report at 31 October 2021 compared with 31 October 2020.

While Ambulance Wish Western Australia's income has increased from \$4546 in 2020 to \$20,663 this year, its operating costs have also grown substantially in response to commissioning two Wish Ambulances and the preparation required to start fulfilling final wishes. The surplus will facilitate the continued development of the Ambulance Wish programme in Western Australia, including the establishment of a base of operations.

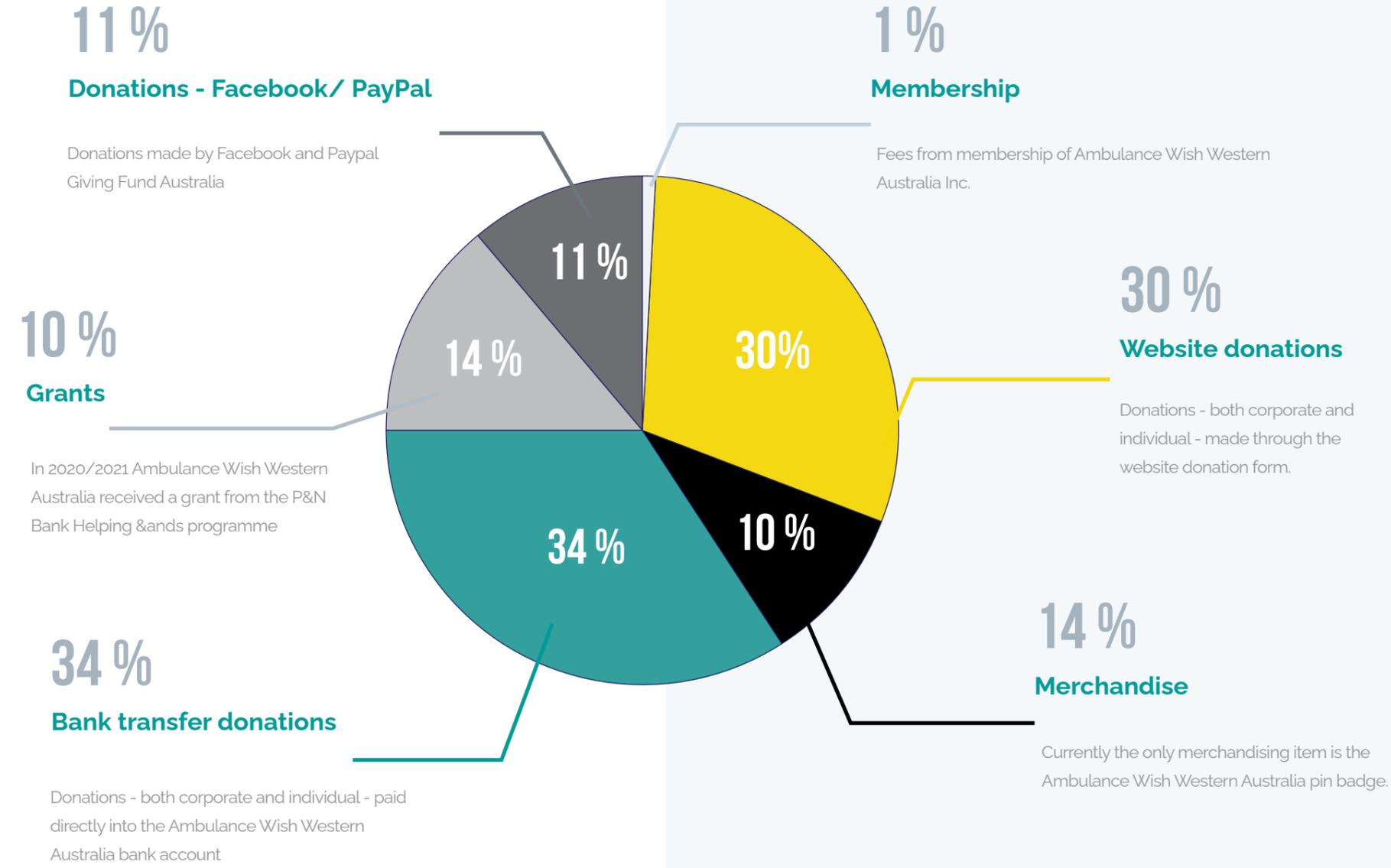
The Management Committee of Ambulance Wish Western Australia would like to extend their deepest appreciation to the generous individuals and businesses who have supported and contributed to the work of the charity.

Ambulance Wish Western Australia is a deductible gift recipient (DGR) registered charity with the Australian Charities and Not-for-profits Commission. Donations over \$2 to Ambulance Wish Western Australia are tax deductible.

These consolidated financial statements reflect the financial position of Ambulance Wish Western Australia at 31 October 2021.

As the vehicle transfer paperwork is still being processed at the end of the charity's end of year period, the two donated Wish Ambulances have not been included as assets in the financial statement. Once the Wish Ambulance commissioning processes has been completed, details will be published in the 2021-2022 Annual Report.

	2020-2021	2019-2020
<b>Income</b>		
Donations - website	6078.39	2402.94
Donations - cash and bank transfer	5864.07	875.00
Donations - Facebook/ PayPal	2350.22	0
Membership fees	200	100
Grants	2000	0
Merchandise	2930	0
S & G Wilson funding	1240.54	1168.20
<b>Income total</b>	<b>20663.22</b>	<b>4546.11</b>
<b>Expenditure</b>		
Platform and merchant fees	(247.09)	(95.42)
Operational costs	(3260.49)	(1168.20)
Vehicle commissioning	(9049.04)	(0)
<b>Total expenditure</b>	<b>(12557.04)</b>	<b>(1263.62)</b>
<b>Net Income</b>	<b>8106.18</b>	<b>3282.49</b>



# Fulfilling wishes, celebrating lives

With medically trained volunteers and adapted ambulances Ambulance  
Wish Western Australia aims to fulfil the desires of those who hope for one  
final wish but need assistance.

[www.ambulancewishwa.org.au](http://www.ambulancewishwa.org.au)