



**LION
HEART**

CAMP FOR KIDS



**ANNUAL REPORT
2022/2023**



REFLECTIONS FROM OUR CEO & BOARD CHAIR

Lionheart is incredibly proud to share with you the growth, listening, learning, and embedding that has been undertaken this past year. We surpassed many of our year two strategic goals and realised some new goals. We have increased our capacity and capability, progressing from strength to strength. This is a testament to the Lionheart team, families, funders and supporters. With thanks to you, we have great pleasure in sharing this 2022-23 Annual Report.

We have steadfastly nurtured and invested in our team to enhance their knowledge and skills and dedicated time and effort to raise awareness, understanding and conversation about grief in the community.

We know that between 30,000 and 50,000 WA children are trying to navigate a new normal in their lives following the death of a member of their family in their home. That is an enormous number of children who are vulnerable to the challenges grief brings. This year we are proud to say we directly provided support to more than 600 of those children. We also provided support to hundreds of parents, aunts and uncles and grandparents, more than 190 teachers and education staff, and more health professionals and community members than ever before.

This has been a period of organisational growth and maturity as we embedded our core services and continued to build on our previous success. On top of this we have worked hard on our evidence-based practice, our goal to be financially self-sustaining and significantly contributing to the thought leadership around child grief.

Within this report we look forward to sharing with you the research we have undertaken, the community conversations we've contributed to and the many other achievements of the year.

We thank our wonderful team of passionate and dedicated volunteers, supporters, stakeholders, and donors; we thank each and every one of you.



*Shelly Skinner
CEO & Founder*



*Antonia Stampalija
Board Chair*

ANNUAL REPORT TO MEMBERS

Lionheart achievements for 2022/2023

1. Board Composition

1.1 New Appointments

During the year Lionheart warmly welcomed two new Board members:

Andrea Conte joined in October 2022 and has the Board portfolio of **Technology**, overseeing Lionheart's integrated approach to the delivery of information and communication technology to meet the governance and operational needs of the organisation. Andrea has more than 25 years Information & Communication Technology (ICT) experience working in various industries, both in the UK and Australia. Andrea is no stranger to Lionheart, having supported Lionheart through his company STEMsmart (previously Firetech), delivering yearly STEM camps for Lionheart families since 2017.



Andrea Conte

Nicky van Someren commenced with us in February 2023 filling a casual vacancy on the Board. Nicky leads the **Clinical Governance and Program Design** portfolio aimed at ensuring the provision of safe, effective and quality services, as well as overseeing the design and development of new programs and services. Nicky brings to the Board a wealth of clinical and health leadership expertise. Her professional career of 18+ years spans paediatric nursing in the UK through to leading teams that deliver acute clinical and outpatient services in WA. She has demonstrated success in senior clinical nursing, project innovation, and senior and executive leadership roles in WA Health.



Nicky van Someren

We are excited and proud to have both Nicky and Andrea join the Board to share their knowledge, skills, and expertise.

1.2 Board Retirements

Tami McMahan has ended her tenure with Lionheart after serving on the Board for two years, leading the Fundraising portfolio. Tami's experience and expertise elevated Lionheart's position in winning grants and increasing fundraising revenue. We thank her for her generosity and time that she devoted to supporting Lionheart. Going forward, Charlie Yates Bishop will be the interim lead for the Board portfolio of Fundraising.



1. Board Composition cont.

1.3 Marketing & Fundraising Sub-Committee of the Board

The Committee completed its first full financial year providing guidance and support to the Board in their consideration of fundraising, marketing and communications initiatives. 7 committee meetings were held throughout the reporting period and all members devoted many more volunteer hours behind the scenes.

Fundraising has been the main focus of most meeting agendas although the website and social media strategy continued to be refined throughout the year. At the start of 2023, the Committee reviewed all the fundraising channels available to Lionheart and committed to focus on and be proactive in the following areas:

- Individual giving
- Community/Third-Party - Containers for Change
- Events - Annual Quiz Night and Online Raffles

Over \$60k was generated in FY23 from these fundraising channels and the Committee looks to grow this income in FY24.

We welcomed Candice Bydder to the Committee in April 2023 who brings a wealth of media knowledge and contacts from her time in broadcasting, as well as copywriting and communications experience.

Thanks go to 3 founding members - Tami McMahon, Sarah Sawdon and Ceri Price - for the time, energy and expertise they were able to contribute to the work of the Committee before stepping down during this reporting period.

The current members of the Committee are:

Charlie Yates Bishop - Chair of the Committee and Board Member holding the Marketing & Fundraising portfolios

Candice Bydder - broadcast media and copywriting specialist

Cassie Grant - TV production, digital and marketing strategy specialist

Chelsea Papadopoulos - digital and social media specialist

2. Strategic Direction 2021 - 2024 Update

We continued to exceed our strategic goals in 2022/23 identifying some unexpected and fruitful opportunities and discovering new relationships along the way. Below is summary of the key achievements in the 5 areas that underpin our strategic direction.

Integrated Client Services

This year we forged a number of key partnerships with allied service providers in the areas of service delivery and client outcomes. In particular we ran our first regional camp in the South West. Commencing grief education workshops to staff and students within school settings has also been a highlight this year. The other new offering that we have spent time conceptualising is the Lionheart Grief Pathway – Raw to Roar, which we are looking forward to pilot in early 2024.

Compassionate People

Through our train-the-trainer program as well as our staff and volunteer professional development program throughout the year, our team is more skilled, energised and engaged than ever. Excitingly we have grown our staff base, commencing 3 new roles this reporting period; Family Liaison Officer, Program Coordinator, and Creative Director. We also welcomed new volunteers, staff and Board members to the Lionheart family.

Robust Organisation

Lionheart is continually improving our systems, policies, and organisational structures. Following the addition of our two new Board members, we have benefited from a comprehensive review of our governance structures and technology capability. We also continued to build on our Ambassador program, which is in it's second year, to ensure the qualities of legitimacy and authenticity are associated with our brand.

Translational Research

Our research partnership with Curtin University has progressed from strength to strength this year with several research papers co-authored by Professor Lauren Breen and the Lionheart team, that have recently been published in leading academic journals and texts; as well as being presented to peers at industry conferences. This collaboration continues to position Lionheart as a thought-leader in the subject matter of child grief.

Sustainable Future

Growing core income and alternative revenue streams to enhance financial resilience has been at the forefront of our work this past year. We are proud to have partnered with a number of schools to provide grief support on a fee-for-service basis. We have spent a good part of this year on a social enterprise project, writing and illustrating our own children's book which we hope will help raise funds for the work we do once it is released for sale. In the coming year, we plan on piloting and incubating a range of other fee based services to improve supports for grieving families.

3. Services

3.1 Camps

Excitingly, we ran our first Regional New Families Camp in 2022, in Busselton. We are incredibly grateful to the South West Community, in particular the **Long Table Lunch**, **Barrett and Sons Funeral Directors** and **Telethon** for making this possible. Thank you also to **Telethon** and **St John of God Midland** for your joint support of our New Family Camp in April 2023.

Regional New Families Camp (South West) - October 2022:

22 children, 10 teens and 18 adults

Returning Families Camp - February 2023:

14 children, 7 teens and 13 adults

New Families Camp - April 2023:

22 children, 7 teens and 16 adults



New Families Camp - October 2022

3.2 Lionheart Lounge (online)

Once again, Lionheart Lounge proved a great success with children enjoying our Superheroes theme and adults appreciating the space to connect with other grieving parents as they navigated the roller-coaster of grief and parenting. This online program is important because it is our online service offering, allowing grieving children, teens, and adults to connect throughout the year, from their home and receive support about the challenges they are facing at that time.

This program does not require regional families to come to Perth and because it runs over a period of weeks, families can explore, share, and reflect on their grief over a period of time. Thank you to the **Australian Finance Association** for contributing to the cost of running this program and to **Variety WA** for sponsoring iPads for families who did not have the technology to connect with this program.

Lionheart Lounge August 2022:

10 children and 8 adults

3. Services cont.

3.3 DRUMBEAT with Lionheart

Drumbeat is quickly becoming a highlight of the Lionheart calendar with children making the most of the opportunity to consider, reflect and express their life, their emotions and their grief journey through music. Thank you to **WA Charity Direct** for funding this program and to **Kate Chaney MP** and the **Stronger Communities Grants** for your support in purchasing new drums.

DRUMBEAT April 2023:

A full program with 10 children attending



DRUMBEAT - April 2023

3.4 Mentor Program

This program has experienced an organic decrease in demand this past financial year, with a decision to cease this program and focus on our other core services in the 2023-2024 financial year.

Mentoring July 2022 – June 2023:

5 children

3.5 New Initiatives

3.5.1 The Lionheart Grief Pathway: Raw to Roar

Consumer feedback has been clear over recent years that while families appreciate and benefit from Lionheart once they have attended a camp, they wish there was Lionheart support from the time of death, or before. After receiving this feedback consistently for some time now, we have spent a considerable amount of time this year developing a new initiative that will bridge this gap for families, offering a new suite of services - scaffolding, emotional first aid, practical guidance and someone walking alongside them through their entire grief journey.

The Lionheart Grief Pathway: Raw to Roar is designed to complement and strengthen Lionheart's existing suite of programs, while providing a wrap-around support for families from the very beginning of their grief journey.

3. Services cont.

3.5.1 New Initiatives - The Lionheart Grief Pathway: Raw to Roar cont.

This first-of-its-kind service seeks to make a difference to the WA Community in two keyways:

1. Minimise the negative outcomes that grief can have on a child who has experienced the death of a parent or sibling; and
2. Fill the current gap in comprehensive grief support services for children in WA who have experienced the death of a parent or sibling.

We anticipate that families who engage with the Grief Pathway will have a robust toolkit of knowledge, skills, connections with a community of other bereaved families & strategies to identify when grief is impacting their lives & how to respond. These skills will set the family up for positive outcomes over the longer-term.

Piloting and evaluating this new suite of services will be a key focus in the year ahead.

3.5.2 Grief Education in Schools

It is clear from our engagement with the sector that schools and the education department are keen for training and guidance on how they can support their students, staff and whole school community around grief. This year we continued to explore this service while working with Safety Bay Senior High School, Newman College and Yuluma Primary School.

Newman College – our work with Newman College included separate sessions with teachers, students and parents following the death of an abseiling instructor while on a Newman College Outdoor Education Camp. These sessions ran over 6 weeks and offered psychoeducation, normalising and education to all participants in understanding and processing their grief.

Safety Bay Senior High School – as reported last year, Lionheart piloted a program called **Resilience, Opportunity, Agency and Respect (ROAR)** with Year 7 & 8 students at Safety Bay High School, in response to an unfortunate number of student deaths due to suicide in late 2021. Commencing in June 2022 and continuing into FY23, Lionheart delivered psychoeducation and support to students coupled with parent and teacher education components, and over its duration reached more than 500 students, 50 parents and over 100 teachers.

3. Services cont.

3.5.2 New Initiatives - Grief Education in Schools cont.

Our grief education initiatives in schools in FY23 reached a significant number of children in our community:

Teachers - More than 235 teachers and staff

Students - More than 600 children

Parents - 75 parents

3.6 Partner Programs & Collaborations

Huge thanks again this year to STEMsmart and Miss Mary Sews for their ongoing support hosting life skills and confidence building days to Lionheart free of charge in January 2023. They are greatly appreciated and enjoyed by our Lionheart families each year.

STEMsmart

20 children and 2 volunteers spent the day learning all about coding, robotics, green screens and Virtual Reality. Children who are grieving often don't like to try new things due to increased feelings of vulnerability and uncertainty. This day offers a space for them to challenge themselves and have a whole lot of fun, in a safe and empowering space.



Miss Mary Sews

6 children and 2 parents spent the morning learning a new life skill. One family even brought along their trousers and socks that needed mending and went home with a valuable life skill that will hold them in good stead into the future.

4. People

4.1 Staff

In the financial year 2021-22, Lionheart employed two key staff members:

- **Chief Executive Officer:** Shelly Skinner working 2 days per week; and
- **Admin Support Officer:** Yvonne Katin working 2 days per week.



Yvonne Katin

Excitingly in the last financial year 2022-23, the Board approved the establishment of three new roles and the appointment of the following team members:



Laura Butshiire

Program Development Coordinator: Laura Butshiire was appointed to role working 2 days per week.

Family Liaison Officer: Emma Claesson was appointed to the role working 1 day per week.



Emma Claesson

Creative Director: Christian Barratt was appointed to the role working 1 day per week.

The increase in staffing allocation and creation of new roles is largely possible due to the generosity of a major donor who has supported our organisational growth and recognised that this ultimately translates to Lionheart being able to reach more children and families and building the Lionheart name.



Christian Barratt

4.2 Volunteers

Volunteers are the heart and soul of Lionheart. We are fortunate to have a strong volunteer base of passionate, dedicated and engaged volunteers who, through their actions and sharing their experience, grow our volunteer numbers each year.

In the FY23 year we welcomed 10 new volunteers to our team, taking the total number of volunteers who dedicate their time to Lionheart to 59. This result is interesting because a growth of 20% (from 49 volunteers to 59) does not follow the current trend in the community of reducing volunteer numbers. We are proud to offer a volunteering experience that our volunteers enjoy, value and is appealing for them to return to. Thank you to all our volunteers, your contribution helps to improve the grief journey for hundreds of grieving children and families in Western Australia.



4. People cont.

4.3 Training & Professional Development

Training, in all its forms, is a fundamental element in our annual calendar. Whether this be our volunteer induction, our calendar of quarterly education opportunities for volunteers and staff or attending external education opportunities, we are always on the lookout for ways to enhance and develop the skill base of our team.

Some of the training highlights of the past year include 10 of our team attending a night with Hugh Van Cuylenburg at the Perth Convention Centre as he presented on The Resilience Project, as well as training on the fundamentals of group work – who, how, when and why it works.



Adult Group Work - New Families Camp



Kids Group Work - New Families Camp



Volunteers & Facilitators - New Families Camp (SW) October 2022

5. Research & Program Evaluation

The research partnership between Lionheart Camp for Kids and Professor Lauren Breen's team at Curtin University is growing in leaps and bounds! Several research projects have been undertaken in the past year, and while it's breaking with formalities by reporting outside the FY23 period, we want to share our recent success with this research.

The Lionheart team has contributed to the academic literature by co-writing and publishing 3 articles:

- Published in May 2023 in *Journal of Affective Disorders*, this study focused on how grief interventions can reduce anxiety and depression for young people aged 14-24 years. This involved two Lionheart Camp for Kids volunteers in the project's Youth Advisory Committee.
- In August 2023 we published an article about best practice in telephone bereavement support. This study involved interviewing experts all around Australia and was published in *Omega: Journal of Death and Dying*. We also developed an infographic to disseminate the expert tips and this was shared on social media. The infographic was viewed over 1,300 times on the social media platform "X" and over 1,200 times on LinkedIn.
- In October 2023 we published an article about the questions bereaved children have about death and grief. The questions came from Lionheart camps and the study was published in *Journal of Child and Family Studies*. We also developed an infographic and wrote an article in *The Conversation* to disseminate our findings widely (over 12,000 views so far). The infographic of our findings was viewed over 2,100 times on "X" and over 1,800 times on LinkedIn. Curtin University also made a video summary, and this was viewed over 2,700 times on "X" and about 1,500 times on LinkedIn. Collaborator Dr Lisa Cuddeford presented it at the *Paediatric Palliative Care Symposium* in Sydney in March 2023. Shelly Skinner also presented this work at the *Child Health Research Symposium 2023* held in Perth.

Professor Lauren Breen was able to feature these studies in her keynote presentation at the *44th Association for Death Education and Counseling conference* in Columbus, Ohio, USA, and in an invited presentation as part of the *32nd meeting International Work Group in Death Dying and Bereavement* in Halifax, Nova Scotia, Canada.

We also have a book chapter coming soon, based on our 2020 Lionheart Lounge experience.

6. Marketing & Communications

6.1 Brand Ambassadors

We continue to develop our Ambassador program by building on the learnings from year one of this newly created role. Of note, we have established a Media Training & Content Development Workshop which all Ambassadors will have access to at the beginning of their tenure, in order to equip them with the skills to help perform their Lionheart duties.



The Dyer Family - 2022 Lionheart Ambassadors

Our thanks go to Oscar Thomas, for being the first incumbent to take on the Lionheart Ambassadorship in 2022. Oscar handed the baton over to the Dyer Family - Toby, Gena, Cloey and Deegan - who are our Ambassador Family for 2023.

The Dyers first attended a Lionheart New Families Camp in early 2021 after experiencing the death of their son/brother, Eithan, at 28 weeks gestation in 2019. Over the past two and a half years, they have been incredibly active members of our Lionheart family, having attended all of our core programs at least once, regularly supporting our events and raising funds for the work we do.

During their Ambassadorship, the Dyers have been bravely sharing their Lionheart story in many different forums including media interviews (Couch TV) and presentations such as the heartfelt speech they gave to over 300 people at our annual quiz night fundraiser. They also took part in the 2023 HBF Run for a Reason in support of Lionheart, with the family walking 4km in memory of Eithan and raising over \$2700.



Team Dyer - HBF Run for a Reason 2023

A further development to our Ambassador program is the extension of the term of service from one to two years. We are thrilled the Dyer family have agreed to stay on as our Ambassadors in 2024 and look forward to working with them to build awareness in Western Australia about child grief and Lionheart's bereavement support programs and resources.

6. Marketing & Communications cont.

6.2 Children's Grief Awareness Day

Lionheart recognises Children's Grief Awareness Day as a key event in our annual calendar. It is a great way for us to connect with families outside of the more structured programs and is an opportunity for the children to acknowledge their grief in an enjoyable, relaxed way. For the second year, Lionheart hosted a Family Picnic & Lantern Ceremony for those families who have previously attended camp. Unfortunately, the weather forced a last minute venue change but thanks to Yuluma Primary School we were able to still host 21 families (26 adults and 35 children) who decorated and lit lanterns in memory of their special person who died.



Lantern Ceremony - November 2022

6.3 Other Brand Awareness Events

Lionheart had a presence at two major community events this year:

Telethon Family Festival – Oct 2022

As a beneficiary of Telethon funds, Lionheart was invited to participate in the Charity Trial at the Telethon Family Festival on Wellington Street during Telethon weekend. This event attracts thousands of visitors every year and proved to be great exposure for Lionheart with hundreds of families stopping by our stall to learn more about us and over 150 people signing up to our mailing list.

Perth Garden Festival – May 2023

Leesa Hart of Heartspace Gardens showcased a pop-up healing garden for the Landscape Show Gardens, dedicating it to Lionheart families and anyone who has experienced grief. Lionheart helped source donated materials and volunteers to help construct the garden. The Lionheart Team spent the duration of the festival speaking with visitors, networking with other exhibitors and generating awareness about the work we do. Subsequently 54 people signed up to our mailing list.



Leesa Hart's "Healing" Garden at the 2023 Perth Garden Festival

6. Marketing & Communications cont.

6.4 Website

The new website developed by Marketforce went live in late 2022 and has been a work in progress for much of 2023. The Marketing Committee have been working with Andrea Conte to transition the content management from the original developer (Marketforce) to within Lionheart but will continue to work with Marketforce to conduct essential updates and bug-fixing.

6.5 Supporterhub

The platform has opened up more fundraising opportunities and ability to directly communicate with our supporters, both families and donors. As with any new system, we have had some challenges but these have been worked through with the Supporterhub team and we look forward to utilising this platform more with further training.

6.6 Media

Lionheart increased its engagement with print and broadcast media this year, securing air time on both **Channel 7** (during Telethon Weekend) and **Foxtel** (Couch TV), as well as an article for Children's Grief Awareness Day in the **Business News** (online publication).



The Couch TV

6.7 Presentations

My Warm Table podcast with Sonia Nolan:

[Grief \(Part 1\) with Lionheart Shelly Skinner and Lauren Breen \(buzzsprout.com\)](#) and
[Grief \(Part 2\) with Lionheart Shelly Skinner and Lauren Breen \(buzzsprout.com\)](#)

The Future of podcast:

[Grief | Prof Lauren Breen and Shelly Skinner - The Future Of | Podcast on Spotify](#)

2022 Palliative Care Summit: Doing death differently - Children and Grief paper presented by Professor Lauren Breen and Shelly Skinner

7. Fundraising

7.1 Grants

17 grants were applied for in this reporting period and we were successful in 8 of those applications which generated over \$127k in grant funding. **Telethon**, **WA Charity Direct**, **St John of God Midland**, the **Federal Government** and the **AFA Foundation**, all contributed to our core programs in FY23. **Stan Perron Foundation** granted a multi-year funding agreement within the reporting period but that will support the development of the Lionheart Grief Pathway: Raw to Roar starting FY24. And **Qantas** granted funds in the reporting period as well as contra flights for our upcoming New Families Camp in Geraldton but those funds will be deployed in the coming financial year.



7.2 Donations

The implementation of Supporterhub has improved the donor experience on our website and generated over \$3,500 in donations this financial year.

Individual Giving Appeals at Christmas and End of Financial Year, supported by social media and email marketing campaigns, raised over \$1,200.

With the view to improve on our individual giving revenue, we have added a fundraising section in the quarterly Lionheart Families Newsletter with reminders about ways people can give, as well as displaying QR codes at camps and events to give families who are able, the opportunity to donate or “pay it forward”.

The Board Giving circle raised \$3,614 (over and above other financial contributions throughout the year including purchasing VIP tables at the annual Quiz Night).



Lionheart Board Members 2022

7. Fundraising cont.

7.3 Events

Annual Quiz Night Aug 2023

Our annual Quiz Night was held on Saturday 13th August 2022 at South Perth Community Hall and raised just over \$32,000 net profit. Over 300 people attended and experienced a new format for this event with a live band and online auction via Supporterhub. The Board give heartfelt thanks to the Marketing and Fundraising Committee, Elizabeth Birsa and our event volunteers for all their hard work and the great result of significantly increasing our revenue from this annual event.



Quiz Night 2022 - South Perth Community Hall



Event Volunteer Team - August 2022

Online Raffles

In tandem with our regular Christmas and Tax appeals we ran two online raffles supported by Thermomix, raising a total of \$8,384.

7.4 Community/Third-party Giving

This year saw an increased uptake of community and third-party fundraisers for Lionheart:

- Thank you to organisations like Foodfolk Australia who recycled and chose Lionheart to receive the proceeds from **Containers for Change**. Just over \$2,100 has been raised through this great green initiative.
- Hayley Boneham competed in **Herdy's Frontyard Ultra** and raised just over \$4,000 for Lionheart. The race took place in March 2023 at Herdsman Lake, where runners tackled a 6.7km loop, one lap every hour on the hour, until the last person was standing.
- Lionheart became a registered charity on the *grassrootz* platform for events such as **HBF Run for a Reason**, Rottnest Channel Swim and the Port to Pub. So far our supporters have raised \$3,900 through these third-party community events.
- **Paypal Giving** is another third-party initiative that Lionheart is now participating in.



Hayley Boneham

7. Fundraising cont.

7.5 Corporate Giving & Major Donors

Some key partnerships continued in FY23 with both the Hazife family from Foodfolk Australia and private philanthropist Chris Dale generously supporting our organisation for another year. We are truly grateful for their ongoing support of the work we do and for sharing our vision.

Foodfolk Australia continues to provide the catering for all camps and programs as well as our events including the Quiz Night and CGA Day.



Mortgage Choice and **Commonwealth Bank** also continued their support of Lionheart with donations from their workplace giving programs.



A heartfelt thanks goes to **Egmont Electrical** who have donated storage space for all of our equipment and camp resources, and helped with the logistics of getting the contents to wherever we need them to be.



The **Kids Cancer Support Group** have been kind enough to share their office space with the Lionheart team for one day per week over the past year which has helped to foster connection within our growing team.



Thanks to Felicity Niven at **Felicity Found Photography** who has donated her time and photography services to expertly capture our Board and Lionheart Team on camera. You can enjoy her work by checking out the great playground portraits of our people on the Lionheart website and throughout this report.



FoodFolk Delivery to Camp



8. Information & Communications Technologies

Being the first year for the Board portfolio of Technology, new Board member Andrea Conte lead an extensive analysis of Lionheart's existing information and communication technologies (ICT) setup.

Understanding our existing ICT footprint:

This assessment included the evaluation of Lionheart's current software licenses, identifying the hardware needs of the organisation, reviewing the website and social media presence, as well as conducting a thorough cyber security assessment along with risk mitigation strategies. Additional work was also carried out to register Lionheart with Microsoft as a Not-For-Profit organisation.

Strategic Planning for FY2024:

In line with our commitment to a robust organisation, we engaged in a detailed discussion and documentation of various strategic avenues to enhance our ICT capabilities. Over a number of workshops and meetings with staff, we are focused on ensuring that our infrastructure is capable of supporting Lionheart's growing needs. Through this process, we identified the following 3 key goals for FY2024:

Office 365 Migration: This transition is aimed at leveraging better ICT capacity and capability and fostering improved interaction among staff members. Additionally, this move is expected to bring about a reduction in our operational costs, making our processes more efficient.

Custom CRM Development: Recognising the need for a more tailored approach to managing our interactions and operations with our clients, we have embarked on the development and rollout of a custom-built Customer Relationship Management (CRM) system. Built within the Microsoft PowerApps environment, it will be designed to better support our day-to-day activities, offering a more streamlined and efficient way of managing our client relationships and processes.

Website Updates: Building on the work done in FY23, we have committed to ongoing, staged updates focused on enhancing the way we present our organisation externally, ensuring that our online presence accurately reflects our mission, values, products and services.

We are excited to continue building a solid ICT foundation to enable Lionheart's continued success in supporting children and families going through the grief journey.

9. Clinical Governance

We are pleased to share progress in our commitment to effective clinical governance. With Nicky van Someren now managing this portfolio (which was unencumbered from mid-2020 to February 2023), our organisation is currently in the process of reviewing and refining all governance policies.

Recent highlights include:

- Updated our Child Protection Policy
- Created a new Family and Domestic Violence policy
- Updated employee job descriptions and responsibilities to reflect the organisation's new program requirements
- Refreshed processes for governance of Working with Children Check compliance in line with legislative amendments

Looking ahead to the goals set for 2024, we will continue to undergo a governance review with the aim to align our governance structures with both existing and forthcoming programs, ensuring that we continue to uphold the highest standards in our support for children and families.

By embracing this proactive approach, we are laying the groundwork for a resilient and adaptive framework that reflects our dedication to the well-being of the communities we serve.



New Families Camp - Busselton October 2022



10. Finances

Lionheart Camp For Kids made a surplus of \$101,238 for the 2022/2023 financial year (down from the previous year of \$155,155).

Overall income for the 2022/2023 was \$381,239 (up from previous year of \$304,293). The increase from the previous financial year was due to additional funds received from major donors, additional grants received and the growth in our community fundraising. We also received once-off income from two fee-for-service programs - the ROAR pilot program at Safety Bay High School (\$65,800) and consulting to the Department of Health on their Voluntary Assisted Dying Information Sheets.

Total expenses for the 2022/2023 was \$280,001 (up from the previous year of \$149,137). This increase from the previous financial year was due to the increase in the headcount of staff in the 2022/2023 financial year. Lionheart also had increased program costs from the once-off ROAR pilot program.

Lionheart Camp for Kids cash balance as at 30th June 2023 was \$376,746 (up from cash balance as at 30th June 2022 of \$267,669).

Net assets also increased as at 30th June 2023 to \$364,357 compared to \$263,119 in the previous year.

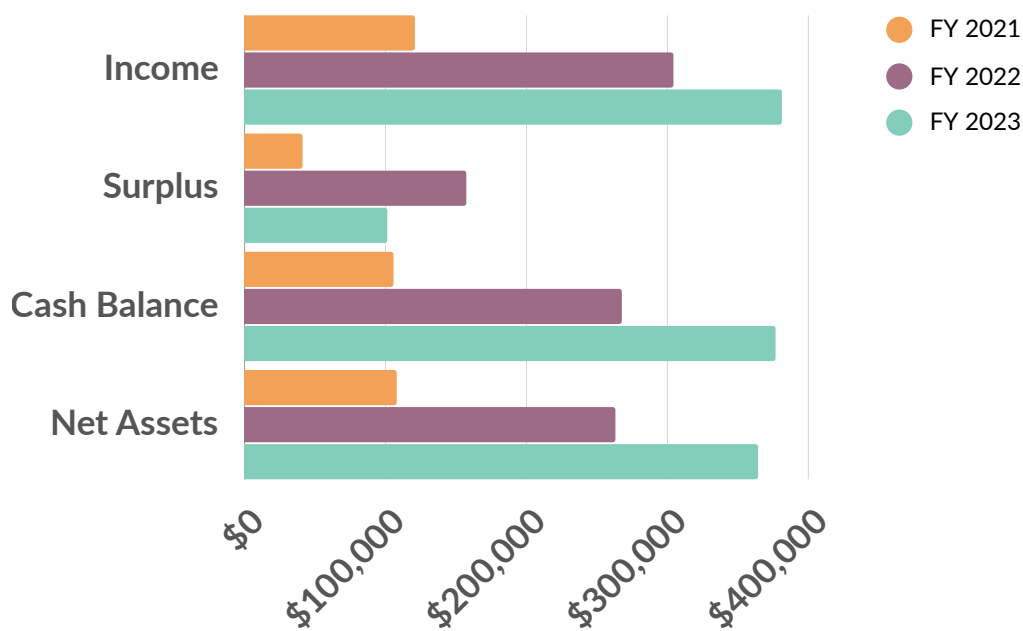


Table 1: Financial performance FY 2021 v FY2022 v FY2023



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A sincere thank you is extended to all those who supported Lionheart throughout this financial year - the donors, funders, dedicated volunteers, CEO and Board.

Special thanks are extended to the children and families who engaged with and entrusted Lionheart to help them through their grief.



Lionheart Camp for Kids Incorporated
www.lionheartcampforkids.com.au
ABN: 38486033460

Lionheart is endorsed as a Deductible Gift Recipient (DGR).
enquiries@lionheartcampforkids.com.au