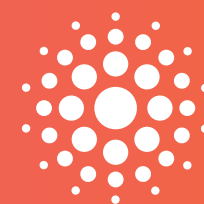


Annual Report

2024



The
Skin
Hospital

SKIN & CANCER FOUNDATION

AUSTRALIA

Acknowledgement

We acknowledge the Traditional Custodians of the lands on which The Skin Hospital operates.

We pay our respects to the Darug people, the Gadigal people, and the Tubba-Gah people and their ancestors, who have cared for these lands for thousands of years.

We recognise their ongoing connection to Country, culture, and community.

We pay our respects to their elders, past and present, and all Aboriginal and Torres Strait Islander peoples who contribute to the rich cultural heritage of this country.



“
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year
”

Chair Statement

As Chair of the Board, I am proud to reflect on a transformative year for The Skin Hospital. Over the past 12 months, we have made significant strides in advancing our mission to provide dermatological excellence, guided by our core pillars of care, education, and research. The continued growth of our clinical trials and research initiatives, further strengthens our ability to deliver evidence-based care that improves patient outcomes.

Education remains central to our mission, equipping healthcare professionals with the knowledge and tools needed to deliver exceptional dermatological services. This aligns with our broader goal of fostering innovation and collaboration through strategic partnerships.

In 2023, the Board developed a forward-looking five-year strategic plan to ensure the sustainability and growth of The Skin Hospital. This plan identifies opportunities to invest in our people, technology, patient engagement and sponsorships, while embracing advancements in areas like artificial intelligence. This strategy positions us to address the economic challenges facing the healthcare sector, including rising operational costs, wage growth, and the increasing difficulty of attracting and retaining skilled staff.

These achievements are a testament to the dedication and expertise of everyone involved with The Skin Hospital led expertly by our CEO Georgie Blundell. On behalf of the Board, I want to express my gratitude to our clinical staff, medical practitioners, researchers, educators, management and administrative teams for their unwavering commitment to excellence.

We regrettably said farewell to Dr Peter Frederikson who had been with us for many years and whose dedication to dermatology was recognised by his award of an OAM last year. We also welcomed two new Board members from The Skin Hospital in Dr Alexis Rivero and Associate Professor Deshan Sebaratnam, whose formal appointments were confirmed March 2025.

As we look to 2025 and beyond, I am confident in the strong foundations we are building to support our strategic goals. The Skin Hospital remains at the forefront of dermatology, delivering world-class care while embracing sustainable growth and innovation. Together, we will continue to make a meaningful difference in the lives of our patients and the broader NSW community.

A handwritten signature in black ink, appearing to read 'C. Francis'.

Caitlin Francis
Board Chair



Chief Executive Officer Report

Welcome to the 2024 Annual Report for the Skin & Cancer Foundation Australia (trading as The Skin Hospital). This year has been a remarkable journey for us. Despite the challenges, we have seen growth in our ability to reach more patients and improve skin health outcomes for the Australian community within NSW.

We have focused on advancing education for the next generation of dermatologists, supporting rural and outreach dermatology services in NSW, advancing our clinical trials and research and expanding our holistic treatment approach for our patient community.

None of this would have been possible without the dedication of our doctors and staff, the generosity of our donors, and the unwavering support of our partners.

Our mission to provide accessible, world-class dermatological care to all Australians in NSW remains stronger than ever as we near our 50th Anniversary year in 2026.

I invite you to explore our progress, our achievements, and our future vision for a healthier, more equitable access to dermatological services in Australia.

Georgie Blundell
Chief Executive Officer

“
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About our Foundation

Our mission is to deliver innovative, high-quality dermatological care, advance education for future dermatologists and foster impactful research. We are committed to extending our support and educational efforts to reach even the most remote corners of New South Wales.

Since the 1970s, the Skin & Cancer Foundation has been dedicated to advancing dermatology and supporting the Australasian College of Dermatologists. Dermatologists have generously donated their time and expertise, offering specialised clinics and services that were otherwise unavailable in public hospitals.

The Foundation channels its profits back into clinical services, teaching and research for the long-term benefit of patients and the world of dermatology. The Foundation, now nearing its 50th anniversary year, has over 50 dermatologists supported by over 60 specialist nurses to continue to provide high quality specialist dermatology care across NSW.

Core Values

Care & Compassion

Treating every individual holistically with dignity and empathy.

Excellence

Striving for the highest standard in medical care, research, and community outreach.

Collaboration

Understanding that healthcare is a community goal and ensuring key partnerships are respected and nurtured.

Our Future Strategy into 2025 & Beyond

1 Expand Access to Care

Provide a holistic care model to the patients whom we support by broadening our services to include dietetics, psychology and onsite blood collection.

2 Broaden our reach of leading dermatology education

Provide leading dermatology education to the healthcare community supporting GPs, nurses and allied professionals to recognise and support patients by enhancing their education and access to further training.

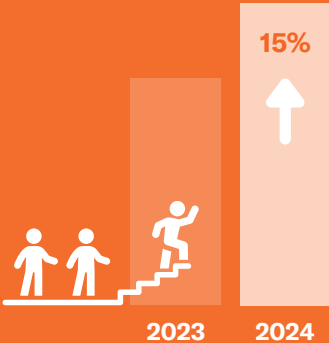
3 Enhance Clinical Trials & Research

We collaborated with major universities and key partners, launching new research projects which were focused on new dermatology treatments and areas of interest. We expanded our clinical trials and research team to ensure we could accommodate the domestic and international interest in advancing this speciality area.

4 Expand Registrar support and Mohs fellowship

We provided education, support and fellowship training to the largest cohort of students across Australia, ensuring that the future stars of dermatology are set for success. We continue to look at ways to enhance and expand this reach. Our registrars have a rural component to their rotations ensuring ongoing support and education into far reaching areas of NSW.

Key Achievements



• Patient Growth

We treated over 50,000 patients in 2024, a 15% increase from 2023



• Research Contributions

Published 8 new research articles in leading dermatology journals.



• Partnerships

Formed strategic partnerships with health organisations to advance dermatology education within GP, nursing and local rural community health care teams.

Financial Highlights

Revenue

Our revenue streams are sourced as follows:

Overall revenue in 2024 increased by 13% with clinic and day surgery fees 14% higher and other income 4% higher than prior year with clinical trials and research being the key contributor.

Our 2025 revenue with a projected increase of 6% on 2024 levels is expected to exceed this current budget projection, largely due to an increase in the number of consulting doctors and doctor days, plus new research grants and increased funding for clinical trials.

The organisation has achieved some financial stability, with an overall cash positive position for the 2024 year, and are expecting this stability to continue in 2025 with renewed growth and cost saving strategies.

Revenue Stream	Actual 2024	Projected 2025
Clinic & Day Surgery	\$ 22,034,541	\$22,590,365
Government Training Grants	\$743,871	\$881,224
Clinical Trials, Research & Other Income	\$971,447	\$1,648,248
Donations	\$18,687	\$25,000

Investments

• Patient Care	\$17,603,519 in 2024 (a 22% increase from 2023) and 2025 projected to be \$17,649,481.
• Registrar Training	\$1,318,620 in 2024 and \$881,224 in 2025 (due to the change in one shared registrar position).
• Clinical trials and research	\$766,625 in 2024 and projected \$1,164,241 in 2025 as The Skin Hospital continues to invest in this critical area.
• Other Expenses	\$1,567,977 in 2024 (a 5% decrease on 2023) and 2025 projected to be \$1,838,380 (a 17% increase on 2024 which reflects new rental costs for our Westmead facility and travel costs for clinical staff to attend training events).

Our Clients

Stories of Change

Our commitment to patient-centred care is reflected in the feedback we have received. We conducted a satisfaction survey with our patients, and over 90% of respondents reported being satisfied with their treatment and care experience.

“I initially went to see my GP for eczema and ended up going to see a specialist doctor at The Skin Hospital. I was really struggling with my skin condition and, after we tried every treatment, I went onto a clinical trial to see if there was something else that could work for me.

I have now been part of a clinical trial for atopic dermatitis at The Skin Hospital for around three years. For two and half years of that, I have been on a drug that cleared up my condition making it much better for me to live my life.”

Patient KD
Clinical Trials & Atopic Dermatitis

“I started seeing one of the specialists for my skin condition in 1979, the year I started high school. My psoriasis started off simply as what looked like dandruff, so I got some cream for that, however, it got worse and steadily progressed to all over my back and then onto my arms. By 1984, my plaque psoriasis was really impairing my quality of life and negatively affecting me.

In my opinion, The Skin Hospital has perfected the UV treatment. They go to extremes to perfect the phototherapy treatment, and they are still striving for advancements. As far as I’m concerned, they are at the leading edge of psoriasis and phototherapy, and that’s a good reason to stay.”

Patient JG
Psoriasis

Mohs surgery, or Mohs micrographic surgery, is a specialised surgical technique used to treat certain types of skin cancer. It involves the step-by-step removal of thin layers of cancerous skin tissue, which are examined under a microscope in real time to ensure complete cancer removal while sparing as much healthy tissue as possible.

“I am thankful for the early advice I received and the time I spent listening and learning about what The Skin Hospital had to offer. Previously, I had no idea melanoma could occur in any part of the body and I am grateful to have received advice on having a Mohs procedure.

During the process, (from the reception team to the nurses and the dermatologist), the staff were helpful and caring. They were mindful about my journey. I wasn’t just a patient number.”

Patient VH
BCC & Mohs patient

Number of patients seen 2024 year: **50,000**

Mohs procedures completed: **3,000**

Patient Satisfaction: **92%** of patients rated their care as “Excellent.”

Number of skin checks completed Metro/Rural: **12,000**

Our Client Outcomes

Clinical Trials & Research

- **Number of trials completed:** 4
- **New trials secured:** 8
- **Research papers published:** 45 publications
- **Clinical trials patients seen:** 31 patients
- **New Research Grants:** \$1 million

We are at the forefront of research into dermatological conditions. Looking into 2025 we are expected to deliver over 15 clinical trials building on the work achieved in 2024. We have also undertaken cutting edge research to support the development of new and exciting advancements in often debilitating skin conditions.

Education

- **Partnership support for training/education:** In 2024, we secured \$120,000 in sponsorship for training, education, and conferences enabling us to broaden our reach to all nurses, registrars, GPs, dermatologists and other professionals with an interest in skin.
- **Training Programs:** We launched a ‘2025’ comprehensive training program for dermatology nurses that will be rolled out in collaboration with some key partners.
- **Registrar training:** We have supervised and trained 15 registrars over the last 12 months equating to approx. 30,000 hours of dermatology training delivered by our dermatologists and rural dermatology partners.
- **Domestic & International Conferences:** We have spoken at 16 domestic and international conferences.
- **Educational Events:** We have conducted over 47 number of educational events including webinars in person training, conferences, in-service training, tutorials and mock Fellowship exams.

Quality and Accreditation

NSW Health conducted audits of The Skin Hospital's Westmead and Darlinghurst facilities in July 2024 and February 2025, respectively, leading to the successful renewal of both facilities' Day Surgery Licenses.

Both Day Surgery facilities are fully accredited against the National Safety and Quality in Healthcare Services (NSQHS) Standards and are actively working towards accreditation under the new Cosmetic Surgery Standards. The Clinical Trials Unit has also been assessed to the National Clinical Trials Governance Framework and is on track to transition fully to the assessment under the Australian Health Service Safety and Quality Accreditation (AHSSQA) Scheme in 2026.

The Skin Hospital routinely carries out scheduled internal infection prevention and control audits using STEAM Consulting audit tools. Additionally, both facilities underwent a successful independent audit by our external Infection Prevention and Control consultant in September 2024. These audits ensure that The Skin Hospital's policies, procedures, and practices align with the relevant standards, advisories, regulations, and legislation.

The Skin Hospital is dedicated to enhancing the quality of dermatology care

In its ongoing commitment to service improvement, The Skin Hospital benchmarks its practices against industry standards and other Day Hospitals. As part of this process, the hospital conducts reviews of incidents and clinical indicators, fire safety and infection control competencies, doctor, staff, and patient satisfaction surveys, and healthcare records audits, among others. These benchmarking activities provide valuable insights, enabling continuous enhancement of the hospital's performance.

In addition, The Skin Hospital prioritises consumer-centred care by actively engaging our patients in the planning, design, delivery, measurement, and evaluation of our systems and processes. This involvement is facilitated through our consumer representatives in day surgery, consulting, and clinical trials.

The Skin Hospital is dedicated to enhancing the quality of dermatology care by actively collaborating with the Australasian College of Dermatologists and the Australian Dermatology Nurses Association. Additionally, the hospital is a proud member of Day Hospitals Australia, the peak industry body representing the Day Hospital sector.

Future Projects

- Rural Outreach**
To continue to provide outreach services in NSW, we are seeking donations to ensure that we can continue to operate in Dubbo, its surrounding areas, plus additional areas of NSW.
- Clinical Trials lab fit out**
To ensure that we can continue to provide ongoing growth in our clinical trials and research we are seeking donations to enable us to expand our facility in Darlinghurst.

How can you support the Foundation

We invite our donors, partners, and volunteers to continue supporting our mission. Your contributions ensure that we can bring essential dermatological care to those who need it most.

Every contribution towards our future projects will ensure our continued success well past our 50th year.



Our People

At The Skin Hospital, our people are at the heart of everything we do. Our dedicated team of dermatologists, nurses, researchers, and support staff work tirelessly to provide world-class dermatological care, pioneering treatments, and compassionate patient support.

This year, we have expanded our team with new specialists, enhanced our training programs, and continued to foster a culture of innovation and excellence. Our commitment to professional development has seen staff participate in cutting-edge research, contribute to global dermatology conferences, and implement new patient-focused initiatives.

We take pride in the passion and expertise of our people, who make The Skin Hospital a trusted leader in dermatological care.

Nursing Scholarship Fund

Approximately \$5,000 was utilised to support nurse education in:

- Nurse attendance at the Australian Dermatology Nurses Association annual meeting
- Nurse attendance at the Australasian Society of Cosmetic Dermatology Symposium
- Nurse attendance at the International Forum on Quality and Safety in Healthcare
- Masters of Nurse Practitioner (in Dermatology) subsidised course fees

Project Ignition at the commencement of 2024 saw a collaborative approach to improving patient and doctor experience across our customer services function. Our team embraced the change which saw a lift in our ability to track, measure and respond to the changing needs of our key stakeholders. Metrics collected have shown a remarkable improvement in service delivery.



How can you support the Foundation

Consider a donation to our Nursing Scholarship Fund which helps our team grow by supporting conference and education attendance. This improves patient care and keeps us at the forefront of dermatology with the latest treatments and compassionate, evidence-based care.





SKIN & CANCER FOUNDATION
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