



Busselton Hospice Care Inc.

AT
Geographic Bay
CENTRE

Our community supporting end of life care

Busselton Hospice Care Inc.



2019

Annual Report

www.busseltonhospicecareinc.org.au

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BHCI Chairperson's Report

Our thirtieth year as an organisation has proven to be a milestone in many respects. Our celebratory Open Day event was attended by over one hundred supporters, including local members from both political parties, the Mayor and councillors from the City of Busselton and representatives from the WA Country Health Service. We also celebrated with past volunteers and members of supporting community groups. This occasion was closely followed by the first annual Palliative Care WA Awards night, where we were delighted to receive the inaugural Douglas McAdam Perpetual Trophy for the most outstanding organisation. This award means a great deal in the maintenance of our community credibility and our quest to attract ongoing funds.



Jenny Monson
BHCI Chairperson

We view this recognition as clear support for the model of care which involves inclusion of community in end of life care, through the emphasis on the contribution of our trained volunteers. The support they offer is a dimension which is additional to the clinical nursing and medical care and enables those at the end of life to feel valued, respected and nurtured. This model has been ably led through the dedicated and visionary work of our manager, Judy Waterman, supported professionally by Rosie Brown, our volunteer manager and Josie Vigers, our administrative officer.

The three programs of Volunteer Support in the WACHS Hospice Unit, the Bereavement Support Service and Complementary Therapy have had a year of consolidation and development, with significant expressions of appreciation from those who have accessed these services. We continue to explore opportunities to create community awareness of these programs. The Advance Care Planning Workshops held at the Geographe Bay Centre attracted great interest.

Our funds received a boost during the year through two very generous bequests and through a grant for equipment from Lotterywest. A great highlight was the Gail Kearney Golf Day organized through the Busselton Golf Club from which we received a cheque for \$36,000, making their total funds raised in excess of \$500,000. This wonderful group of supporters has made a major contribution to our ongoing operations. We are most grateful for the support of individual donors and of community organisations who continue to fund-raise on our behalf. Our regular calendar sponsors continue to support our annual calendar, which is a most successful initiative in reaching into this community and further afield.

Our fund-raising committee has explored various ways to expand our funding base. We are embarking on a campaign to attract regular corporate donors and are planning to contract the services of a communications and marketing professional to develop a communications plan and fundraising strategy to ensure sustainability. Included in this campaign will be a focus on the proposed Community Outreach Service, which will provide support and respite to families approaching the end of life in their own home. The introduction of this service has been strongly encouraged by the community palliative care nursing service and will enable us to provide to our local community a well-rounded and more comprehensive service at the end of life, supporting the nursing staff in their work. We are most appreciative of the donor who has offered to provide seeding funding for this service, to include expenses for fund raising for our programs.

To comply with the latest legislative requirements for Not for Profit organisations, BHC Inc reviewed its Rules of Association and successfully submitted to the ACNC a new constitution compliant with the Associations Incorporations Act 2015.

At a state level, BHCI offered a submission to the WA Parliament's Joint Select Committee on End of Life Choices, urging greater funding and resourcing of regional services in palliative care. The debate on Voluntary Assisted Dying is attracting attention to the need for palliative care resources and it is hoped that this will result in increased services to our region.

I would like to thank each member of our board for their dedication and contribution this year. My special thanks to Peter Duncan, our retiring treasurer, who has given twenty years of outstanding service and is joining his wife Jeanette in retirement. We whole-heartedly welcome to this role Stephen Turner who is taking up the treasurer position and who brings to us his experience in local business and community involvement.

Jenny Monson

BHCI Board Chair



Libby Mettam (MLA) with GBC Manager, Judy Waterman at BHCI's 30-year Celebration event.



Mayor Grant Henley with BHCI Board member, Helen Walker at BHCI's 30-year Celebration event.



Nola Marino (MP) enjoys BHCI's 30-year Celebration event with Judy Waterman and City of Busselton councilor, Paul Carter.



Catering for BHCI's 30-year Celebration event was expertly provided by the Dunsborough CWA.



Volunteers, dignitaries, supporters and community groups join in BHCI's 30-year Celebration event.

BHCI Mission

BHCI believes that caring for people who are dying or experiencing grief is a community responsibility. BHCI provides services that support the emotional, social and spiritual needs of people and their loved ones at the end-of-life and in their bereavement.



BUSSETON HOSPICE CARE INC.



How Do Your Donations Help?



In the Hospice Unit

Volunteers work in the Hospice Unit at the Busseton Health Campus. They show patients and their families that the community cares and supports them through the process dying, grief and loss.



Complementary Therapy

Relaxation, care, conversation and comfort is available for people at end of life, their carers and the recently bereaved. This service is provided by complementary therapists and volunteers trained to provide bereavement support.



Bereavement Support

The experience of grief can be overwhelming, isolating and frightening. Bereavement support volunteers are available to listen and walk alongside those who are experiencing bereavement.



Community Support

A Carer Education course is available for people wishing to care for a dying loved one at home, with volunteers available to come in and provide emotional and social support for people at end of life and their carers and family.

All our services are provided free of charge



Donations pay for the recruitment, training and ongoing management of our amazing volunteers and each of the programs we provide to members of our community experiencing end of life issues.

VISIT US AT WWW.BUSSETONHOSPICECAREINC.ORG.AU

BHCI Programs and Services



Hospice Volunteer Program

BHCI Hospice volunteers offer emotional support, practical assistance and companionship to people and their loved ones during admission to the Busselton Health Campus Hospice Unit.



Bereavement Support Program

BHCI bereavement volunteers are trained to provide peer support, either individually or as part of a group, for people experiencing grief.



Complementary Therapy Program

BHCI complementary therapist volunteers provide relaxation therapies for anyone living with a life-limiting condition, their care givers, or anyone who is recently bereaved.

Therapies available:

- Relaxation massage or hand and foot massage
- Reflexology and Reiki
- Relaxation facial.



Community Outreach Service

Our new service commencing in 2020, will offer carer training for people wishing to enable a dying loved one to remain at home for as long as possible and who prefer to die at home. Volunteers are available to come in to assist with emotional, social and respite help and link families to our other support programs.

The Geographe Bay Centre

The Geographe Bay Centre (GBC) is the heart and soul of our work and the administrative hub for the delivery of our professional palliative care volunteer programs. I've had the great privilege of working for this organisation for 13 years in the role of Clinical Nurse, Volunteer Coordinator, Bereavement Support Coordinator, Complementary Therapy Service Coordinator and the past three years as Manager of the GBC.

It is with gratitude and sincere thanks to the Board members, staff and volunteers over these 13 years in sharing with me this unique model of community service. I feel I was given a rare gift when recruited as staff in 2007. It took me a few months to understand and realise that I was part of an extraordinary vision for developing a more compassionate community. It is with a deep sense of gratitude that on my intended retirement in December 2019, I leave this organisation with a renewed personal understanding of the value of serving others, an ever increasing vessel of knowledge of the human experience and a proud feeling that in a small way I have contributed to this vision and mission.

I am very excited about the future phase of BHCI and acknowledge the role of our operational team, Josie Vigers and Rosie Brown, in being part of the strategic and operational work to professionalise and promote this organisation. I am reassured and excited that in the proposed 2020 structure, Rosie Brown has accepted the offer of the CEO position to lead BHCI.

Over the last 12-months we, as an operational team, have coordinated the 30th year service celebration, nominated Jenny Monson for the South West Zonta Community Service Award, nominated BHCI for the inaugural WA Palliative Care Awards and Regional Achievement & Community Awards. We were thrilled to see Jenny Monson recognised for her years of dedicated volunteer service in receiving the Zonta Award and felt proud to stand amongst our peers and receive the Douglas MacAdam Perpetual Trophy for Excellence in Palliative Care as WA's Outstanding Organisation, awarded by Palliative Care WA. We were also delighted to be a semi-finalist in 2019 Regional Achievement & Community Awards.

We have completed and endorsed all the operational policies identified in 2017 and these will be up for review in 2020.

BHCI have become members of the WACHS SW Busselton Health Campus (BHC) Palliative Care Industry Reference Group, SW Compassionate Community Network, City of Busselton's Vasse Human Service Alliance and Volunteering WA.

BHCI supports the pursuit of best and evidence-based practice in palliative care and to this end, is a project team member in the successful Medical Research Future Fund Rapid Applied Research Transition research grant application by WACHSW, Dept of Health and Lishman Foundation. This grant is to fund a study titled, *Community and health system partnerships to prevent hospitalisation and improve outcomes through a compassionate community model for end of life care*. Our involvement will be a consultative role around volunteer management in the end of life space.

In anticipation of BHCI's growth in 2020, we have utilised a Lottery West equipment grant to purchase additional volunteer training and IT equipment and refurbish an area for two additional staff workstations.

We have utilised volunteers to create social media posts as well as website mapping to support our website upgrade in the near future.

We have hosted Liz Mistry, a registered nurse from Aegis Aged Care in Perth for 2 days to support her facility in engaging volunteers at end of life in their intended No One Dies Alone program.

We have hosted visits from the Hon Nick Goiran, MLA, in October 2018 as he has an interest in Compassionate Communities and WA Health Minister and Deputy Premier, Mr Roger Cooke, in August 2019 as part of his information gathering on palliative care community-based delivery models.

Following our Palliative Care WA award, Hon Nick Goiran MLC emailed, *“I congratulate Busselton Hospice Care Inc. on your well-deserved win of the Outstanding Organisation, Douglas MacAdam, Perpetual Trophy for Excellence in Palliative Care at the Palliative Care WA Inaugural Awards. Busselton Hospice Care Inc. represents a truly compassionate approach that we would like to see emulated across the entire state of Western Australia and we wish you all the best as you continue this good work.”*

In Nick’s Budget Speech, on Tuesday, 4 June 2019, he commended Busselton Hospice Inc. on winning the award and in the Hansard excerpt his words are, *“This government should be looking at what that organisation is doing rather than trying to congratulate itself for very modest commitments to palliative care funding in our state.”*

We have presented our vision to the City of Busselton, Busselton’s Oral History Group, City of Busselton’s Vasse Human Service Alliance, WACHS SW Coastal Palliative Care Reference Group and partnered with the Rural Clinical School in conducting an Advanced Care Planning Workshops.

We have formed an informal partnership with Busselton Camera Club and with their support have created an image library to use to promote our work. Some of the images have been used in this report and will be used in the update of the website.

As I complete my report, we are waiting on an announcement on the 29th October by the HESTA Super Fund to find out if we have been named as a finalist in the category of Outstanding Organisation at their annual National Community Sector Awards.

I am confident and reassured that in the recognition we have received this year that BHCI is well placed to consolidate stakeholder partnerships and grow community interest in supporting our work here at the GBC, our Centre of excellence in palliative care volunteering.

Finally, I wish all volunteers my warmest thanks for all you have shared and taught me over these 13 years – you are local heroes in the true sense of the word. You have taught me the power of love and service – Thank you.

Judy Waterman
GBC Manager

Hospice Volunteer Program

Recruitment and Retention

The Hospice volunteer team was joined by eighteen new members who completed their induction training in May and have seamlessly settled into the role with the support of the other volunteers. Eleven volunteers decided it was time to 'hang up their aprons' and we thank them for their years of service and commitment to the people and their families admitted to the Busselton Health Campus (BHC) Hospice Unit.

Volunteer Involvement

Once again, several experienced Hospice volunteers assisted in the recruitment and training of the new team members. For some, it was their first experience of being part of an interview panel and enjoyed the opportunity to learn a new skill and gain a deeper understanding of the importance of the recruitment process. The support provided by the volunteers who were 'buddies' for the newly recruited members is a major contributing factor to their successful transition into the palliative care volunteer role.

Support and Development

With the Voluntary Assisted Dying (VAD) bill being debated in the WA parliament, several information sessions were provided for the volunteers about the arguments for and against VAD laws and what was being proposed for WA's law. All volunteers completed an update in their 'Companioning' skills as part of their annual mandatory training.

Workplace Safety

Palliative care volunteers must always remain vigilant for signs of role fatigue or burnout. The 'Companioning' skills training included an update in self-care strategies with a care plan and a self-assessment tool included as part of this year's annual mandatory training program.

Volunteer Recognition

In the same week we celebrated 30-years of service to our community, our volunteers were recognised at the inaugural WA Palliative Care Awards winning **Outstanding Organisation, Trophy for Excellence in Palliative Care**. The Award sponsor Hesta, WA's representative Graham King, hosted a morning tea at the GBC to present our volunteers with their trophy and award certificate.

Quality and Continuous Improvement

Following Busselton Health Campus's accreditation inspection from the National Safety and Quality Health Service, the hospice volunteer program received a special commendation from the auditors.

"What the volunteers do in the Hospice Unit is amazing. They will never know how much comfort they gave me and my family during my mother-in-law's illness and final days. When too many visitors turned up at one time, the volunteers gently guided them for short visits, so the family didn't have to deal with it. That was such a relief."

D.M., Busselton



Hospice volunteers provide emotional, social, cultural and spiritual support.

Bereavement Support Program

Recruitment and Retention

Our bereavement support program has 10 volunteers who have been part of the program for over five years and show no sign of tiring from this role. We have recruited another four volunteers to the program, and they will complete their Induction Training Day in October & December 2019. Induction day was scheduled for June, but unforeseen circumstances required this date to be postponed to October.

Volunteer Involvement

Volunteers provide support sessions at the GBC through one-to-one contact, our weekly Drop-In session and via small support groups. They attend a monthly team meeting and help organise and conduct our annual Remembrance Service in November. Volunteers provide an average of 25 hours per person in a 12-month period totalling 925 hours of support to 30 clients.

Support and Development

Bi-monthly volunteer training occurs via webinar, TED talks and sessions with a Grief Counsellor, Jenny Monson. A model of care, operational and strategic documents, client data base, program assessment and evaluation tools and volunteer handbook, promotional flyer and factsheets are well utilised by volunteers. Additional tools have been developed in assessing wellbeing, educating clients on normal grief and a road map to validate the grief process.

Workplace Safety

Volunteer support session practices have been reviewed and documented. Confidentiality and security of volunteers, client documentation has been reviewed and actioned.

Volunteer Recognition

All volunteers attend all volunteer recognition events but this year we have planned a bereavement volunteer lunch as a formal end of year review.

Quality and Continuous Improvement

Review of all bereavement programs occur annually in November.

This is the best phone call I made after my wife died. This has been a sanctuary and safe haven for me, where I can walk in and cry and talk and walk out with the weight off my shoulders. What I say, stays here and I feel safe. It's been invaluable to me.

P.S, Busselton



Bereavement volunteers support people in face-to-face and drop-in sessions as well as by phone or in small groups.

Complementary Therapy Program

Recruitment and Retention

We have recruited an additional four therapy volunteers in 2019, all of whom have approached BHCI to offer their services. Their skills include an additional reiki therapist, a beauty/massage therapist and two new 'meet and greet' volunteers. This year we were sorry to lose the services of one of our therapists. We attempt to schedule them on a regular week of each month.

Volunteer Involvement

Volunteer therapists provide six therapy sessions per week. The 'meet and greet' volunteers assist in setting up, packing up and one-to-one listening support for clients. One volunteer provides admin assistance for the service, confirming appointment bookings and answering the phone. From the start of February to the end of September 2019, our complementary therapist volunteers have provided 114 therapy sessions.

Support and Development

Bi-monthly training in bereavement is offered to therapists

Assessment forms have been well utilised by the complementary therapists and these forms have been further improved following review feedback from the therapist volunteers.

Workplace Safety

Equipment and consumables have been purchased with advice from therapists and to ensure all risks to clients, staff and volunteers are identified and managed.

Annual mandatory training for volunteers who work at the GBC is scheduled for October.

Volunteer Recognition

BHCI will provide a lunchtime event in recognition of the program progress in December 2019. Complementary volunteers are included in all recognition events.

Quality and Continuous Improvement

A review of the service occurs annually and is scheduled for November. All clients are asked to provide an evaluation when leaving the service.



I cannot thank the therapists enough for giving their time to allow me to relax in this sanctuary at such a difficult time. I feel so cared for and when I am here, it takes my mind off the pain.

Jane, Busselton

Volunteer complementary therapists provide reiki, facials, general body, hand and foot massages for people at end of life, their carers and the recently bereaved.

Auditor's Report

HARVEY
& PARTNERS
CERTIFIED
PRACTISING
ACCOUNTANTS
BUSSELTON WA

BUSSELTON HOSPICE CARE INC
34 520 860 920

FINANCIAL REPORT
FOR THE YEAR ENDED
30 JUNE 2019

Liability limited by a scheme approved under
Professional Standards Legislation

BUSSELTON HOSPICE CARE INC
34 520 860 920

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COMMITTEE'S REPORT

Your committee members submit the financial report of the Busselton Hospice Care Inc for the financial year ended 30 June 2019.

Committee Members

The name of each member of the committee during the year and if different, at the date of the report;

Principal Activities

The principal activities of the association during the financial year were:

Significant Changes

No significant change in the nature of these activities occurred during the year.

Operating Result

The profit of the association after providing for income tax amounted to \$2,201.34.

Signed in accordance with a resolution of the Members of the Committee.



Dated this 19 day of September 2019

BUSSELTON HOSPICE CARE INC
34 520 860 920

HARVEY
& PARTNERS
CERTIFIED
PRACTISING
ACCOUNTANTS
BUSSELTON WA

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019 \$	2018 \$
INCOME			
Donations		147,728.96	45,648.16
Calendar		16,599.24	8,974.40
Calendar Donations		3,000.00	5,500.00
Golf Day		36,030.00	33,350.00
		<u>203,358.20</u>	<u>93,472.56</u>
OTHER INCOME			
Grant Funding		20,359.90	-
Interest Received		7,117.93	12,133.90
Other Income		460.00	4,156.00
		<u>27,937.83</u>	<u>16,289.90</u>
		<u>231,296.03</u>	<u>109,762.46</u>

The accompanying notes form part of these financial statements.

BUSSELTON HOSPICE CARE INC
34 520 860 920

HARVEY
& PARTNERS
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PRACTISING
ACCOUNTANTS
BUSSELTON WA

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2019

Note	2019 \$	2018 \$
EXPENDITURE		
Advertising/Publicity	3,098.35	1,808.00
Bank Charges	396.45	452.03
Calendar Expenses	7,352.00	6,993.00
Cleaning	1,052.00	-
Complementary Therapy	330.84	953.83
Cooking for One	-	600.00
Equipment	18,947.00	1,042.00
Functions	1,653.72	3,525.45
Insurance	4,271.47	3,740.43
IT Support	2,812.50	2,655.00
Petty Cash	-	1,270.00
Postage	519.10	610.64
Printing & Stationery	3,249.63	3,242.56
Repairs & Maintenance	3,295.56	5,605.86
Reticulation	-	14,047.00
Staff Training & Welfare	1,453.45	4,767.07
Subscriptions/Membership	670.00	325.00
Sundry Expenses	729.61	3,293.40
Superannuation	16,752.20	12,594.51
Telephone & Internet	4,862.94	4,941.01
Uniforms	121.55	716.65
Salaries & Wages	156,850.53	144,564.67
WACHS - SW Supplies	337.73	233.60
Website	338.06	800.00
	229,094.69	218,781.71
Profit (Loss) before income tax	2,201.34	(109,019.25)
Profit (Loss) for the year	2,201.34	(109,019.25)
Retained earnings at the beginning of the financial year	479,152.04	588,171.29
Retained earnings at the end of the financial year	481,353.38	479,152.04

The accompanying notes form part of these financial statements.

BUSSELTON HOSPICE CARE INC
34 520 860 920

**HARVEY
& PARTNERS
CERTIFIED
PRACTISING
ACCOUNTANTS
BUSSELTON WA**

**BALANCE SHEET
AS AT 30 JUNE 2019**

	Note	2019 \$	2018 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	487,021.38	483,995.04
Trade and other receivables	4	-	293.00
TOTAL CURRENT ASSETS		487,021.38	484,288.04
TOTAL ASSETS		487,021.38	484,288.04
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	5	5,668.00	5,136.00
TOTAL CURRENT LIABILITIES		5,668.00	5,136.00
TOTAL LIABILITIES		5,668.00	5,136.00
NET ASSETS		481,353.38	479,152.04
MEMBERS' FUNDS			
Retained earnings	6	481,353.38	479,152.04
TOTAL MEMBERS' FUNDS		481,353.38	479,152.04

The accompanying notes form part of these financial statements.

Page 4

BUSSELTON HOSPICE CARE INC
34 520 860 920

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

The financial statements cover Busselton Hospice Care Inc as an individual entity. Busselton Hospice Care Inc is a not for profit Association incorporated in Western Australia under the Associations Incorporated Act 2015..

The functional and presentation currency of Busselton Hospice Care Inc is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

In the opinion of the Committee of Management, the Association is not a reporting entity since there are unlikely to exist users of the financial report who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the Act.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 Presentation of Financial Statements, AASB 107 Statement of Cash Flows, AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors and AASB 1054 Australian Additional Disclosures.

The financial statements have been prepared on an cash basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non current assets, financial assets and financial liabilities.

Significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

The following significant accounting policies, which are consistent with the previous period unless stated otherwise, have been adopted in the preparation of this financial report.

2 Summary of Significant Accounting Policies

Impairment of Non-Financial Assets

At the end of each reporting period the association determines whether there is an evidence of an impairment indicator for non-financial assets.

Where this indicator exists and regardless for goodwill, indefinite life intangible assets and intangible assets not yet available for use, the recoverable amount of the asset is estimated.

Where assets do not operate independently of other assets, the recoverable amount of the relevant cash-generating unit (CGU) is estimated.

BUSSELTON HOSPICE CARE INC
34 520 860 920

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

The recoverable amount of an asset or CGU is the higher of the fair value less costs of disposal and the value in use. Value in use is the present value of the future cash flows expected to be derived from an asset or cash-generating unit.

Where the recoverable amount is less than the carrying amount, an impairment loss is recognised in profit or loss.

Reversal indicators are considered in subsequent periods for all assets which have suffered an impairment loss, except for goodwill.

Cash and Cash Equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

Revenue and Other Income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the association and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

Interest revenue

Interest revenue is recognised using the effective interest rate method.

Rendering of services

Revenue in relation to rendering of services is recognised depending on whether the outcome of the services can be estimated reliably. If the outcome can be estimated reliably then the stage of completion of the services is used to determine the appropriate level of revenue to be recognised in the period. If the outcome cannot be reliably estimated then revenue is recognised to the extent of expenses recognised that are recoverable.

If the outcome cannot be reliably estimated then revenue is recognised to the extent of expenses recognised that are recoverable.

Revenue from training services is generally recognised once the training has been delivered.

Goods and Services Tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of GST.

BUSSELTON HOSPICE CARE INC
34 520 860 920

HARVEY
& PARTNERS
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019**

	2019	2018
	\$	\$
3 Cash and Cash Equivalents		
Commonwealth Society Cheque #7085	26,916.39	50,667.58
Commonwealth Society Cheque #4200	659.60	1,000.00
Commonwealth Term Deposit #3422	289,934.74	265,129.61
Commonwealth Term Deposit #8938	60,687.88	60,000.00
Bankwest Term Deposit #3651	108,822.77	107,197.85
	487,021.38	483,995.04
4 Trade and Other Receivables		
Current		
GST Account	-	293.00
	-	293.00
5 Accounts Payable and Other Payables		
Current		
PAYG Withholding Payable	5,042.00	5,136.00
GST Account	626.00	-
	5,668.00	5,136.00
6 Retained Earnings		
Retained earnings at the beginning of the financial year	479,152.04	588,171.29
Net profit (Net loss) attributable to the association	2,201.34	(109,019.25)
Retained earnings at the end of the financial year	481,353.38	479,152.04
7 Statutory Information		
The registered office of the association is:		
The principal place of business is:		

BUSSELTON HOSPICE CARE INC
34 520 860 920

HARVEY
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BUSSELTON WA

STATEMENT BY MEMBERS OF THE COMMITTEE

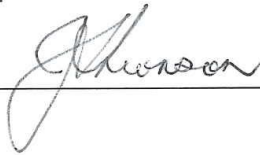
The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 2 to the financial statements.

In the opinion of the committee the financial report as set out on pages 1 to 8:

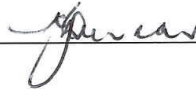
1. Presents a true and fair view of the financial position of Busselton Hospice Care Inc as at 30 June 2019 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Busselton Hospice Care Inc will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

President:



Treasurer:



Dated this

19th day of

September

2019

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF BUSSELTON HOSPICE CARE INC
34 520 860 920**

Report on the Audit of the Financial Report

Qualified Opinion

Opening Balances

The financial report for the year ended 30 June 2018 was not audited by Harvey & Partners. It has not been practicable for us to verify or otherwise obtain sufficient information concerning its opening balances at 1st July, 2018. Since the opening balances impact directly on the determination of the results of operations we were unable to ascertain whether adjustments to the results of operations might be necessary for the period ended 30 June 2019 as a consequence of any misstatement of the opening balances and relevant supporting information.

Basis for Opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of my report. I am independent of the association in accordance with the auditor independence requirements of the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter- Basis of Accounting

I draw attention to note 1 to the financial report, which describes the basis of accounting. The financial report is prepared to assist the association in Australian Auditing Standards. As a result, the financial report may not be suitable for another purpose. My report is intended solely for the association and should not be distributed to or used by parties other than the association. My opinion is not modified in respect to this matter.

Responsibilities of Management and those Charged with Governance

Management is responsible for the preparation and fair presentation of the financial report in accordance with the and for such internal control as management determines is necessary to enable the preparation of the financial report is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the association's financial reporting process.

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF BUSSELTON HOSPICE CARE INC
34 520 860 920**

**HARVEY
& PARTNERS
CERTIFIED
PRACTISING
ACCOUNTANTS
BUSSELTON WA**

Auditor's Responsibility for the Audit of the Financial Report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF BUSSELTON HOSPICE CARE INC
34 520 860 920

Name of Firm: Harvey & Partners
Certified Practising Accountants

Name of Director: M. Royer
Marilyn Jean Royer B.Bus CPA MIPA AFA

Address: 4 Fairbairn Road, BUSSELTON WA 6280

Dated this 9 day of September, 2019

BUSSELTON HOSPICE CARE INC
34 520 860 920

**HARVEY
& PARTNERS
CERTIFIED
PRACTISING
ACCOUNTANTS
BUSSELTON WA**

CERTIFICATE BY MEMBERS OF THE COMMITTEE

I, _____ of Busselton Hospice Care Inc., certify that:

- (a) I attended the annual general meeting of the association held on 6 September, 2019 .
- (b) The financial statements for the year ended 30 June 2019 were submitted to the members of the association at its annual general meeting.

Dated this day of 19/9/2019

Committee Member: 

Looking Forward

Organisation Structure and the Operational Team Roles

Key changes in BHCI's Board and operational team membership generated the need for an organisational restructure. The Board is delighted to announce that Rosie Brown, formally the Hospice Volunteer Coordinator, has accepted the CEO role. Recruitment of Coordinator positions for the Hospice Volunteer, Bereavement and Complementary therapy volunteer and Community Outreach Programs are underway and anticipated induction is January 2020.

Promotion, Donation and Fundraising Strategy

Busselton Hospice Care Inc's 30 year partnership with WA Country Health Service- South West (WACHS-SW) in advocating and raising the profile of palliative care has respectfully continued since the close of the inpatient hospice here at the GBC and the opening of the 4 hospice beds in the Busselton Health Campus in 2015. Our palliative care volunteers are considered an integral part of the BHC palliative care team and continue their role within the campus hospice unit.

BHCI continues to manage all palliative care volunteer programs, however the community's perception is that the volunteer services are provided by WACHS-SW. This has resulted in a fall in BHCI's donations.

The fundraising committee is working closely with a commissioned communications consultant to explore ways to raise BHCI's profile, awareness of our work and expand our fundraising base. A plan to attract corporate donors will form part of the promotion, sponsorship and fundraising strategy going forward in 2020.

Service Delivery and Program Development

It has been identified in the Compassionate Community literature and various Australian government reports into end of life care that death, dying and bereavement take place within the community and only 5% of this dying work is done in front of a professional. This raises the question what is happening in the other 95% and how can community support this cohort of people. It makes sense the logical place to provide support and to improve their care networks experience to live well and die well during this time is within their homes in their community.

With encouragement from the WACHS-SW BHC Executive and Coastal Palliative Care nursing service, BHCI plans to implement a Community Outreach Service in 2020.

The Community Outreach Service comprises 2 programs that support people and their care networks to live well and die well at home. The **Home Visiting Volunteer** program, will recruit, train and manage a volunteer team to provide emotional, social and practical support to people choosing to remain at home as long as is possible and their care network. The **Carer Education** program will provide training in practical skills to give confidence in supporting someone to die at home.

As with all BHCI's programs, the Community Outreach Service applies the principles of a 'Compassionate Community' public health model. Formal and informal care networks that exist within a community come together in partnerships to address these challenges in recognition that social relationships and a sense of connection and belonging to community are crucial determinates of health and wellbeing. This approach improves the integration of healthcare and social service networks; continuity of care within a community utilising the social prescribing model; and develops the community's capacity to care, thus having a whole system impact.

Fundraising and Donations

We welcome enquiries about our programs and expressions of interest from any groups or individuals in the community who would like to host a fundraising event. We are also interested in hearing from anyone who would like to be part of our fundraising team. Your creativity and energy are welcome!

To make a donation, visit our website www.busseltonhospicecareinc.org.au

Alternatively, you can mail your donation to *The Treasurer, Busselton Hospice Care Inc, PO Box 5103, Busselton West 6280.*

Bequests are a valuable support to our funding base, and we are happy to provide the necessary information regarding this. (08 97511642).

Volunteer with BHCI

Palliative care volunteers are recognised members of the palliative care team which includes doctors, nurses, allied health professionals, administration and house-keeping staff. This is a professional volunteer role which requires specific knowledge and skills.

The best palliative care volunteers don't need a background or any previous experience in healthcare. They need an attitude of 'being of service to others' with a capacity to be with people during a period of intense emotion. Our palliative care volunteers receive extensive training and continuing support in their role. Many describe the work as uplifting and life affirming.

If you would like to speak with the CEO about becoming a Board member, or one of our Volunteer Program Coordinators about volunteering with us you can either:

- Call us on (08) 9751 1642. We're available Monday to Friday 9am to 4pm
- Visit our website www.busseltonhospicecareinc.org.au to learn more about us
- Email us at admin@busseltonhospicecareinc.org.au
- Write to us at PO Box 5103, Busselton West, WA, 6280

We recruit and train one new group of palliative care volunteers each year. Key dates for 2020 are:

Hospice Unit & Community Outreach Service Volunteer Recruitment & Training

- **Information Sessions** Tuesday 4th February (5-6pm) & Thursday 6th February (2-3pm)
- **Interview fortnight** Monday 10th February to Friday 21st February
- **Induction Training**
 - Day One & Two – 16th & 17th March
 - Day Three & Four – 23rd & 24th March
 - Day Five – 6th May

All information sessions, interviews and training take place at the ***Geographe Bay Centre 5 Craig Street, Busselton, WA, 6280.*** Parking is available at the Busselton Health Campus.

Please note that completion of all five days of induction training is a requirement for a palliative care volunteer role.

Thank You to All Our Supporters

Grants & Crowd Funding Agencies

- Volunteering WA - \$1,000
- Lottery West - \$20,359.90
- MyCause (various events) - \$1752.04
- Go Fund Me (Nikki Sienkewitz marathon run) - \$176 (proceeds received to EOFY)

Donations from Local Businesses

- Cape Cellars West Busselton (Volunteer Christmas Function) - \$590.58
- West Busselton Pharmacy - \$552
- IGA West Busselton - \$132.79
- Katies Yoga - \$145
- Geographe Butchery Company - \$250
- Duchess Medical Centre - \$85.70

Donations from Community Groups

- Busselton Old Time Dance - \$800
- Busselton Caravan Club - \$250
- CWA Dunsborough - \$500.00
- Lions Club of Busselton - \$2,000
- Lions Club of Dunsborough - \$5,000
- Novacare Lifestyle Village Line Dancing Classes (L Foard) - \$212
- Naturaliste University of the 3rd Age - \$70
- Veterans' Car Club Ladies - \$90
- Bay Garden Club - \$662.70

Donations received from community members for the following reasons:

- Bequests from individual's estates
- In memory of a loved one or friend cared for in the BHC Hospice Unit
- In memory of a loved one or friend
- In lieu of Christmas Gifts
- In lieu of payment for providing a service to BHCI or external fundraising event

External Fundraising Event

- Gail Kearney Hospice Golf Day - \$32,400
- Busselton Repertory Club - \$3,200
- Cornerstone Christian College – Students' Hospice Drama Production - \$185.80
- Old Mates' Band (organized by N&K Fucile) - \$2400
- Gift wrapping stall at The Good Guys (Busselton) - \$395.95
- 30th Year Celebration Raffle - \$455.50

General Sponsors & Regular Donors

- Collection tins in community locations - \$214.45
- Specsavers Pty Ltd – Busselton Store - \$1,300.17
- San Marino Nominees Pty Ltd - \$10,000
- J E Trust - \$2,000

Hospice Calendar Production Supporters

- William Barrett & Sons - \$1,000
- Cape to Cape Financial Services - \$1,000
- Rotary Club of Busselton Geographe Bay - \$2,500

BHCI In-house Fundraising and Sales

- Candles - \$30
- Hand-made Greeting Cards - \$191
- Recipe books - \$40
- 2017/18 Entertainment Books - \$924
- 2017 Wine Fundraiser - \$1,470
- Raffles / Plant Stalls etc. - \$341