



Busselton Hospice Care Inc.
AT
Geographic Bay
CENTRE
Our community supporting end of life care

Busselton Hospice Care Inc.



2020

Hillbillie, Nannup, WA
Photograph by Christian Fletcher from the 2019 BHCI Calendar - July

Annual Report
www.busseltonhospicecareinc.org.au

CONTENTS

BHCI Chairperson's Report	2
BHCI Mission	3
BHCI Programs and Services	4
The CEO's Report	5
Hospice Volunteer Program	7
Bereavement Support Program	9
Complementary Therapy Program	11
Community Outreach Service	12
Auditor's Report	13
Looking Forward	29
Fundraising & Donations	30
Volunteer with BHCI	30
Thank You to All Our Supporters	31

BHCI Chairperson's Report

The past twelve months have been a time of challenge and change for us as an organisation and a time from which I am sure we will emerge strengthened and better able to respond to the needs of those in our community dealing with the uncertainties at the end of life.

COVID-19 meant that our volunteer services in the Hospice Unit at the Busselton Health Campus and our Complementary Therapy programs were suspended, and our Bereavement Service changed to telephone support. In response to the pandemic we brought forward the Carer Education component of the Community Outreach service, offering webinar-based sessions which were greatly appreciated by families caring for a loved one at home. This on-line approach may continue as the preferred option for carers who indicated that it was a very welcome option given the difficulty they experience in attending appointments outside the home. We also established a Community Connect phone support service and both our new COVID-19 response services were available across WA. All BHCI services have now resumed and there will be a focus on recruiting additional volunteers to supplement the vacancies left by those who have made the decision to cease volunteering – for some, a response to re-evaluating their life priorities during the time of lockdown. Preparations are continuing for the Community Outreach Volunteer Program which will offer support in the home.



Jenny Monson
BHCI Chairperson

At this time of reduced economic activity and uncertainty in the health arena we launched our first ever fund-raising campaign, contracting the services of a professional fund raiser in Emma Breidahl. This has been a steep learning curve and brought about by the necessity to compete for philanthropic support in a changing environment. It is evident that our donation base has reduced over the past five years due largely to a public perception that as our main service is located in the WACHS Health Campus, our work is funded by the government. There has been considerable energy devoted to publicity and awareness raising to correct this impression assisted through the services of Janine Pittaway, a communications professional. It was a disappointment that the recent allocation of funds to palliative care services in the South West, there was no provision for funding to our organisation.

Another major change for us as an organisation was the retirement in January of Judy Waterman after thirteen years in the various roles of Clinical Nurse, Hospice Support Coordinator, Bereavement and Complementary Therapy Coordinator and then Manager. Judy was a great inspiration and advocate for quality palliative care, well known in the community for her compassion and professionalism. We now have a wonderful successor to Judy in Rosie Brown who has taken on the role of CEO with great enthusiasm and is making important connections with key community organisations and collaborating in our fund-raising endeavours with Emma Breidahl. We are delighted to welcome to the team Leanne O'Shea as Bereavement and Complementary Therapy Coordinator and Kelly Rickwood as Hospice Volunteer Coordinator, both of whom strengthen greatly our professional services. The continuing commitment of Josie Vigors as our Administrative Officer and Lisa Stelter as our Finance Officer provides important stability and experience to the team.

This year we were also strengthened on our board through the addition of John Hanlon with his background in accounting and business. John will assist Steve Turner in our financial management, which increases in complexity and volume, highlighted in the range of tasks associated with the availability of the Jobkeeper benefit because of COVID-19. I am profoundly grateful for the contribution and commitment of each of our other wonderful board members – Dee Melbourne, Jeannie Davis, Trent Healy, and Helen Walker. It is a privilege to work with you all and I look forward to the year ahead as we build on our strengths and develop new strategies to enhance our services.

Jenny Monson

BHCI Board Chair

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.

HOW BHCI ACHIEVES OUR MISSION

TRAINING & SUPPORTING VOLUNTEERS



For over 20-years, Busselton Hospice Care Inc. has been recruiting, training and supporting local citizens to become palliative care volunteers. Their skills and experience volunteering in this work increases the community's understanding of death, dying and grief and show resilience when supporting each other through this life experience.

PROVIDING CLIENT CARE SERVICES



BHCI offers bereavement support and complementary therapy programs at the Geographe Bay Centre. Our services are coordinated by a qualified grief and bereavement counsellor, facilitated by trained volunteers and provided free of charge. There are no caps on the number of times people can access these programs.

BUILDING COMMUNITY DEATH LITERACY



BHCI staff and Board members often speak with community groups who want to learn more about death, dying, grief and loss. We assist community groups to understand how they can support a member who is experiencing end of life issues and bereavement.

SUPPORTING CARERS & FAMILIES



BHCI's 'Carer Education' webinar series provides the basic, essential skills and knowledge people need to care for a very sick person at home. The home visiting volunteers assist carers and family to support the choice of a person who is dying to remain at home for as long as possible.



VISIT US AT 5 CRAIG ST, BUSSELTON, WA, 6280
(08) 9751 1642

www.busseltonhospicecareinc.org.au
www.facebook.com/busseltonhospice

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

A new service offering 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 will be available in 2021 to provide in-home emotional and social support and respite for carers. They also link families to our other support programs.

The CEO's Report

I do not think I will be the only CEO reporting that 2020 has been a year of challenges and not what anyone was expecting! As my first year in the role, I am so grateful to have had the unstinting support of the Busselton Hospice Care Inc. (BHCI) Board and a staff of people who have demonstrated the agility and elasticity of Olympic-level gymnasts as we've pivoted, flexed and adapted our services so that not only have we been able to continue supporting our local community through end of life issues, bereavement and the ravages of isolation, we've also been able to extend access to some of our support programs to the whole of WA.



Rosie Brown
Chief Executive Officer

The COVID-19 pandemic has had a profound impact on our organisation and our services and programs. The volunteer programs were suspended in March when the state went into lockdown and the internal regional boundaries were closed. This coincided with the postponement of BHCI's major, annual fundraising event, the Gail Kearney Golf Day, and the annual recruitment of volunteers for the Hospice Volunteer program.

In this 'perfect storm' the Board and staff at the Geographe Bay Centre (GBC) recognised the community's growing grief legacy as losses from not being able to observe important rituals and rites of passage, such as attending funerals, weddings, births, anniversaries was mounting. Prolonged isolation from family and friends together with the loss of jobs, status and income began to take a toll. This situation was compounded by the uncertainty of how long the restrictions would be necessary and what the prospects were for any kind of 'return to normal'.

Our response was the rapid development of one new program and the redesign and accelerated implementation of another to provide two avenues of support that would be accessible, not only for our local community, but people throughout WA. The new program is the **Grief Connect Call Line and Companionship Program**. People who are struggling with end of life issues, grief or isolation can call our mobile number and speak with our Bereavement Support Coordinator. Once clear the caller is not in crisis and requiring referral to another service, the Coordinator 'matches' the caller with a bereavement support volunteer. The volunteer then makes regular phone contact to provide telephone-based companionship and support, a listening ear for whatever the caller wants/needs to discuss.

Considering the need for social distancing, the **Carer Education Program**, a key component of the Community Outreach service, which was intended to be delivered in three, face-to-face sessions was rapidly redesigned for online, webinar delivery. The program provides the basic skills and knowledge carers need when undertaking the task of caring for a dying loved one at home. This became an even more important option as COVID-19 severely restricted the visiting of patients in hospital, both in terms of the number of visitors and the time they could spend together. The program has proven to be both popular and highly valued. Both programs will now continue as part of BHCI's core business. Grants are being sought to formally evaluate the programs with a view to demonstrating their value and securing sustainable funding for them going forward.

As with many other not-for-profit and charitable organisations, BHCI's total reliance on community fundraising and donations that has sustained our operations for over 30-years is no longer viable. For the first time, BHCI conducted a formal fundraising appeal, sending email and postal requests for donations. The campaign raised almost \$25,000 but even more importantly, raised the community's awareness of the extent of BHCI's services, that they are offered free of charge and that there is no ongoing government funding for our work.

In July, our efforts to advocate for high quality palliative care and the value of palliative care volunteers saw the BHCI Chair, Jenny Monson and I receive an invitation to be witnesses at the Joint Select Committee on Palliative Care in WA. The Committee were surprised to hear of BHCI's funding status and acknowledged the tremendous value palliative care volunteers contribute to the end of life experience of patients and their carers, family, and friends. An invitation was extended to the Joint Select Committee members to visit the GBC to see our work 'on the ground'. On 31st August, the panel travelled to Busselton and visited both the GBC and the Busselton Health Campus Hospice Unit where they saw our palliative care volunteers in their natural habitat. The Committee's report is due to be released in November and the BHCI Board and I are hopeful it will contain recommendations to provide ringfenced, recurrent funding specifically for palliative care volunteering in WA, following a similar model to the one in place in New South Wales.

In the midst of this busy time, I have been meeting with key stakeholders and potential partner organisations in the community, including the City of Busselton (CoB), the Busselton Chamber of Commerce and Industry (BCCI), Edith Cowan University (ECU), Palliative Care WA (PCWA) and several corporate organisation such as Rio Tinto, Retravision and The Good Guys. These meetings have resulted in interesting conversations, exploring the role BHCI can play in building awareness of the corporate role in the Compassionate Community movement with the adoption of a '*Compassionate Employer*' policy and the provision of staff development opportunities about supporting a colleague returning to work after bereavement leave.

Conversations with ECU have identified opportunities to support social work students on practical placement who may also undertake formal research into the impact and value of palliative care volunteers. The BCCI is considering ways it can facilitate mutually beneficial relationships between for-profit and not-for-profit members.

It is becoming increasingly evident that BHCI's core business is not limited to the 'end of life' journey but is more accurately promoting quality for the '*rest of life*'. Our mission has always been to promote excellence in palliative care. At its heart, it is about making the most of the time that is left. Our palliative care volunteers provide the emotional, social, and spiritual support that validates and sustains those who are dying so they do not suffer a social death before their physical one. The volunteers also walk alongside those who are profoundly impacted by grief and loss, while they make the adjustment to life without their loved one in it. With support, grief and bereavement is not just survivable, but can be a time for personal discovery and growth.

I am so proud to be the CEO of this amazing organisation and pay tribute to the giants of people who came before me and on who's shoulders, I stand. I am proud of the staff, who have shown courage, resilience, and creativity as we have continued to deliver our 'rest of life' support programs to our community and beyond, to the state of WA. Finally, I am grateful to the BHCI Board, who have provided encouragement, guidance, advice, and assistance in this first year of my tenure as the CEO. I am confident that we will continue to build on the progress we have made in this pandemic-affected year and eager to see where this momentum will take us in 2021.

Rosie Brown
BHCI CEO

Hospice Volunteer Program

I was excited to take up the role of the Hospice Volunteer Coordinator in July this year and have enjoyed getting to know the amazing team of volunteers who work so tirelessly in the Hospice Unit at the Busselton Health Campus. Despite the program's suspension in the wake of the COVID-19 pandemic, the Hospice volunteers were champing at the bit to resume their role and have shown great determination and commitment as we worked together to 'get the show back on the road'.

Recruitment and Retention

The Hospice Volunteer Program was put on hold from March 2020 to August 2020 due to the temporary closure of the Busselton Hospice Unit. During this time twelve volunteers decided to retire from the Hospice volunteer role. An afternoon tea was held in late July to thank the Volunteers for their years of service and commitment to our community.

Fourteen new community members returned in October to complete their Hospice Volunteer induction. At a time when many volunteer services are facing closure due to volunteers not returning to their roles, BHCI's Hospice volunteers have bucked the trend. For this, the BHCI Board and staff are both proud and deeply grateful to all our volunteers.

Volunteer Involvement

Hospice volunteers willingly give their time to assist with the day to day running of services, from washing, gardening, cooking, and assisting on fundraising days and providing phone support during restrictions. Hospice volunteers lead the way by attending regular shifts at the Hospice unit but also attending meetings and training sessions, always seeking to improve the quality of palliative support to all community members. Experienced Hospice volunteers support me in the Coordinator role by participating in volunteer interviews and selection. They also support each other by attending a Q & A session for new volunteers on the induction training program, mentoring new volunteers, and by supporting the wellbeing of their colleagues. Hospice volunteers are integral to every aspect of the quality palliative care programs and services offered by BHCI.

Support and Development

With the temporary closure of the Hospice unit and the COVID-19 restrictions early in the year, the Geographe Bay Centre staff team continued to maintain contact with the Hospice volunteers through phone calls, emails, Facebook posts, and videoconference meetings. They provided news updates and social support. Maintaining these connections within the volunteer 'family' was treasured by the Hospice volunteers during this time and contributed to the successful return of our volunteer programs.

A 'Restart – Refresh' training program commenced in late July for existing Hospice Volunteers to prepare them for the return to their role considering changes related to COVID-19 precautions. Mandatory training on infection control strategies, fire emergency response and volunteer role was attended by all Hospice volunteers. This training preceded the reopening of the Busselton Health Campus Hospice Unit and the return of the Hospice Volunteers in early August 2020.

Workplace Safety

All the Hospice volunteers willingly completed the required COVID-19 Volunteer Risk Assessment prior to recommencing their role as requested by Busselton Health Campus. *Self-care September* was promoted to ensure wellbeing of everyone within the BHCI volunteer team during these changing and sometimes challenging times. Hospice volunteers were encouraged to renew and reflect upon their self-care plans and self-care practices to ensure their “cup remains full”.

Volunteer Recognition

BHCI celebrated National Volunteer Week by sending the volunteers a seed packet of forget-me-nots with a card, reminding the volunteers that they are unforgettable and that their compassion continues to grow even during this difficult time. The volunteers were recognized the BHCI Facebook page with a video tribute to our volunteers. Participating volunteers have completed a brief personal profile on Facebook sharing their insights and bringing an awareness of the Hospice volunteer role to the Busselton Community.

Throughout this difficult year, as the COVID-19 restrictions have increased the strain on volunteer programs and the added burden the extended isolation has place on our community members who are facing end of life issues, the Hospice volunteers have continued to provide access to an understanding, non-judgmental, listening ear. They have tirelessly overcoming all the constraints imposed by the pandemic by working together and providing endless cups of companionship and care. Our volunteers reflect the compassion and resilience of our community, and what a wonderful community it is.



Kelly Rickwood
BHCI Hospice Volunteer Coordinator

Bereavement Support Program

I was very honoured to be appointed to the position of Bereavement Support and Complementary Therapy Coordinator in January 2020 and immediately felt part of a great team.

Services were suspended between March and August due to the COVID-19 restrictions. Knowing that the need for bereavement support in this environment was greater than ever, our services were adapted to offer phone support. Since coming out of 'lockdown' other new programs have been implemented such as our Grief Connect Phone & Companionship Line and the monthly 'Walk & Talk' session at the Geographe Bay Centre. The 'Bereaved Men's Community Dinner Date' recommenced in August and these connections remain strong.

A BHCI-led project to install a community bereavement memorial (fountain) in the City of Busselton has commenced with meetings with community groups such as Busselton Rotary Club to encourage buy in and developing community ownership of the project.

Barrett's Funeral Home has provided even more support, given the restrictions imposed by the pandemic, for this years' 'Service of Remembrance' to be held on Sunday 29th November.

In December, we are excited to be working one again, with the students at Cornerstone Christian College to develop a 'Community Service' presentation at their annual Expo.

Recruitment and Retention

Our bereavement support program commenced 2020 with 10 volunteers and finished the year with six volunteers due to the impacts of COVID-19. The current volunteers have been on the Bereavement Support team for over five-years and bring commitment and value to their role and the Geographe Bay Centre and community.

We will look to recruit new volunteers for the Bereavement Support Service as part of the planning for further bereavement volunteer training in February 2021.

Volunteer Involvement

Volunteers provide bereavement support sessions at the Geographe Bay Centre via face-to-face meetings, a weekly drop-in session or via phone support. Volunteers attend a monthly team meeting and help coordinate our bi-monthly Bereaved Men's Dinner, annual Remembrance Service in November, and other annual fundraising events.

Support & Development

Volunteer training occurs using webinars, TED talks, and facilitated workshops focusing on elements of grief & bereavement, self-care, and boundaries. Volunteers are guided in their role by a clearly documented model of care, volunteer handbook, operational policies and procedures, a client data base, and program assessment and evaluation tools. Additional tools have been developed in assessing wellbeing, educating clients on normal grief and a road map that validates the grief process.

Workplace Safety

Volunteer support session practices are reviewed quarterly and documented. Confidentiality and standards of care for both volunteers and clients are reviewed and monitored. Volunteer self-care, ongoing learning and development, and volunteer hours are monitored and reviewed. Client documentation and privacy/confidentiality has been reviewed and remains secure.

Volunteer Recognition

All volunteers are invited to attend volunteer recognition events and receive regular emails of thanks along with monthly meeting acknowledgement. A planned Bereavement Support and Complementary Therapy Service volunteer lunch is scheduled for the end of the year.

Quality & Continuous Improvement

Continuous improvement is monitored regularly, and a review of all bereavement programs occurs annually in November.



Leanne O'Shea

BHCI Bereavement Support & Complementary Therapy Services Coordinator

Complementary Therapy Program

Our complementary therapy services, like all our programs, had to be suspended between March and August during the height of the COVID-19 pandemic restrictions. On resumption of services, our appointments have been fully subscribed and three inpatients at the Hospice Unit in the Busselton Health Campus have received complementary therapy treatments from one of our qualified complementary therapists in the comfort of their Hospice room.

'Yoga for You' is a new complementary therapy option now available on the last Thursday of each month with additional sessions such as meditation and sound healing being explored for 2021.

Recruitment and Retention

Due to COVID-19 no additional recruitment for the Complementary Therapy team has occurred this year, however planning will commence in late November for the 2021 program.

Volunteer Involvement

Volunteer therapists provide six therapy sessions per week at the Geographe Bay Centre plus additional complementary therapy for Hospice patients upon request. The therapists are happy to provide this service on additional days and within the Hospice Unit on request. The 'meet and greet' volunteers assist in setting up, packing up and welcoming clients along with making cups of tea and scheduling next appointments.

Support & Development

Client assessment forms have been well utilised by the therapists and continue to demonstrate high standards in client care and support. A new ongoing learning and development program for the Complementary Therapy volunteer team will be reviewed and implemented in 2021.

Workplace Safety

Equipment and consumables are regularly reviewed to ensure all risk to clients, staff and volunteers are identified and managed.

Volunteer Recognition

All volunteers are invited to attend volunteer recognition events and receive regular emails of thanks along with monthly meeting acknowledgement. A planned Bereavement Support and Complementary Therapy Service volunteer lunch is scheduled for the end of the year.

Quality & Continuous Improvement

Continuous improvement is monitored regularly, and a review of all bereavement programs occurs annually in November.



Leanne O'Shea

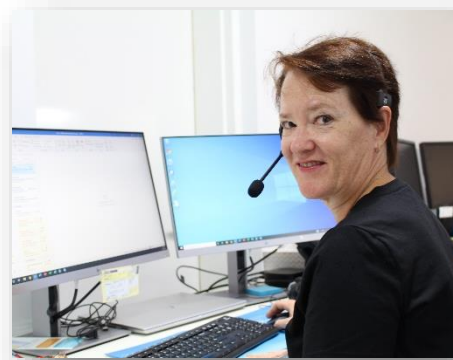
BHCI Bereavement Support & Complementary Therapy Services Coordinator

Community Outreach Service

This was to be the year Busselton Hospice Care Inc implemented a new Community Outreach Service. One of the main aims of the Community Outreach Service is to support people with a life limiting diagnosis and their care network to 'live well' and 'die well' and maximize their time and/or death at home. The other is to assist those left behind to feel supported through their bereavement, so they are better able to adjust to their new life without their loved one, re-establish their identity and confidence in their bereavement.

The Community Outreach Service comprises two programs designed to support people with a life limiting diagnosis and their care network within their own home. The first is a **Carer Education** program that provides training in the basic practical skills required to care for a dying person at home. The second is a **Home Visiting Volunteers** program, where a team of palliative care volunteers is recruited, trained and managed to provide in-home emotional, social and spiritual support to people whose choice is to die at home as well as their support network.

The dual challenges of the impact of the COVID-19 pandemic on volunteer programs and the ongoing search for a service coordinator has required agility and creativity to re-envision the implementation of the Community Outreach Service. The **Carer Education** program was originally intended for delivery via a face-to-face format. People with no prior healthcare or carer experience who wish to care for a dying person at home could acquire the basic skills, strategies, and confidence to equip them to achieve this goal. The three training sessions were adapted from the government funded **Learn Now; Live Well Carer Education Program** developed in 2006 and academically evaluated and endorsed. With the benefit of our CEO, Rosie Brown's skills, experience and qualifications in distance and online learning, and in response to the pandemic-driven desire for people to stay out of hospital to maximise contact with family and friends, the BHCI Carer Education program was rapidly repurposed for online webinar delivery. To date, 15 participants have completed the three-webinar series. Their evaluations have been unanimously and universally positive with self-rated carer confidence levels increasing from an average of 60% at the start of the series to 100% by the end. The webinar format makes the program accessible to people throughout WA and ongoing funding is being sought to promote this program on a state-wide basis.



Rosie Brown facilitates a Carer Education Program webinar session.

The development of the Home Visiting Volunteer program continues, with Rosie taking on the work of preparing the systems, policies and processes that comprise a robust, high quality model of service. The recruitment of a service coordinator early in 2021 will precede the recruitment and induction training of the first cohort of home visiting volunteers, with the goal of implementing this second program of the Community Outreach Service by mid-2021.

I can highly recommend the Busselton Hospice webinar Caring for a very sick person at home. I did it with my mum & she found it very empowering. It gave her much confidence in caring for my dad and a far greater understanding of what to expect.

S.A. Carer Education Participant

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 2020

**Liability limited by a scheme approved under
Professional Standards Legislation**

BUSSELTON HOSPICE CARE INC
34 520 860 920

CONTENTS

Committee's Report	1
Income Statement	2
Balance Sheet	5
Notes to the Financial Statements	6
Statement by Members of the Committee	11
Auditor's Report	12
Certificate by Members of the Committee	14

BUSSELTON HOSPICE CARE INC
34 520 860 920

COMMITTEE'S REPORT

Your committee members submit the financial report of the Busselton Hospice Care Inc for the financial year ended 30 June 2020.

Committee Members

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

Jonny Morrison
Teresa Heath
Joanne Davis
Helen Walker
Dee Melbourne
Stephen Turner
John Hanlon

Principal Activities

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

Significant Changes

A significant change in the nature of these activities occurred during the year due to the closure and restrictions on the Centre with COVID - 19. The full impact may not be felt until the following year.

Operating Result

The loss of the association after providing for income tax amounted to \$(141,510.53).

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

x4/2020

Dated this 10th day of September 2020

BUSSELTON HOSPICE CARE INC
34 520 860 920

HARVEY
& PARTNERS
CERTIFIED
PRACTISING
ACCOUNTANTS
BUSSELTON WA

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2020

	Note	2020 \$	2019 \$
INCOME			
Donations		80,100.78	147,728.96
Bequests		2,000.00	-
Calendar		15,133.54	16,599.24
Calendar Donations		1,898.44	3,000.00
Fundraising		639.55	-
Golf Day		10,500.00	36,030.00
		<u>110,272.31</u>	<u>203,358.20</u>
OTHER INCOME			
Grant Funding		9,650.00	20,359.90
Interest Received		6,422.90	7,117.93
Other Income		29,990.00	460.00
		<u>46,062.90</u>	<u>27,937.83</u>
		<u>156,335.21</u>	<u>231,296.03</u>

The accompanying notes form part of these financial statements.

BUSSELTON HOSPICE CARE INC
34 520 860 920

HARVEY
& PARTNERS
CERTIFIED
PRACTISING
ACCOUNTANTS
BUSSELTON WA

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2020

	Note	2020 \$	2019 \$
EXPENDITURE			
Audit Fees		1,000.00	-
Advertising/Publicity		9,760.73	3,098.35
Bank Charges		497.86	396.45
Bereavement Support		183.04	-
Calendar Expenses		7,762.35	7,352.00
Cleaning		1,204.67	1,052.00
Community Outreach Programme		109.77	-
Complementary Therapy		429.54	330.84
Cooking for One		160.70	-
Equipment		7,269.64	18,947.00
Functions		2,618.95	1,653.72
Fundraising Contractor		7,150.00	-
Fundraising Expenses		2,824.69	-
Gardening Expenses		713.23	-
Insurance		4,910.17	4,271.47
IT Support		8,866.66	2,812.50
Postage		340.55	519.10
Printing & Stationery		2,068.53	3,249.63
Repairs & Maintenance		998.21	3,295.56
Staff Training & Welfare		715.65	1,453.45
Subscriptions/Membership		670.37	670.00
Sundry Expenses		205.46	729.61
Superannuation		16,529.27	16,752.20
Telephone & Internet		5,161.93	4,862.94
Uniforms		-	121.55
Volunteer Expenses		1,450.92	-
Salaries & Wages		187,049.36	156,850.53
WACHS - SW Supplies		-	337.73
Website		-	338.06
Transfer to/(from) Provision for Annual, Sick & Long Service		27,193.49	-
		<u>297,845.74</u>	<u>229,094.69</u>
(Loss) Profit before income tax		(141,510.53)	2,201.34

The accompanying notes form part of these financial statements.

BUSSELTON HOSPICE CARE INC
34 520 860 920

HARVEY
& PARTNERS
CERTIFIED
PRACTISING
ACCOUNTANTS
BUSSELTON WA

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2020

	Note	2020 \$	2019 \$
(Loss) Profit for the year		<u>(141,510.53)</u>	<u>2,201.34</u>
Retained earnings at the beginning of the financial year		481,353.38	479,152.04
Prior year adjustment		<u>(1,075.32)</u>	<u>-</u>
Retained earnings at the end of the financial year		<u>340,918.17</u>	<u>481,353.38</u>

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 2020

	Note	2020 \$	2019 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	376,318.79	487,021.38
Trade and other receivables	4	2,676.22	-
TOTAL CURRENT ASSETS		<u>378,995.01</u>	<u>487,021.38</u>
TOTAL ASSETS		<u>378,995.01</u>	<u>487,021.38</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and Other Payables	5	10,883.35	5,668.00
Employee Benefits	6	27,193.49	-
TOTAL CURRENT LIABILITIES		<u>38,076.84</u>	<u>5,668.00</u>
TOTAL LIABILITIES		<u>38,076.84</u>	<u>5,668.00</u>
NET ASSETS		<u>340,918.17</u>	<u>481,353.38</u>
MEMBERS' FUNDS			
Retained earnings	7	340,918.17	481,353.38
TOTAL MEMBERS' FUNDS		<u>340,918.17</u>	<u>481,353.38</u>

The accompanying notes form part of these financial statements.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020**

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 Incorporation Act 2015 and is a registered charity under the Australian Charities and Not-for profits Commission.

The functional and presentation currency of Busselton Hospice Care Inc. is in 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 accruals 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

Income Tax

The Association is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020**

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.

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.

Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Cashflows are discounted using market yields on high quality corporate bond rates incorporating bonds rated AAA or AA by credit agencies, with terms to maturity that match the expected timing of cash flows. Changes in the measurement of the liability are recognised in profit or loss.

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.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020**

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.

All revenue is stated net of the amount of goods and services tax (GST).

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.

The net amount of GST recoverable from, or payable to, the ATO is included as part of receivables or payables in the balance sheet.

BUSSELTON HOSPICE CARE INC
34 520 860 920

HARVEY
& PARTNERS
CERTIFIED
PRACTISING
ACCOUNTANTS
BUSSELTON WA

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$
3 Cash and Cash Equivalents		
Cash on Hand	463.75	-
Gift Cards on hand	20.00	-
Commonwealth Society Cheque #7085	55,223.90	26,916.39
Commonwealth Society Cheque #4200	598.15	659.60
Commonwealth Term Deposit #3422	44,550.13	289,934.74
Commonwealth Term Deposit #8938	-	60,687.88
Bankwest Term Deposit #3651	75,462.86	108,822.77
CB Savings acc 3	200,000.00	-
	<u>376,318.79</u>	<u>487,021.38</u>
4 Trade and Other Receivables		
Current		
Trade Debtors	1,457.22	-
GST Account	1,219.00	-
	<u>2,676.22</u>	<u>-</u>
	<u>2,676.22</u>	<u>-</u>
5 Accounts Payable and Other Payables		
Current		
PAYG Withholding Payable	4,636.00	5,042.00
Superannuation Payable	2,032.98	-
Trade Creditors	4,214.37	-
GST Account	-	626.00
	<u>10,883.35</u>	<u>5,668.00</u>
6 Employee Benefits		
Current		
Provision for Sick Leave	4,669.88	-
Provision for Long Service Leave	5,213.50	-
Provision for Holiday Pay	17,310.11	-
	<u>27,193.49</u>	<u>-</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$
7 Retained Earnings		
Retained earnings at the beginning of the financial year	481,353.38	479,152.04
(Net loss) Net profit attributable to the association	(141,510.53)	2,201.34
Prior year adjustment	1,075.32	-
Retained earnings at the end of the financial year	<u>340,918.17</u>	<u>481,353.38</u>

8 Statutory Information

The registered office of the association is:

5 Craig Street,
BUSSELTON WA 6280

The principal place of business is:

5 Craig Street,
BUSSELTON WA 6280

BUSSELTON HOSPICE CARE INC
34 520 860 920

HARVEY
& PARTNERS
CERTIFIED
PRACTISING
ACCOUNTANTS
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 10:

1. Presents a true and fair view of the financial position of Busselton Hospice Care Inc. as at 30 June 2020 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:

Chair: _____


Treasurer: _____


Dated this 10th day of September 2020

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

Report on the Audit of the Financial Report

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.

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. Royes
Marilyn Jean Royes B.Bus CPA MIPA AFA

Address: 4 Fairbairn Road, BUSSELTON WA 6280

Dated this 28 day of August, 2020

Looking Forward

Organisation Structure and the Operational Team Roles

The retirement of Busselton Hospice Care Inc.'s manager at the end of 2019 and the appointment of the Hospice Volunteer Coordinator to the new position of CEO at the start of 2020 saw the need to recruit three program coordinators and establish a new staff team at the Geographe Bay Centre. The role of the program coordinators is a challenging one, requiring a diverse range of skills and experience in program management, people management as well as education and training. The impact of COVID-19 on people's lives and priorities added to the complexities of staff recruitment.

One of the two vacant program coordinator positions was quickly and successfully filled. The decision was taken to delay the recruitment of the Community Outreach Coordinator until early 2021, when the implementation of the Home Visiting Volunteer program can progress with greater clarity around the ongoing impact of the pandemic on volunteer roles.

Promotion, Donation and Fundraising Strategy

BHCI has engaged the assistance of a Fundraising Consultant in an effort to develop a resilient and sustainable fundraising strategy that will secure ongoing income streams in the longer term and build partnerships with major donors that will provide a more reliable funding structure. Part of the BHCI fundraising strategy includes a formal Bequest Program and the CEO and a member of the Board are working on implementing this program early in 2021.

As a result of BHCI's first formal fundraising appeal in June and another planned prior to Christmas, BHCI has received offers from community groups to hold fundraising events to raise money for our work. These two fundraising appeals will become permanent activities on the BHCI calendar and ongoing partnerships with existing and new community fundraising groups will be developed as strands of the overall fundraising strategy.

The Board and CEO will continue to advocate for excellence in palliative care which will include lobbying government for the recognition and recurrent funding of palliative care volunteering in WA.

Service Delivery and Program Development

The events of 2020 changed the plans for the development and implementation of the Community Outreach Service as originally envisioned in 2019. The successful redesign and implementation of the Carer Education component of the COS has been achieved. The implementation of the second part of the COS – the Home Visiting Volunteer program – has been deferred to early 2021 due to the uncertainty around volunteer roles and visiting people in their homes.

Grant funding is currently sought through charitable foundations and Lottery West's COVID-19 Relief Fund to deliver and evaluate the two new programs introduced this year to establish their value and secure recurrent funding in the future.

BHCI plans to explore the development and implementation of a fee-based corporate education program in 2021 that supports the role of a 'compassionate employer' as part of the international *Compassionate Community* movement.

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 our CEO or a Board member will be happy to meet with you for an unconditional discussion about the options available and to provide the necessary information regarding this. Information about bequests is also available on our website.

Volunteer with BHCI

There are many opportunities for volunteering your skills and abilities with BHCI. If you would like to speak with the CEO about becoming a **Board member**, you can make contact by any of the following means:

- Call us on (08) 9751 1642. We are available Monday to Friday 9am to 4pm
- Visit us at the Geographe Bay Centre, 5 Craig Street, Busselton, WA, 6280
- 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 also have volunteering opportunities at our headquarters at the Geographe Bay Centre to help with some **administration duties** or to **maintain our garden** and the **general upkeep** of our building.

Our 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 do not 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.

We recruit and train one new group of palliative care volunteers to work in the **Hospice Unit** at the Busselton Health Campus each year. For more information about our volunteer programs and training dates for 2021, please contact us on any of the means above to talk to our Hospice Volunteer Program Coordinator.

We also recruit and train volunteers to help with the provision of our Complementary Therapy and Bereavement Support services. If you are a **qualified complementary therapist** or have an interest in assisting in the **meeting/greeting of complementary therapy clients** or providing **peer-based bereavement support**, please contact our Bereavement Support and Complementary Therapy Coordinator on any of the means above.

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

Thank You to All Our Supporters

Grants & Crowd Funding Agencies

- Australian Government Department of Social Services Community Grant - \$4,650
- City of Busselton – Community Bid – Round 2 - \$5,500
- BHCI Volunteer participated in HBF Marathon - \$690.79

Formal BHCI Fundraising Campaigns/Appeals

- 2020 Annual Appeal - \$18,974.40 (\$19,335 received less GiveEasy Fees \$360.60)

Donations from Local Businesses

- Cape Cellars West Busselton (2019 Volunteer Christmas Function) - \$590.00
- IGA West Busselton - \$97.86
- Kevin Davis Car World - \$100
- Bunnings Warehouse - \$150 (vouchers)

Donations from Community Groups

- Busselton Old Time Dance - \$800
- Busselton Caravan Club - \$250
- CWA Dunsborough - \$2,500
- Lions Club of Dunsborough - \$4,000
- Naturaliste University of the 3rd Age - \$70
- Veterans' Car Club Ladies - \$185
- Voices of the Vasse - \$217

Donations received from community members for the following reasons:

- Bequests from individual's estates - \$3,000
- In memory of a loved one or friend cared for in the BHC Hospice Unit - \$855
- In memory of a loved one or friend - \$255
- In lieu of payment for providing a service by BHCI or external fundraising event - \$2,935.80
- Development of BHCI's Community Outreach Service - \$25,000

External Fundraising Event

- Gail Kearney Hospice Memorial Golf Day - \$10,500
- Busselton Repertory Club - \$3,200
- Old Mates' Band (organized by N&K Fucile) - \$2,600
- Gift wrapping stall at The Good Guys (Busselton) - \$482
- Busselton Pride Alliance Inc - Rainbow Dog Walk - \$2000

General Sponsors & Regular Donors

- Collection tins in community locations - \$267.95
- Specsavers Pty Ltd – Busselton Store - \$1,602.20
- San Marino Nominees Pty Ltd - \$10,180.95

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 - \$50
- Hand-made Greeting Cards - \$132
- Recipe books - \$10
- 2019/20 Entertainment Books - \$922 -
- 2019 Wine Fundraiser - \$1,780
- Chocolate Sales. - \$440.55
- Wolfies' Pens - \$145