



Busselton Hospice Care Inc.

AT
Geographic Bay
CENTRE

Our community supporting end of life care

Busselton Hospice Care Inc.



Cape Naturaliste, WA
Photograph by Christian Fletcher from the 2020 BHCI Calendar - February

2021

Annual Report

www.busseltonhospicecareinc.org.au

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BHCI Chairperson's Report

This past year has seen the consolidation of our relationships with local community support and with major stakeholders such as the WA County Health Services, the Department of Health, Palliative Care WA and with local health providers.

The decision during 2020 to appoint a Fundraising Consultant has proven to be a very positive move for our organisation. The appeals and other strategies have increased community and government awareness both of our contribution to the community and our need for funding support. Together with our fundraising consultant, Emma Breidahl, our CEO Rosie Brown has successfully negotiated one-off grants from the WA Country Health Service and the Department of Health and these have made a significant contribution to our funding base. For the first time, BHCI's reliance on local community support has been assisted by the injection of WA government funds.



Other funding outcomes during the year have been successful grant applications from Lottery West, (Carer Education and Grief Connect promotion), Aged Persons Welfare Fund (general support linked to the Home Visiting Volunteer Program), Sisters of Charity and Long Table Lunch. In addition, a very successful campaign *Go Blue in June* provided an injection of funds and wonderful engagement from key local businesses and organisations, including the City of Busselton. There have also been very positive responses from major individual and group donors who have pledged their support, with local businesses becoming involved in sponsorship and in spreading of awareness of the work of the organisation.

This local generosity has always been at the heart of sustaining our service in our community and is an expression of the recognition of the importance of quality end of life care. For the first time, our funding grants have enabled us to promote through advertising, which has increased the public awareness of our services, especially those available outside our area. The professionalism of our fund raising has been supported through the investment in the Salesforce Database.

The continuing commitment to our viability has been the ongoing development of our programs of care. There has been very solid recognition of the Hospice Volunteer Program by patients, families, and health professionals. The Bereavement Support Service has expanded this year and has attracted increased referrals, as has the Complementary Therapy Service, which is now being offered in the Busselton Health Campus, as well as at the Geographe Bay Centre. The Home Visiting Volunteer Service is now established, with the coordinator having developed referral pathways and a group of trained volunteers. We are most appreciative of the professionalism and dedication of our program coordinators in Kelly Rickwood, Leanne O'Shea, and Kylee Anderson. Their work is underpinned by the support of Josie Vigors as Administrative Officer, Lisa Stelter, our Finance Officer, and Greta Milne, our Relationships Officer.

Along with other palliative care organisations, BHCI has adapted to the challenges presented by the COVID 19 pandemic and the introduction of the VAD legislation during 2020, both of which have required adjustment on the part of staff, volunteers, and community.

In April we were very saddened by the passing of Helen Walker, a valued board member who made a significant contribution to palliative care at a state level during her nursing career. We were privileged to experience the benefit of her wisdom and expertise during her time with us. During the year our secretary Dee Melbourne submitted her resignation to pursue full time study in addition to her job. Our latest addition to the board is Tamsin Coutts, a local GP with commitment and experience in the field of palliative care and we welcome her enthusiasm and energy. I would like to acknowledge the input of Steve Turner and John Hanlon, who contribute their very valuable business and accounting knowledge, and the long-term dedication of Jeannie Davis and Trent Healy. The support of all board members is inspiring.

I would like to offer my deep appreciation to all board members and staff of BHCI and look forward to another year ahead as we make the decisions to take the necessary steps to build on the strength and community support, we have generated over the years to continue to enhance the quality of end-of-life care. I am especially appreciative of our CEO Rosie Brown who is a tower of strength, compassion, and professionalism.

Jenny Monson

BHCI Board Chair



BHCI wins **Outstanding Rural/Regional Team Delivering Holistic Palliative Care** at the 2021 Biannual WA Palliative Care Awards in November.

BHCI Mission

Busselton Hospice Care Inc.'s (BHCI) philosophy has always been based on what is today called a 'Compassionate Community' model where caring for people who are dying or experiencing grief is a community responsibility.

Family, friends, and caregivers provide more than 80% of care needed by patients with serious illness or long-term conditions and contribute billions of dollars in unpaid labour to our health system. The number of caregivers and the support needed from them is expected to substantially increase over the next decade.

A 'Compassionate Community' approach widens the circle of caring and provides much-needed support to patients and caregivers facing serious illness and death. 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. This enhances the clinical services available, affords people more choice and a better experience for the 'rest of life'.

The image below depicts the 'Compassionate Community' model and the BHCI logo within a pink heart highlights the direct contribution BHCI volunteers make to people and their caregivers in both the community and clinical health care contexts.

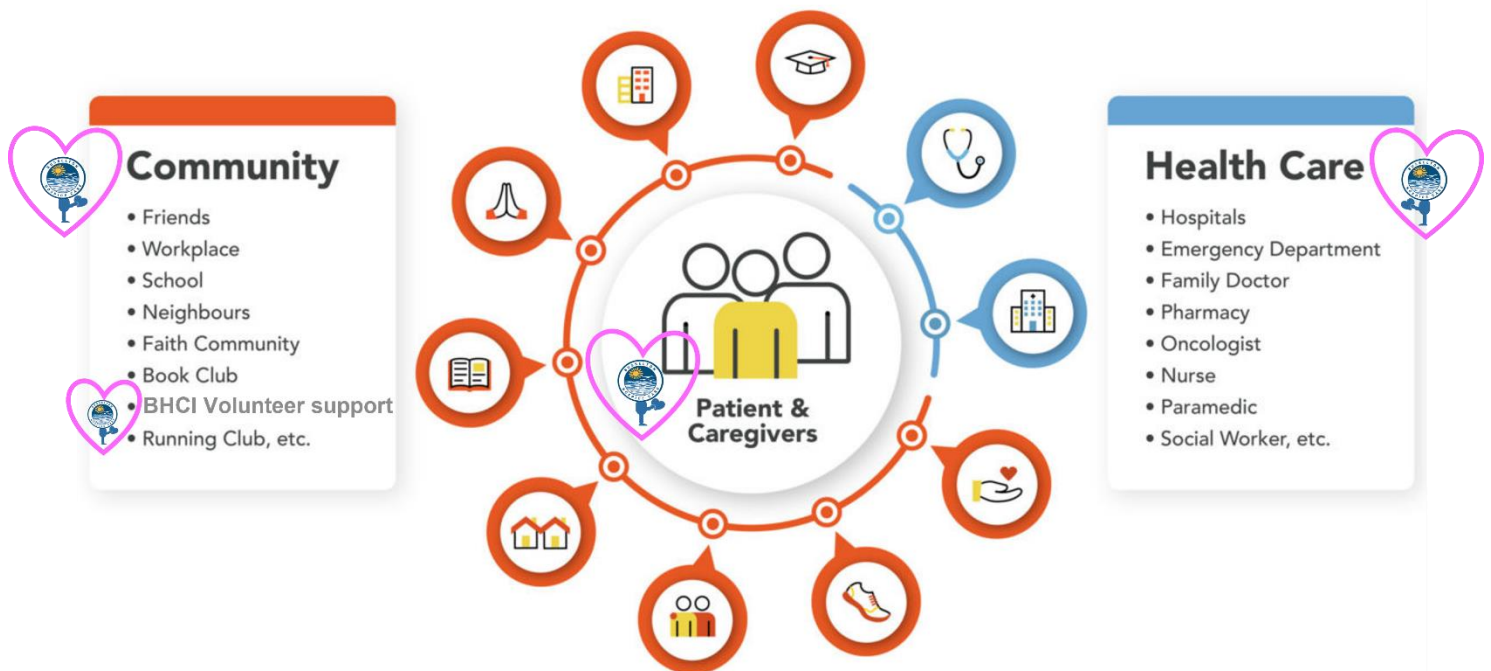


Image adapted from Pallium Canada [https://www.pallium.ca/compassionate-communities/\(24/08/21\)](https://www.pallium.ca/compassionate-communities/(24/08/21))

BHCI Programs and Services



Hospice Volunteer Program

For over 20-years, BHCI Hospice volunteers have been offering emotional support, practical assistance, and companionship to people and their loved ones during admission to the original Hospice (now the Geographe Bay Centre) and, since 2015, to people and their care network at 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.

Our **1800 975 014** Grief Connect Call Line provides WA-wide telephone support and companionship for anyone struggling with a terminal illness, caring for someone with a terminal illness, or anyone struggling with a past or recent bereavement.



Complementary Therapy Program

BHCI complementary therapist volunteers provide relaxation therapies at the Geographe Bay Centre or in the Busselton Health Campus Hospice Unit, 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

Comprising two programs, the first is our **Carer Education** webinar tri-series offers carer training for people anywhere in WA, wishing to care for a dying loved one to remain at home for as long as possible and who prefer to die at home. The second, is our **Home Visiting Volunteers**, who provide in-home emotional and social support for people and their care network as well as several hours of respite for carers. They also link families to our other support programs.

The CEO's Report

Recently, a very sage person made the pithy observation that, “2021 hasn’t done anything to embarrass 2020”. How right they are! This year, the COVID-19 pandemic has continued to change the rules of the game and we now operate in a constant state of anticipatory alertness, ready to adapt to whatever comes next. BHCI has been one of the lucky volunteer-involving organisations as the majority of our dedicated volunteers returned to their roles following last year’s initial three-month suspension of all our volunteer-based services. The pandemic has shown how vitally important the palliative care volunteer role is to supporting people through the experiences of grief and loss in our community, in our own country, and throughout the world.



Rosie Brown
Chief Executive Officer

In November 2020, the Joint Select Committee on Palliative Care in WA released their report. We were delighted to read a recommendation to implement funding to sustain palliative care volunteering as part of a Compassionate Communities model. In response, the Health Department’s End of Life Project has funded BHCI with a one-year grant to continue our volunteer service delivery and develop a model to enable the replication of the service in other rural and regional areas of WA. We are hopeful this will lead to further funding after this grant ends in June 2022.

With assistance from a fundraising consultant, BHCI has gained further traction with the Implementation of our long-term fundraising strategy to secure a sustainable ongoing income stream. We have been successful in securing some one-off grants from Lottery West, Wesley Aged Person’s Fund, and the Chef’s Charity Long Table Lunch. We have also received pledges of donations of support for the next five years from several generous benefactors in our community. These grants and donations together with community events such as our “Go Blue for June’ campaign, the Rainbow Dog Walk, the Gail Kearney Golf Day, the Dunsborough Lakes Golf Club Luncheon and Auction, and the Triple M Talent & Trivia Night at Shelter are not only helping raise much needed funds, but also helping raise awareness in the community that BHCI is still here for them when they need support through the journey of end of life and bereavement.

One of the activities BHCI has taken up following our involvement with the Business Accelerator Program with students from the University of WA was to promote our service on GWN7 TV advertisements and on radio. As a community charity, GWN7 provided a generously discounted rate and Lottery West funding enabled us to run an advertising campaign over several months. We were also delighted to be named this year’s sponsored charity by Southern Cross Austereo which has given us airtime on their Triple M radio station. Both advertising/promotional initiatives have increased the community awareness of our services and we’re pleased to be able to help more people now they know we’re here for them!

In 2019, BHCI was both humbled and honoured to be the inaugural recipient of the **Outstanding Organisation** Award by Palliative Care WA and the first recipient of the **Douglas MacAdam Perpetual Trophy for Excellence in Palliative Care** at the first of their biannual palliative care awards event. On 4th November this year, just to show it was no fluke, BHCI was again, a finalist for this award. We were also a finalist in the category of **Outstanding Rural/Regional Team Delivering Holistic Palliative Care** and capped off a busy, successful year by winning that award. A fellow finalist in this category was the WA Country Health Southwest Palliative Care Team, with whom we work closely to deliver compassionate palliative care to the southwest community. We share this award with our clinical colleagues and know our community is receiving world class end of life support and care.

Not a day goes by that I'm not learning from the examples of creativity, compassion and humanity from our volunteers and the amazing staff who go above and beyond the call of duty to deliver our programs and support our volunteers. I am grateful to have had the continued guidance and assistance from our dedicated Board members, one of whom we sadly lost this year. I wish to pay a special tribute to Helen Walker who taught me so much and was a stalwart supporter for me and for our work. Helen was hugely instrumental in BHCI receiving the grant from the Dept of Health.

The successes we've achieved this year came from the momentum we gained in 2020. Steel is forged in fire, and as I hand the baton on to the next CEO in early 2022, I will look back with huge pride on the way we have emerged from the furnace of this pandemic. I know this special organisation will continue building on the strong foundations laid down over these last two years to not only continue to provide our award-winning services, but to advance the role and recognition of palliative care volunteers in the delivery of world-leading palliative and end-of-life care in WA. I am so grateful to have worked for BHCI for the last five years, three as the Volunteer Manager and then this last two as the CEO. This will remain some of the most important work of my career and I will forever treasure the friendships I've made with Board members, staff, volunteers and so many of our stakeholders. Thank you for having me!

Rosie Brown
BHCI CEO

Hospice Volunteer Program

2021 has been an unforgettable journey for the Hospice volunteers with new requirements impacting the Hospice volunteer program throughout the year. But these circumstances have only highlighted the resilience, professionalism, commitment, and flexibility of the Hospice volunteers and their dedication to the Hospice volunteer program and supporting their local community.

Recruitment and Retention

16 new Hospice volunteers joined the wonderful Hospice volunteer team after completing their five-day induction training. One comment shared about the Induction training was:

"I found the course to be comprehensive, a total eye opener and amazing with informative content".

Hospice volunteers who retired during 2021 received a letter of appreciation as a gesture to recognise the time, energy, kindness, and compassion provided throughout their time as a Hospice volunteer.

Volunteer involvement

Hospice volunteers not only care about the people in our community, but they also care about our environment, joining the *Containers for Change* program, reducing landfill, and also raising over \$1,300.00 for BHCI.

Hospice volunteers continue to drive improvements in the provision of holistic and sensitive palliative support. One example is the *Compassionate Carry Bags*: reusable bags with the phrase "Thinking of you with care and compassion". Compassionate carry bags are available in the Hospice unit to respectfully store a patient's personal belongings and return them to their family.

With support from the Busselton Health Campus, one of our Complementary Therapist volunteers now visits the Hospice unit regularly to provide free complementary therapy appointments for Hospice patients in the comfort of their room.

Hospice volunteers sensitively identify, and address end-of-life issues, grief and bereavement impacting Hospice patients and loved ones, facilitating and connecting them to BHCI's *Rest of Life* programs. During a time when travel restrictions and isolation from COVID-19 is prevalent across our community, Hospice volunteers play an integral role in the provision of holistic palliative care by building support networks for patients and loved ones and facilitating a compassionate local community.

Support and Development

The BHCI mandatory training feedback reflects a consensus view that:

"The whole day was both informative and very enjoyable. Thank you!"

CCC Café (Coffee, Cakes and Coffins) topics for 2021 included having guest speakers sharing interesting and inspiring conversation, watching documentaries, and exploring new information and facts around end of life.

A debrief and memorial ritual has been included in the Hospice volunteer meetings twice a year. The ritual of walking together in conversation to the beach, offering up a sprig of rosemary to the ocean, moment of quiet reflection and remembrance, and conversation on the return to the GBC has become a supportive peer debrief opportunity for the Hospice volunteers. 97% of Hospice volunteers (37 completed surveys) agreed they felt supported and able to seek support.

Workplace Safety

COVID-19 has been the focus for workplace safety for Hospice volunteers in 2021. Hospice volunteers have diligently kept up to date with fluctuating COVID-19 directions ensuring everyone's safety in the Hospice unit. The willing response by Hospice volunteers to meet mandatory vaccination requirements, demonstrates the Hospice volunteers unwavering commitment to the Hospice volunteer program.

Self-care September coincided with *R U really Ok* day and was an opportunity to remind Hospice volunteers about the importance of self-care. Self-care is vital for Hospice volunteers as it enables them to continue to care with compassion for others, and this was reinforced in a BHCI Volunteer Survival Pack distributed to all our volunteers.

Hospice Volunteer Recognition

The National Volunteer Week celebration was a highlight of 2021, with the appropriate gift a bottle of alcohol-based hand rub with the message "The hands that make a difference are the hands of a BHCI volunteer". One of our longstanding BHCI volunteers shared their inspirational story about volunteering in our community, acknowledging the true gift of volunteering.

Whilst COVID-19 has restricted Volunteers attending the Hospice unit at different times throughout the year, Hospice volunteers on average contributed 545 volunteer hours per month at the Hospice unit during 2021. WA Volunteering Value Calculator predicts that to replace the Hospice volunteer program, the cost would be over \$300 000 per year, based on the average wage of a part time employee.

However, the true value of the Hospice volunteer program cannot be calculated by gifts or money but from the testimonials of Hospice patients and loved ones. Some reflections on how the Hospice volunteers are valued and the support they provide include:

"They make the experience of the unit so warm and comforting".

"It is a comfort to have them and nothing is too much trouble"

"I cannot be at the hospital day and night and would be anxious if these volunteers were not here"

Lastly, the testimonial below sums up the vital role of Hospice volunteers in the provision of holistic quality palliative care:

"Professional care by Doctors, Nurses, Physiotherapists and ancillary staff such as cleaners and those bringing his meals was timely and appropriate and very much appreciated. But such people could not be there all the time and provide the necessary support as needed. That role was undertaken by the Hospice volunteers who supported us, as the days went by, with their constant attention; sitting with him when we couldn't be there; giving of themselves to us when we needed someone to talk to or offer us a shoulder to lean on".

Hospice volunteers are professional palliative care volunteers who freely give their time to provide a non-judgmental listening ear when people want to talk, provide cups of tea and snacks to nourish the soul, a freshly made bed when people are tired, are available to sit quietly and be present when someone is alone, provide comfort through a friendly smile, hand massage, soft pillows and warm blanket, are the hand to hold or the shoulder to lean on. These attributes are difficult to quantify, because they are invaluable to Hospice patients and loved ones and are forever remembered.

Kelly Rickwood

BHCI Hospice Volunteer Coordinator

Bereavement Support Program

2022 Snapshot

- New program implemented – Bereaved Women’s Community Coffee & Care
- BS packs available at the BHCI and Hospice Unit
- Bereaved men’s community dinner– community outings and social connection implemented in 2021 with afternoon tea held at the Busselton Museum, Car Museum and Equinox - numbers remain strong
- Bereaved Women’s Support Group – Community Coffee & Care commence in Oct 2021
- Grief Connect Call Line – 36 calls received from community members and service providers
- Grief Connect Call Line – State-wide promotion with GWN7 TV
- 2021 service of remembrance in support/partnership with Barrett’s – Nov 28th
- EOL support provided to Hospice and BHCI patients and families
- City of Busselton’s (CoB) Vasse Human Service Alliance meeting.
- BHCI Presentation – September - Capeview
- Pemberton Community talk – emergency response due to sudden death of a community member
- Program Flyers redeveloped and printed
- Bereavement Support Fact Sheet developed for volunteers and staff
- New volunteer recruitment training delivered in partnership with Kelly Rickwood – May 2021
- Intake Form currently in review – to be finalised and implemented for the start of 2022 program

Recruitment and Retention

Our Bereavement Support Program (BSP) commenced 2021 with 5 volunteers and finished the year with 4 volunteers due to the impacts of COVID-19. The current volunteers have been on the BSP team for over 6 years and bring commitment and value to their role, the Geographe Bay Centre (GBC), and the community. We will not recruit further volunteers until the service numbers grow.

Volunteer Involvement

Volunteers provide bereaved support sessions at the GBC via one – to – one contact, our weekly drop-in sessions or via phone support. Volunteers attend a bimonthly team meeting and help coordinate our men’s bereaved dinner, Bereaved women’s support group, annual remembrance service in November and other annual fundraising events.

Support & Development

Volunteer training occurs via webinar, ted talks, workshops with coordinator specifically on grief & bereavement, self-care, and boundaries. A model of care, operation and strategic documents, client data base, program assessment and evaluation tools and volunteer handbook, promotional flyer and factsheets are all utilised by volunteers. Additional tools have been developed in assessing wellbeing, educating clients on normal grief and road map to validate 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, PD and volunteer hours are monitored and reviewed. Client documentation and security has been reviewed and documented.

Volunteer Recognition

All volunteers attend volunteer recognition events, regular emails of thanks along with bimonthly training and debrief where acknowledgement of quality standards are recognised. A planned BS volunteer lunch is scheduled for an end of year review.

Quality & Continuous Improvement

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

Leanne O'Shea

BHCI Bereavement Support & Complementary Therapy Services Coordinator



“Walk and Talk” bereavement support along the beach.

Complementary Therapy Program

2021 Snapshot

- 6 x hospice patients received CT in the comfort of their hospice room
- Bookings & appointments remain strong and booked weeks in advanced for CT every Thursday at BHCI
- Therapy rooms upgraded and beautified in July 2021 due to a successful funding grant
- Mindfully YOU approx. 4 - 6 attendees monthly
- 4 Volunteers resigned due to Covid mandate
- Ongoing therapist recruitment throughout 2021
- Evaluation review and data collection for 2021 – statistic available
- Program Flyers redeveloped and printed

Recruitment and Retention

Ongoing recruitments for the CT team. 5 Therapists required to meet the needs of 2022 program.

Volunteer Involvement

Volunteer therapists provide six therapy session per week at the Geographe Bay Centre plus additional CT for hospice patients upon request for which volunteers are happy to provide this service on additional days and within the hospice unit. 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. Currently no training is provided to the CT volunteer team and will be reviewed and implemented in 2022

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 attend volunteer recognition events, regular emails of thanks and review meetings with coordinator.

Quality & Continuous Improvement

Continuous improvement is monitored regularly, and a review of Complementary Therapies occurs annually in December.

Leanne O'Shea

BHCI Bereavement Support & Complementary Therapy Services Coordinator

Community Outreach Service

I was delighted to accept the role of Community Outreach Service (COS) Coordinator in March 2021. It has been inspiring to join the BHCI's staff team, along with all the hospice volunteers. BHCI have a wonderful team of committed professional volunteers with the clients as their top priority. I feel honoured to be surrounded by such caring human beings.

Palliative Home Visiting

Home visits have commenced, with volunteers providing emotional, social, and practical support to clients and carers in the home for those choosing to remain at home. This not only supports the client but offers respite to their carers offering them time to stay connected with their friends and community or simply rest, knowing that someone is with their loved one.

Community Engagement

We are continuing to talk with community groups and being actively involved in events for many community services. These connections are vital to sharing information about our services and increasing awareness in the community assists others to refer those who feel would benefit from our services. The timely contact with the client allows us to implement support services early in their journey maximizing the benefits for both the client and their carers.

Many medical practices throughout Busselton and Dunsborough have been visited with medical staff acknowledging that the COS is a vital inclusion in their clients end of life journey.

Client/Carer Acceptance

There have been many referrals to the Community Outreach Service, however these have been very late in the client's journey, and there has not been time to implement home visiting before the client has died. This is recognised as a matter which needs to be addressed. We are continuing to work closely with the regional clinical palliative care team to put strategies in place to encourage those choosing to stay at home, and their carers to feel comfortable accepting support, rather than viewing it as their failure.

Volunteer Recruitment

As we require home visiting volunteers to have already completed 12 months experience in the Hospital setting, we have drawn on existing volunteers to support clients in the home. The home visiting volunteers are asked to complete the Carer Education Webinar program before joining the at home visiting service. Currently there are 6 volunteers who have completed these requirements.

Carer Education

The carer education program continues to provide important information and skills to those caring for a very sick person at home. Contact has been made with many larger organisations, such as Carers WA and the Cancer Council, with positive feedback that it is a valuable service they are interested in offering their clients in the future.

Lasting Words

The Lasting Words project allows people ('storytellers') who are approaching the end of their life to have their stories, thoughts and special memories captured.

The storytellers are encouraged to talk about their memories, achievements, hopes, dreams, and wishes which can be highly therapeutic, for people as they approach the end of their life.

It is hoped that with a successful grant application BHCI will have volunteers trained to become ('interviewers') who will sit with people in the Hospice Unit at the Busselton Health Campus or visit people in their homes or in residential aged care, to record their conversations and transcribe their stories. The resulting story can help with making meaning of a life as well as provide family and loved ones with a lasting memento.

Kylee Anderson

BHCI Community Outreach Services Coordinator



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BUSSELTON HOSPICE CARE INC
34 520 860 920

FINANCIAL REPORT
FOR THE YEAR ENDED
30 JUNE 2021

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

BUSSELTON HOSPICE CARE INC
34 520 860 920

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BUSSELTON HOSPICE CARE INC
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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 2021.

Committee Members

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

SONNY MONSON	TAMSIK GOWA	
JESSIE DAVIS	ALAN WILSON	Passed Away April 2021
STEVE TURNER	DEE MURDOCH	RESIGNED July 2021
TRENT HOOM		
JOHN HANSEN		

Principal Activities

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

Significant Changes

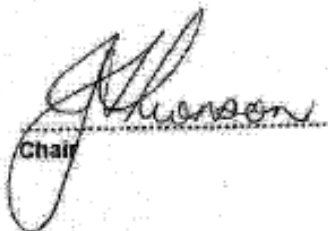
A significant change in the nature of these activities occurred during the year due to the ongoing restrictions placed on the Association with COVID - 19. The impact of this event may be felt in the following year.

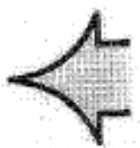
Operating Result

The profit of the association after providing for income tax amounted to \$41,110.13.

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

Dated this 27th day of October 2021


Chair



BUSSELTON HOSPICE CARE INC
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 BUSSELTON WA

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
INCOME			
Donations		166,410.23	80,100.78
Bequests		-	2,000.00
Calendar		21,686.45	15,133.54
Calendar Donations		4,545.05	1,898.44
Fundraising		2,793.60	639.55
Golf Day		59,400.00	10,500.00
		<u>256,835.33</u>	<u>110,272.31</u>
OTHER INCOME			
Grant Funding		57,385.00	9,650.00
Grant Funding Department of Health		181,818.18	-
Interest Received		3,779.87	6,422.90
Other Income		56,245.90	29,990.00
Reimbursements		1,922.61	-
		<u>301,151.56</u>	<u>46,062.90</u>
		<u>557,986.89</u>	<u>156,335.21</u>

The accompanying notes form part of these financial statements.

BUSSELTON HOSPICE CARE INC
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INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
EXPENDITURE			
Audit Fees		800.00	1,000.00
Advertising/Publicity		12,899.52	9,760.73
Bank Charges		1,082.33	497.86
Bereavement Support		539.59	183.04
Calendar Expenses		12,165.70	7,762.35
Cleaning		1,167.49	1,204.67
Community Outreach Programme		723.31	109.77
Complementary Therapy		14.01	429.54
Cooking for One		255.57	160.70
Conferences		136.36	-
Equipment		1,433.14	7,269.64
Functions		2,032.54	2,618.95
Fundraising Contractor		26,400.00	7,150.00
Fundraising Expenses		968.60	2,824.69
Gardening Expenses		1,020.27	713.23
Insurance		5,508.94	4,910.17
IT Support		6,094.52	6,666.66
Membership Fees		100.00	-
Postage		255.25	340.55
Printing & Stationery		2,978.18	2,068.53
Repairs & Maintenance		1,050.61	998.21
Staff Training & Welfare		1,435.95	715.65
Subscriptions/Membership		1,097.81	670.37
Sundry Expenses		15.00	205.46
Superannuation		18,929.37	16,529.27
Telephone & Internet		2,957.02	5,161.93
Volunteer Expenses		2,136.43	1,450.92
Salaries & Wages		186,494.72	187,049.36
Transfer to Unexpended Grant Funds		194,786.06	-
Transfer to/(from) Provision for Annual, Sick & Long Service		31,398.65	27,193.49
		516,876.76	297,845.74
Profit (Loss) before income tax		41,110.13	(141,510.53)

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 2021

	Note	2021 \$	2020 \$
Profit (Loss) for the year		41,110.13	(141,510.53)
Retained earnings at the beginning of the financial year		340,918.17	481,353.38
Prior year adjustment		(372.68)	(1,075.32)
Retained earnings at the end of the financial year		382,400.98	340,918.17

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 2021

	Note	2021 \$	2020 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	643,535.87	376,318.79
Trade and other receivables	4	962.00	2,678.22
TOTAL CURRENT ASSETS		<u>644,497.87</u>	<u>378,995.01</u>
TOTAL ASSETS		<u>644,497.87</u>	<u>378,995.01</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	5	23,362.15	10,883.35
Employee benefits	6	43,948.86	27,193.49
Unexpended Grant Funds on Hand		194,786.08	-
TOTAL CURRENT LIABILITIES		<u>262,096.89</u>	<u>38,076.84</u>
TOTAL LIABILITIES		<u>262,096.89</u>	<u>38,076.84</u>
NET ASSETS		<u>382,400.98</u>	<u>340,918.17</u>
MEMBERS' FUNDS			
Retained earnings	7	382,400.98	340,918.17
TOTAL MEMBERS' FUNDS		<u>382,400.98</u>	<u>340,918.17</u>

The accompanying notes form part of these financial statements.

BUSSELTON HOSPICE CARE INC
34 520 860 920

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

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

The functional and presentation currency of Busseton 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 a 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

COVID -19 IMPACT

With a formal classification of a Pandemic being declared, the full impact and magnitude of this event on the financial and economic conditions being felt by the Association is unknown. Management is actively monitoring and implementing strategies to minimize its effects on the organisation.

The Busseton Hospice Care Inc. has qualified for the Cashflow Boost of \$10000 and the Job Keeper Subsidy of \$45,000 from the Federal Government.

BUSSELTON HOSPICE CARE INC
34 520 860 920

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

Impairment of Non-Financial Assets

At the end of each reporting period the association determines whether there is 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.

Provisions

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

BUSSELTON HOSPICE CARE INC
34 520 860 920

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

Cash and Cash Equivalents

Cash and cash equivalents comprise 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.

Dividend revenue

Dividends are recognised when the right to receive payment is established.

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

MARVEY
& PARTNERS
CERTIFIED
PRACTISING
ACCOUNTANTS
BUSSELTON WA

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021**

	2021 \$	2020 \$
3 Cash and Cash Equivalents		
Cash on Hand	1,341.75	463.75
Gift Cards on hand	-	20.00
Prepayments	3,326.40	-
Commonwealth Society Cheque #7085	189,858.88	55,223.90
Commonwealth Society Cheque #4200	1,000.00	598.15
Commonwealth Term Deposit #3422	44,911.88	44,550.13
Bankwest Term Deposit #3651	-	75,462.86
CB Savings acc 3	101,335.40	200,000.00
Comm Bank Savings 4	101,761.56	-
Comm Bank Savings 5	100,000.00	-
Comm Bank Savings 6	100,000.00	-
	<u>643,535.87</u>	<u>376,318.79</u>
4 Trade and Other Receivables		
Current		
Trade Debtors	962.00	1,457.22
GST Account	-	1,219.00
	<u>962.00</u>	<u>2,676.22</u>
5 Accounts Payable and Other Payables		
Current		
PAYG Withholding Payable	3,372.00	4,636.00
Superannuation Payable	2,219.99	2,032.98
Trade Creditors	601.27	4,214.37
GST Account	17,168.89	-
	<u>23,362.15</u>	<u>10,883.35</u>
6 Employee Benefits		
Current		
Provision for Sick Leave	5,673.46	4,689.88
Provision for Long Service Leave	-	5,213.50
Provision for Holiday Pay	29,838.00	17,310.11
Provision for Public Holidays and Toit	8,437.20	-
	<u>43,948.66</u>	<u>27,193.49</u>

BUSSELTON HOSPICE CARE INC
34 520 860 920

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

	2021 \$	2020 \$
7 Retained Earnings		
Retained earnings at the beginning of the financial year	340,918.17	481,353.38
Net profit (Net loss) attributable to the association	41,110.13	(141,510.53)
Prior year adjustment	372.68	1,075.32
Retained earnings at the end of the financial year	<u>382,400.98</u>	<u>340,918.17</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

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 2021 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 21st day of October 2021

**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 Associations Incorporations Act 2015 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. Royer*
Marilyn Jean Royer B.Bus CPA MIPA AFA

Address: 4 Fairbairn Road, BUSSELTON WA 6280

Dated this 13 day of October, 2021

BUSSELTON HOSPICE CARE INC
34 520 860 920

MEMBER
BUSSELTON
HOSPICE CARE
INC
34 520 860 920

CERTIFICATE BY MEMBERS OF THE COMMITTEE

I, JAMES DAVIS of Busseilton Hospice Care Inc, certify that:

- (a) I attended the annual general meeting of the association held on
- (b) The financial statements for the year ended 30 June 2021 were submitted to the members of the association at its annual general meeting.

Dated this 21ST day of OCTOBER 2021

Committee Member: *James Davis*

Looking Forward

Organisation Structure and the Operational Team Roles

Two new team members have joined the staff at the Geographe Bay Centre this year. Kylee Anderson was recruited to the position of Community Outreach Coordinator in March and has hit the ground running. She has implemented the home visiting volunteer program and continued to deliver the Carer Education webinars adding some face-to-face sessions where this delivery method was more suitable for people lacking confidence with technology. The new role of Relationships Officer was added to assist with the fundraising strategy and ensuring our donors know how much we appreciate and value their support. Greta Milne has been a welcome addition to our dedicated group of staff, in this role at the Geographe Bay Centre.

2022 will begin with the recruitment of a new CEO who will take up the baton from Rosie and work with the Board to develop and implement the 2022-2027 strategic plan.

Promotion, Donation and Fundraising Strategy

BHCI has started to see the benefits of the sustainable fundraising strategy that was implemented at the start of last year. This year's **'Go Blue for June'** appeal had a lot more traction with support from the City of Busselton and several local businesses that saw Busselton 'light up' in blue for the whole month. The campaign raised \$20,000 and with more businesses pledging support in 2022, this figure will continue to grow. This year, we re-established our connection with the Dunsborough Lakes Golf Club, holding a luncheon and auction fundraiser that was very successful. We are looking forward to running the event again next year. Triple M also ran a hugely popular Talent and Trivia Night in August, and a repeat, even bigger event is planned for 2022. These events and five-year donation pledges from a number of individual benefactors has significantly strengthened BHCI's financial position going forward.

BHCI signed the first government grant with the End-of-life and Palliative Care Team in the Health Department in June for one year's funding. We are hopeful there will be further state funding beyond this grant agreement as BHCI is now well established as an award-winning service provider and the source of the state's expertise on palliative care volunteering.

Service Delivery and Program Development

A new project we are hoping to run in 2022 is called **Lasting Words**. BHCI is seeking funding to run a pilot project for Lasting Words. The project seeks to recruit and train volunteers ('Interviewers') who will sit with people ('Storytellers') in the Hospice Unit at the Busselton Health Campus or visit people in their homes or in residential aged care, to record and transcribe their life stories. This allows the 'Storytellers' the chance to have their stories, thoughts and special memories captured. The 'Storytellers' are encouraged to talk about their memories, achievements, hopes, dreams, and wishes which can be highly therapeutic for people as they approach the end of their life. The resulting story can help with making meaning of a life as well as provide family and loved ones with a lasting memento. The project will include a blueprint for replicating the program in other regional areas.

While storytellers can range in age, medical condition, or prognosis, they all have one thing in common – a desire to tell their stories to someone, and to have their story captured before they die. A third of the funding needed has been sourced from the Chef's Charity Long Table Lunch in 2022, but we still have a way to go before the project can go ahead. BHCI has a bid in the City of Busselton's *Your Choose* Program and the community will vote on which initiatives in the You Choose Program will receive funding early in 2022.

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/donate

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 are happy to meet with you for an unconditional, confidential 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 or 1800 974 014 – 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 or in our **Home Visiting** Volunteer program 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 or Community Outreach Service Coordinators.

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

Thank You to All Our Supporters 2020-21

Grants/Funding Agencies/Crowd Funding

- Lottery West – Grief Connect Line
- Lottery West – Carer Ed Webinar Program
- Volunteering WA
- Dept of Health
- WACHS Palliative Care Team

BHCI Fundraising Campaigns/Appeals/Fundraising Activities

- Go Blue in June
- BHCI Christmas Appeal
- BHCI Calendar sales
- *'Love in Our Own Time'* movie night
- Howard Park Wine fundraiser

Donations from Local Businesses

- Cape Cellars
- IGA – West Busselton
- Rocky Ridge Brewing
- Margaret River Burgers
- Perron Developments
- SpecSavers Pty Ltd
- Coles Dunsborough
- CapeAbilities
- Good Guys – Busselton
- Busselton Toyota
- Stocker Preston
- Dunsborough Lakes Shopping Centre
- Parks Shopping Centre, Bunbury
- Apprentice & Traineeship Company
- Equinox Bar & Restaurant
- Busselton Medical Practice
- San Marino Nominees P/L
- Margaret River Chocolate Factory
- Grangeview Guesthouse
- Bunnings – Busselton
- William Barrett & Sons

Donations received from Community Groups

- Dunsborough Lions Club
- Busselton Lions Club
- Busselton Men's Shed
- Dunsborough Men's Shed
- Busselton Caravan Club
- Busselton Old Time Dance
- CWA Dunsborough
- U3A Naturaliste
- Lotus Heart Qi Jong Group
- Freemason's Sussex Lodge
- Veterans Car Club Ladies
- Past Pupils of Busselton Central Primary School
- Busselton Lifestyle Village Social Club and Craft Group
- Busselton Friendship & Learning Group
- St. George's Anglican Church
- Nova Village Residents
- Rotary Club - Busselton

External Fundraising Events

- Gail Kearney Golf Day – Busselton Golf Club
- N & K Fucile House Concert
- Busselton Pride Alliance Rainbow Dog Walk
- Busselton Repertory Club special performance ticket sales
- Bare Naked Theatre Group special performance ticket sales
- Triple M Talent & Trivia Night
- Dunsborough Lakes Golf Club Luncheon & Auction
- Containers for Cash Recycling
- Entertainment Book
- City of Busselton Christmas Bazaar
- Bunnings Christmas Market
- Christmas Carols by the Jetty

Other donations

- Wolfie's Pens
- Hand-made cards
- General donations
- "In memory of" donations
- Donation tins