



# ANNUAL REPORT

2024



**Busselton Hospice Care Inc.**

*AT*  
*Geographe Bay*  
**CENTRE**

*Our community supporting end of life care*

# Our Mission

Busselton Hospice Care Inc. (BHCI) has long embraced a philosophy rooted in what is now recognised as a 'Compassionate Community' model. This approach underscores the belief that caring for those who are dying or grieving is a collective responsibility. In this model, family, friends, and caregivers play a pivotal role, providing over 80% of the necessary care for patients with serious illnesses, or long-term conditions. This unpaid commitment significantly supports our health system, contributing billions of dollars in value.

As we look to the future, the demand for caregivers and the support they provide is anticipated to grow substantially over the next decade. The 'Compassionate Community' approach aims to expand the network of care, offering essential support to both patients and caregivers facing serious illness and end-of-life challenges.

BHCI is dedicated to offering services that address the emotional, social, and spiritual needs of individuals and their loved ones during end-of-life and bereavement. These services complement clinical care, providing people with more choices and enhancing their overall experience during the final stages of life. By fostering a compassionate community, BHCI ensures that no one faces these profound moments alone, enriching the quality of life for all involved.

We support life lived well, dying, death, and bereavement. Everyone matters; no one needs to die or grieve alone.

# Chair's Message

The 2023/24 financial year has seen a continuation of the commitment to the strategic plan developed during 2022 following the report by Jo Wilkie. At the 2023 annual strategic review we crystallised our objectives and mission:

*BHCI's vision is Supporting life lived well, dying death and bereavement. Our mission: Everyone matters. No-one needs to die or grieve alone.* This increased clarity and simplicity has aided our community engagement and, together with an increase in

public exposure, resulted in a record volunteer intake this year, with people volunteering for each of our programmes.



In September the Board made the decision to implement Staying in Place Busselton as a social enterprise endeavour to diversify our funding streams. This has been slowly building strength as clients take up the aged care packages through this scheme and we see this as an opportunity to better support people through the ageing process and at the end of life.

Through hard work and creativity there have been some successful fundraising activities which have also increased awareness in the community of the services we provide. It has been heart-warming to participate in activities for Hospice which have brought to others joy and a sense of fun. It was quite a lift to go through town with the Hash House Harriers clad in their blue dresses and wigs, heralding in the Go Blue for June campaign and drawing applause from onlookers.

Having said this, we are also aware that within twelve months we will need to re-evaluate our position in regard to our income and expenditure. Since its inception BHCI has managed to thrive through many challenges due to its resilience and integrity and I am confident that, as a group, we will make the necessary decisions to continue our work in end-of-life care for the people of Busselton.

Changes on the Board this year include the resignation of Michelle Shackleton and appointment of Tanya Bartram who joined our

Committee in May and brings a great deal of experience and talent to the role.

It has been a great privilege to serve this organisation as Chair of the Board and I have greatly valued the time with all Board members, volunteers, staff and CEO James Jarvis. I have learned a great deal though the experience and know I emerge as a better person through the connections with you all.

One of my favourite quotes about our work is from the founder of the Hospice Movement in the UK, Dame Cicely Saunders who said: *"In the Hospice Movement we continue to be concerned with the sophisticated science of our treatments and the art of our caring, bringing competence alongside compassion."* I believe that this embodies the dedication and commitment to excellence of all members of our organisation and is the driver which will see us through all of the challenges, highs and lows, we will experience as we continue to serve our community.

Jenny Monson  
Chairperson

17th September 2024

# CEO Message

## Introduction

In 1913, Mahatma Gandhi famously stated, *“If we could change ourselves, the tendencies in the world would also change. As a man changes his own nature, so does the attitude of the world change towards him.”* This philosophy of change has been a focal point for Busselton Hospice Care Inc. throughout the 2023/24 financial year. Change, while often controversial, has been essential for our organisation as we balance new ways of working with maintaining our strong community connections.



## Key Actions and Strategic Implementation

The catalyst for our recent changes was the Board’s acceptance and implementation of the recommendations from the Jo Wilkie Report. Three key actions were identified:

1. Recruitment of a full-time Chief Executive Officer.
2. Negotiation of a service level contract with WA Country Health Services.
3. Research and implementation of a social enterprise to diversify revenue streams.

We have successfully recruited a full-time CEO and launched our social enterprise, *Staying in Place Busselton*, but we have yet to finalise the service level contract with WA Country Health Services. While Mr Meatloaf once crooned, *‘two out of three ain’t bad’*, each success and failure presents unique strategic dilemmas for the Board and myself in the coming year.

## Financial Overview

The implementation of the Wilkie Report recommendations has increased our staffing expenses, primarily salaries. However, the successful launch of *Staying in Place Busselton* has generated self-

earned income for the first time since our charity's inception. Despite this, our expenses currently exceed our income.

## **Achievements and Celebrations**

Despite the challenges, there is much to celebrate from the 2023/24 financial year:

1. Successful design, development, and implementation of our social enterprise, Staying in Place Busselton.
2. Planning and Development of the Miss Doris V. Lowe Resource Hub for ageing, dying, death, and bereavement.
3. Exceeding revenue targets for new and existing events, including Cow Poo Lotto generating \$40,000 and Go Blue for June 2024 raising \$46,500 against a target of \$35,000.
4. Recognition at the combined Busselton/Dunsborough Yallingup Chambers of Commerce and Industry Excellence in Not-for-Profit award.

## **Community and Stakeholder Feedback**

As Gandhi suggested, changing our tendencies has led to greater awareness in how our community perceives us. While anecdotal feedback has been overwhelmingly positive, there is a need for a systemic evaluation framework to assess our impact accurately.

## **Conclusion**

The Excellence in Not-for-Profit award underscores the value our community and stakeholders place on our services. The Board remains strong, agile, and focused on maintaining our trust-based relationship with the Busselton community. Our committed and passionate staff and volunteers are integral to our continued success.

James Jarvis  
CEO

# Our Board

Our organisation is overseen by a volunteer Board of Management



**Jenny Monson**  
Chairperson



**Tamsin Coutts**  
Vice Chairperson



**John Hanlon**  
Treasurer



**Rose Gibbons**  
Secretary



**Kimball Powell**  
Committee Member



**Cassandra Armstrong**  
Committee Member



**Tim Baker**  
Committee Member



**Tanya Bartram**  
Committee Member



**Michelle Shackleton**  
Departing Member

# Introducing Our Team

Our wonderful volunteers - over 100 of them - are supported by our dedicated staff.



**Kylee Anderson**  
Community  
Outreach  
Coordinator



**Kelly Rickwood**  
Hospice Volunteer  
Coordinator



**Anthea Openshaw**  
Bereavement Support  
/ Complementary  
Therapy Coordinator



**Josie Vigors**  
Administration



**Lisa Stelter**  
Finance /  
Administration



**Melanie Casey**  
Concierge - Staying  
In Place Busselton



# Our Programs



## Hospice Volunteers

Volunteers are trained to provide emotional and social support to people from all walks of life without judgement of their attitudes, values or beliefs. Our volunteers have a direct connection to patients and their loved ones, demonstrating the link to a caring and compassionate community. This work can be as challenging as it is rewarding, but many volunteers describe the work as life affirming and uplifting.



## Bereavement Volunteers

Additional training is provided to those BHCI volunteers who express an interest in supporting bereavement for those people experience grief and loss, or anyone facing the challenges associated with a palliative diagnosis or caring for someone with a terminal illness. Individuals may seek support on a one-on-one basis, or within a group scenario; whatever suits their personal needs.



## Complementary Therapy Volunteers

BHCI offers complementary therapy to community members living with a life-limiting condition, their carers and anyone who is recently bereaved. Professionally certified therapists volunteer their time to provide therapies such as:

- Hand and foot massage
- Reiki
- Reflexology
- Relaxation massage



## Community Outreach

Carer Education program: primarily available to residents within the City of Busselton local government area, who would like to care for a person who wishes to die at home or remain at home for as long as possible.

Home Visiting program: gives carers a short period of respite to run errands on their own, or perhaps meet a friend for a cuppa, knowing that their loved one is accompanied by a volunteer in the safety and comfort of their own home.

Lasting Words: specially trained volunteers assist "Storytellers" to create a legacy document for their family and friends by facilitating the reflection of experiences during their lifetime. A wonderful and priceless gift for all parties.

# Hospice Volunteer Program

## Recruitment and Retention

In March, the Hospice volunteer team warmly welcomed 16 new members who successfully completed their 4-day induction training. These new volunteers have seamlessly integrated into the team, receiving support and encouragement from their fellow volunteers. While a few long-serving volunteers have retired after years of dedicated service, some have chosen to contribute in other BHCI volunteer roles, generously continuing to gift their talents and time.

## Workplace Health and Safety

Hospice volunteers attended their annual essential skills training at Busselton Health Campus. This training ensures they stay updated on current emergency procedures, infection prevention and control practices, safe wheelchair use, and basic life support. Volunteers prioritise their wellbeing and self-care so they can continue providing compassionate care for others.

## Volunteer Involvement

Throughout the year, Hospice volunteers participated in numerous activities, including recruitment interviews, induction training, buddy shifts, meetings, CCC Cafes and supportive conversations with colleagues. Many volunteers engage in BHCI fundraising activities and other community services. The Hospice volunteers' many diverse talents help to foster community connections with other support organisations, strengthening partnerships and enhancing the wellbeing of the Busselton, Dunsborough, and surrounding communities.

## Volunteer Recognition

The Hospice volunteer program is unique, with volunteers working alongside clinical health professionals and support staff within the Hospice unit of the Busselton Health Campus. This partnership is built on trust, respect, and mutual support, all aimed at providing quality holistic palliative care for Hospice guests and their families.

## Support and Development

Annual BHCI training sessions focused on the importance of boundaries for Hospice volunteers in developing trusting and therapeutic relationships. Through group activities, scenarios, reflection and self-discovery, these sessions received excellent feedback with 100% of participants strongly agreeing that the training will be helpful in their volunteer role. The 4-day induction training for new volunteers was highly regarded, with 100% of participants praising the high standard of the training delivered by BHCI staff and experienced volunteers. Feedback highlighted the warm, non-judgmental environment and the confidence new volunteers felt in their roles.

## Quality and Continuous Improvement

Hospice volunteers selflessly contribute an average of 370 hours each month, gifting their time, energy, and compassion, supporting guests and families in the Hospice unit. However, their impact extends far beyond these volunteer hours in the Hospice unit. Hospice volunteers raise awareness of end-of-life issues by being comfortable to engage in meaningful conversations about life, dying, death and grief with the wider community.

Hospice volunteers bring the community into the Hospice space through the development of partnerships with other community groups who then gift their services and talents in a meaningful way to the Hospice unit within the Busselton Health Campus.

Within the Hospice unit, the Hospice volunteers create a 'home away from home' atmosphere, offering a warm and friendly welcome, a calm and reassuring presence, a listening ear, and respect for individual preferences. They foster social connections and provide companionship to those who are alone or feeling lonely.

Hospice volunteers' unwavering dedication and heartfelt service make a profound difference in the lives of those they touch in the Hospice unit and within the Busselton-Dunsborough communities.

### Testimonial

*"Words cannot thank you enough for the love, care, and compassion that was expressed."*

# Bereavement Support

## Recruitment and Retention

Since the induction training for volunteers in April 2024, we have successfully engaged 10 active volunteers who are delivering a variety of bereavement support services. Our one-to-one support sessions have seen a significant increase, nearly doubling from 68 to 114 in the 2023-2024 period. We continue to offer valuable support through our monthly Bereaved Women's Group, bi-monthly Bereaved Men's Group, monthly "*Mindfully You*" sessions, and weekly drop-in support every Wednesday from 12:00 to 2:00 pm. Additionally, we have recently launched the Newly Bereaved Women's Group, providing psychoeducation and peer support to women who have experienced a bereavement within the last 12 months.

## Training and Involvement

We have developed a comprehensive Bereavement Support Training package for volunteers interested in becoming Bereavement Support volunteers. In June 2024, six potential volunteers completed this training and provided positive feedback. The package includes a thorough 3-hour bereavement training session, buddy shifts with experienced volunteers during a Wednesday drop-in session and a Thursday Complementary Therapy

Meet and Greet session, as well as attendance at a Bereavement Support volunteer meeting.

We have conducted five Bereavement Support volunteer meetings at GBC, where we discuss strategies and resources for bereavement support, review individual client progress, and focus on self-care and support for our volunteers. Additionally, the Bereavement Support Volunteer Handbook has been updated, and all volunteers have received a copy. Our Bereavement Support Coordinator attended the Cancer Council Support Group training in February and March 2024. The Coordinator also participated in the "*Understanding Grief in the Workplace*" forum in Bunbury and an online training session on "*Public Health Approaches to Bereavement Support.*"

## Events

The annual Remembrance Service was held at William Barrett & Sons Busselton on Sunday, 26 November 2023. It was a lovely evening, appreciated by all attendees. Busselton Hospice Care Inc. also hosted the Bereaved Groups Christmas breakfast on Wednesday, 13 December 2023. This event was attended by nearly 40 clients and volunteers and was thoroughly enjoyed by all.

# Complementary Therapy

## Recruitment and Retention

We have welcomed three additional Complementary Therapists, bringing our total to 11 therapists, and one new Meet and Greet volunteer, creating a pool of six volunteers. Together, they provide Complementary Therapy services for up to six clients each Thursday morning. During the 2023/2024 period, we delivered 207 hours of direct Complementary Therapy to palliative care patients, their carers, and bereaved clients. The breakdown of client usage is as follows:

- **July – September 2023 (61 sessions)**
  - 54% Bereaved (33 sessions)
  - 26% Palliative (16 sessions)
  - 15% Carers (9 sessions)
  - 5% Staff (3 sessions)
- **October – December 2023 (51 sessions)**
  - 53% Bereaved (27 sessions)
  - 35% Palliative (18 sessions)
  - 12% Carers (6 sessions)
- **January – March 2024 (38 sessions)**
  - 55% Bereaved (21 sessions)
  - 29% Palliative (11 sessions)
  - 16% Carers (6 sessions)
- **April – June 2024 (57 sessions)**
  - 56% Bereaved (32 sessions)
  - 32% Palliative (18 sessions)
  - 12% Carers (7 sessions)

The higher rate of bereaved clients may reflect the increase in one-to-one Bereavement Support sessions provided at GBC during this period. While bookings were scheduled up to eight weeks in advance, the dynamic nature of the bookings and a high number of cancellations meant that palliative clients rarely waited longer than two weeks for an appointment.

## Support and Development

In January 2024, we invited the Complementary Therapists, Meet and Greet volunteers, and cleaning volunteers to a planning meeting. This gathering served as both a social event and a forum for discussing potential improvements and helpful changes. The meeting was enjoyed by all attendees and will be held again in January 2025.

# Community Outreach Service

## Lasting Words

This year marked the official launch of the Lasting Words program by Busselton Hospice Care Inc. Volunteers successfully completed their Dignity Therapy training qualifications with Palliative Care WA. The first legacy document was created for a 101-year-old community member, who recalled and relayed the experiences and values that were important to him and the messages and hopes he has for his family in the future. He was thrilled to receive the booklet recording his story and to share it with his family.

Additionally, ten (10) new volunteers completed Busselton Hospice Care Inc.'s foundational support training and subsequently participated in the Lasting Words Busselton Dignity Therapy interviewer training. These volunteers are now conducting practice interviews and receiving transcription mentoring before officially representing the Lasting Words Busselton program.

There has been a growing interest from potential storytellers within the community. At present we cannot meet the demand

however, clients will be placed on a waitlist until volunteers are available to conduct the interviews.

The Lasting Words program not only creates a legacy for family and friends, but also benefits the storytellers. The process of interviewing and reflecting on their experiences helps the storytellers to recognise the impact and meaning they have had in their lives.

## Advance Care Planning

Advance Care Planning workshops are ongoing at the Geographe Bay Centre, providing community members with the tools to identify and prioritise their beliefs and values in their care decisions. Participants have reported that these workshops equip them to initiate important conversations with their families, enabling them to articulate their preferences regarding their lifestyle and healthcare. This preparation ensures that, in the event they are unable to communicate their wishes, their families can make informed decisions on their behalf, confident that they are respecting their loved one's choices.

## Miss Doris V Lowe Resource Hub

This year, thanks to a generous bequest from Miss Doris V Lowe, we initiated the planning for a new Resource Hub within the Geographe Bay Centre. The Resource Hub is designed to provide the community with essential support on matters related to ageing, dying, death, and bereavement.

We have acquired a selection of recommended books for community members to read. Additionally, at our request, Busselton Library has purchased many of these books, allowing clients to borrow them for extended periods if they find them valuable.

Our volunteers are undergoing training to assist visitors with various needs, including accessing information online, staying safe online, and navigating community, government, and private services. In the coming year, we plan to offer workshops to the community, enabling participants to share their knowledge and educate others. This initiative reflects our ongoing commitment to supporting the community through comprehensive resources and education.

## Home Visiting and Carer Education

Referrals for social and emotional support at home can be made by General Practitioners (GPs), Palliative Care Services, or through self-referral. While many clients receive adequate support through their government-provided Home Care Package, there are those who require additional support or do not qualify for government services, such as palliative clients under the age of 65. For these individuals, we strive to customise our services to best support both the client and their carer/partner.

Palliative Care WA has promoted our Carer Education service, which is available to all residents in Western Australia who are caring for seriously ill individuals. This initiative has generated significant interest from other health services, who are now recommending these webinars to their clients.

# Staying In Place Busselton



## Introduction

Staying In Place Busselton officially launched on 31 May at the Geographe Bay Centre. Our mission is to provide personalised home care services that cater to the unique needs of each client, ensuring they can remain safely and comfortably in their homes.

## Client Services

As of 30 June, 2024, we are coordinating services for three clients with home care packages:

- **Two Level 4 Packages:** Each generating a daily care partner fee of \$42.72.
- **One Level 3 Package:** Generating a daily care partner fee of \$28.20.

## Onboarding Process

Onboarding is conducted on behalf of InCasa Country, with all client information securely stored on InCasa Country's CRM, 'Lookout', managed by concierge Mel Casey. A registered nurse (RN) employed through the HR app Mable performs a full clinical onboarding, which is costed to the home care package.

## Care Planning

Post-onboarding, a comprehensive care plan is drafted by InCasa to address the clinical, psychological, and social needs of each client. The concierge/coordinator then connects clients with the appropriate support workers to meet their specific requirements.

## Services Provided

- **Occupational Therapy (OT):** Arranged as needed.
- **Equipment and Services:** Sourced through the home care package to ensure clients can safely remain in their homes.
- **Allied Health Services:** Coordinated to support client needs.

## Community Relationships

Building strong relationships with local businesses and allied health professionals has been crucial in supporting our clients effectively.



## Client-Centered Model

Our model focuses on supporting home care package recipients in ways that best reflect their immediate needs and lifestyle. We work flexibly to ensure clients are safe, supported, and empowered to make decisions about their lives and budgets. Services are positioned around clients in anticipation of their changing needs, always respecting their wishes.

### Success Story Client #2

*Allocated 2.5 hours per week for domestic assistance and gardening. The client requested her support worker to clean her car instead, which was accommodated, showcasing our model's flexibility.*

### Success Story Client #1

*Chose STPB because she wanted her trusted friend to provide services. We facilitated this by signing her friend up to Mable, allowing her to be paid for services she had been providing for free. This was a win-win for both parties.*

### Financial Summary

At the end of the financial year, Staying In Place Busselton generated \$2,451.15 in care partner fees through our financial arrangement with InCasa Country.

**For more information, please contact Mel Casey at [concierge@stayinginplacebusselton.org.au](mailto:concierge@stayinginplacebusselton.org.au).**

# Volunteers

Volunteers are the heart of Busselton Hospice Care Inc – without them, our organisation would not exist. We are grateful that those who chose to take a break during the Covid-19 pandemic have returned. The compassion and caring they gift to those community members and families in need is priceless.

Sincere gratitude to each and every one of our wonderful family of volunteers.





Go Blue for June – Hospice volunteers with donated quilt; sewn with love and by the gifted Joan Tuffin Quilting Group



CCC Cafe 'No One Dies Alone Companions'



2024 Volunteer induction training with Rio Tinto guests

# Fundraising

Throughout 2023-2024, Busselton Hospice Care Inc. embarked on a series of dynamic fundraising activities to bolster our vital programs and services. These efforts encompassed a blend of cherished annual events, innovative campaigns, and ongoing initiatives that spanned the entire year. Each contribution, no matter the size, plays a crucial role in enabling us to provide unwavering support to our community members in need. Your generosity fuels our mission and ensures that compassionate care remains accessible to all who require it.

This year, we introduced several exciting new events to our fundraising calendar. Among these was the inaugural **Cow Poo Lotto**, a fun and unique initiative in partnership with Beerfarm in Metricup. We also hosted two exclusive 40-seat long table degustations featuring the culinary expertise of local chef Paul Iskov and his renowned organization, Fervor. Our fourth annual **Go Blue for June** event was a resounding success, far exceeding our fundraising targets.



Additionally, the **Christian Fletcher Calendars** continued to be a hit, contributing significantly to our cause. A highlight of the year was the **Gail Kearney Memorial Golf Day**, which celebrated 21 years of fundraising excellence and surpassed an impressive \$750,000 in total funds raised.

We extend our heartfelt gratitude to the myriad of small individual donors and community service groups whose ongoing efforts and generosity continually surprise and inspire us. Your support is the cornerstone of our mission, enabling us to provide compassionate care to those in need. Thank you for standing with us and making a tangible difference in our community.





Throughout the year, we bid farewell to several volunteers, including Board Member Michelle Shackleton, who joined the Board on 21 December, 2021. Michelle continues to stay connected with us as the Event Coordinator for the upcoming 2024 Spring Soiree (Charity Ball), now in its second year following a successful inaugural event in May 2023.



We have also celebrated the unique contributions of our dedicated volunteers, recognising their length of service and honouring those who have retired. Looking ahead, we plan to launch a BHCI Volunteer Alumni program to maintain connections with retired volunteers or those who have transitioned to other service roles and are interested in staying engaged with our organisation.



This year, our volunteers have selflessly supported individuals through their palliative or end-of-life journeys with immeasurable care and compassion. Our Busselton Hospice Care family is truly unique.

We deeply appreciate the Busselton Health Campus staff for their unwavering commitment. Our successful partnership is evident in the positive feedback from those who have experienced our care.

Thank you to our supporters and key stakeholders for your ongoing commitment, which allows us to continue offering our vital services and programs to those in need in our community.

# Our Supporters



Rotary

Club of Busselton  
Geographe Bay



volunteeringWA

RioTinto



**BUSSELTON HOSPICE CARE INC**  
**34 520 860 920**

**FINANCIAL REPORT**  
**FOR THE YEAR ENDED**  
**30 JUNE 2024**

**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**  
**34 520 860 920**

**COMMITTEE'S REPORT**

Your committee members submit the financial report of the Busseton Hospice Care Inc for the financial year ended 30 June 2024.

**Committee Members**

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

**Principal Activities**

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

**Significant Changes**

No significant changes.


**Operating Result**

The loss of the association after providing for income tax amounted to \$(92,973.83).

Signed in accordance with a resolution of the members of the committee.

Dated this <sup>26</sup> day of September, 2024

.....  
Chair



**BUSSELTON HOSPICE CARE INC**  
**34 520 860 920**

HARVEY  
 & PARTNERS  
 CERTIFIED  
 PRACTISING  
 ACCOUNTANTS  
 BUSSELTON WA

**INCOME STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2024**

	Note	2024 \$	2023 \$
<b>INCOME</b>			
Donations		99,649.38	204,325.76
Bequests		-	-
Calendar		29,265.60	22,652.75
Calendar Donations		4,500.00	5,500.00
Fundraising		163,894.68	54,117.00
Golf Day		42,610.00	40,800.00
		<u>339,919.66</u>	<u>327,395.51</u>
<b>OTHER INCOME</b>			
Unexpended Grant Funds B/Forward		8,272.73	28,920.46
Grant Funding		48,758.24	11,000.00
Grant Funding Department of Health		-	-
Interest Received		13,799.30	4,450.03
Other Income		40,232.53	2,168.38
Reimbursements		-	-
		<u>111,062.80</u>	<u>46,538.87</u>
		<u>450,982.46</u>	<u>373,934.38</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

**INCOME STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2024**

	Note	2024 \$	2023 \$
<b>EXPENDITURE</b>			
Audit Fees		800.00	800.00
Advertising/Publicity		1,674.05	6158.58
Bank Charges		811.87	575.30
Bereavement Support		1,613.32	1,631.28
Calendar Expenses		12,436.99	12,067.99
Cleaning		1448.90	1,432.25
Consultancy Fees		-	-
Complementary Therapy		458.34	161.70
Cooking for One		92.41	160.32
Depreciation		2,007.82	-
Equipment		443.38	13,076.54
Functions		6743.05	100.00
Fundraising Contractor		4,400.00	24,200.00
Fundraising Expenses		49,698.03	19,210.07
Gardening Expenses		1,590.66	1820.16
Insurance		10,947.00	7,598.05
IT Support		10,989.19	6,625.58
Legal Costs		-	24.00
Membership Fees		1,038.54	747.09
Staying In Place Expenses		4,407.94	
Resource Hub		2,311.99	-
Postage		111.25	122.09
Printing & Stationery		3,403.43	2,467.35
Repairs & Maintenance		1,608.28	838.55
Staff Training & Welfare		2,264.25	1,600.35
Subscriptions/Membership		2,215.40	2,200.76
Sundry Expenses		565.41	376.62
Superannuation		39,289.74	28,029.20
Telephone & Internet		2,549.61	2,923.04
Travelling Expenses		1,391.60-	-
Volunteer Expenses		6,535.38	7,382.87
Salaries & Wages		357,178.99	268,181.76
Transfer to Unexpended Grant Funds		1,446.90	8,272.73
Transfer to/(from) Provision for Annual, Sick & Long Service		11,455.57	10,271.72
		543,956.29	429,055.95
(Loss) Profit before income tax		(92,973.83)	(55,121.57)

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 2024**

	<b>Note</b>	<b>2024</b> <b>\$</b>	<b>2023</b> <b>\$</b>
<b>(Loss) Profit for the year</b>		<u>(92,973.83)</u>	<u>(55,121.57)</u>
Retained earnings at the beginning of the financial year		<u>502,835.61</u>	<u>557,957.18</u>
<b>Retained earnings at the end of the financial year</b>		<u>409,861.78</u>	<u>502,835.61</u>

The accompanying notes form part of these financial statements.

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**BUSSELTON HOSPICE CARE INC**  
**34 520 860 920**

HARVEY  
 & PARTNERS  
 CERTIFIED  
 PRACTISING  
 ACCOUNTANTS  
 BUSSELTON WA

**BALANCE SHEET**  
**AS AT 30 JUNE 2024**

	Note	2024 \$	2023 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	3	444,442.98	556,449.05
Trade and other receivables	4	11,508.94	2,092.41
Property Plant and Equipment		20,533.54	
<b>TOTAL CURRENT ASSETS</b>		<u>476,485.46</u>	<u>558,541.46</u>
<b>TOTAL ASSETS</b>		<u>475,485.46</u>	<u>558,541.46</u>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	5	18,888.01	12,599.92
Employee benefits	6	46,288.77	34,833.20
Unexpended Grant Funds on Hand		1,446.90	8,272.73
<b>TOTAL CURRENT LIABILITIES</b>		<u>66,623.68</u>	<u>55,705.85</u>
<b>TOTAL LIABILITIES</b>		<u>66,623.68</u>	<u>55,705.85</u>
<b>NET ASSETS</b>		<u>409,861.78</u>	<u>502,835.61</u>
<b>MEMBERS' FUNDS</b>			
Retained earnings	7	409,861.78	502,835.61
<b>TOTAL MEMBERS' FUNDS</b>		<u>409,861.78</u>	<u>502,835.61</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 2024**

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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 (the Act).

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

Comparatives are consistent with prior years, unless otherwise stated.

**1 Basis of Preparation**

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

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

The financial statements have been prepared on an 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**

**BUSSELTON HOSPICE CARE INC**  
**34 520 860 920**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2024**

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**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**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2024**

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**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**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2024**

	<b>2024</b>	<b>2023</b>
	<b>\$</b>	<b>\$</b>
<b>3 Cash and Cash Equivalents</b>		
Cash on Hand	1,465.50	1,623.00
Gift Cards on hand	80.00	400.00
Commonwealth Society Cheque #7085	-	11,488.67
Commonwealth Society Cheque #4200	-	861.00
Bendigo Operating Account #9469	42,114.18	34,860.23
Bendigo Savings Account #9485	50,418.63	50,004.44
Bendigo Card #9428	364.67	756.02
CB Savings acc 3	-	101,791.19
Comm Bank Savings 4	-	104,363.34
Bendigo Term Deposit	150,000.00	150,000.00
Bendigo Term Deposit	50,000.00	
Bendigo Term Deposit	150,000.00	100,301.16
	<u>444,442.98</u>	<u>556,449.05</u>
<b>4 Trade and Other Receivables</b>		
<b>Current</b>		
Trade Debtors	9,947.43	364.88
GST Account	1561.51	1,727.53
	<u>11508.94</u>	<u>2,092.41</u>
<b>5 Accounts Payable and Other Payables</b>		
<b>Current</b>		
PAYG Withholding Payable	11,454.00	9654.00
Superannuation Payable	7,285.01	2,846.92
Trade Creditors	149.00	99.00
GST Account	-	-
	<u>18,888.01</u>	<u>12,599.92</u>
<b>6 Employee Benefits</b>		
<b>Current</b>		
Provision for Long Service Leave	3,981.86	-
Provision for Sick Leave	7,243.27	5560.91
Provision for Holiday Pay	28,295.78	25,240.23
Provision for Public Holidays and Toil	6,767.86	4,032.06
	<u>46,288.77</u>	<u>34,833.20</u>

**BUSSELTON HOSPICE CARE INC**  
**34 520 860 920**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2024**

	<b>2023</b>	<b>2022</b>
	<b>\$</b>	<b>\$</b>
<hr/>		
<b>7 Retained Earnings</b>		
Retained earnings at the beginning of the financial year	502,835.61	557,957.18
(Net loss) Net profit attributable to the association	<u>(92,973.83)</u>	<u>(55,121.57)</u>
Retained earnings at the end of the financial year	<u>409,861.78</u>	<u>502,835.61</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 2024 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  day of September, 2024

**INDEPENDENT AUDIT REPORT  
TO THE MEMBERS OF BUSSELTON HOSPICE CARE INC  
34 520 860 920**

**Report on the Audit of the Financial Report**

**Opinion**

**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 Act 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 AUDIT 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 FIPA FFA

**Address:** PO Box 261, Busselton WA 6280

**Dated this 26 day of September, 2024**

**BUSSELTON HOSPICE CARE INC**  
**34 520 860 920**

**CERTIFICATE BY MEMBERS OF THE COMMITTEE**

1. *Jennifer Monson* of Busseton Hospice Care Inc. , certify that:

- (a) I attended the annual general meeting of the association held on 26 September, 2024.
- (b) The financial statements for the year ended 30 June 2024 were submitted to the members of the association at its annual general meeting.

Dated this <sup>ch</sup><sub>26</sub> day of September, 2024

Committee Member: *J Monson*