



2026

ANNUAL REPORT



Busselton Hospice Care Inc

*Supporting life lived well,
caring, death and bereavement
Everyone matters. No one needs to die or grieve alone.*



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Our Mission

At Busselton Hospice Care Inc. (BHCI), we believe that caring for people facing serious illness, caring, death, and grief is a shared community responsibility. Guided by the principles of a **Compassionate Community**, we work alongside individuals, families, carers, healthcare providers, volunteers, and community organisations to ensure that no one faces these experiences alone.

Research consistently demonstrates that most care provided to people living with life-limiting illness comes not from formal health services, but from family members, friends, neighbours, and volunteers. BHCI strengthens these natural networks of care by providing practical support, emotional connection, education, and compassionate companionship when it is needed most.

As our community continues to grow, age, and diversify, the need for accessible community-based support continues to increase. BHCI is committed to building community capacity, fostering meaningful connections, and empowering people to support one another through the challenges of serious illness, caregiving, dying, death, and bereavement.

Our services complement clinical and medical care by focusing on the social, emotional, spiritual, and practical aspects of wellbeing. Through volunteer-led programs, complementary therapies, grief and bereavement services, community education initiatives, and partnerships across the health and community sectors, we help people live fully, connect meaningfully, and navigate life's most difficult transitions with dignity and support.

We are proud to champion a future where compassionate care is everyone's business, where communities are equipped to care for one another, and where every person is valued, supported, and connected.

Because everyone matters, and no one should have to die or grieve alone.

Chairperson's Report

2025-2026

At its heart, Busselton Hospice Care Inc. remains a community organisation built on compassion, generosity, and the belief that every person deserves support, dignity, and connection during life's most challenging times. Our vision of supporting life lived well through serious illness, caring, death, and bereavement continues to guide every decision we make and every service we provide. We remain steadfast in our mission that everybody matters and that no one should die or grieve alone.



Jenny Monson

The 2025-26 financial year has been one of development, opportunity, and reflection. As we conclude one strategic planning cycle and begin shaping the next, I am immensely proud of the way our organisation has continued to evolve while remaining true to its purpose. Across our services, programs, partnerships, and community initiatives, there has been a consistent focus on extending compassion beyond traditional service settings and into the everyday places where people live, work, learn, and connect.

The concept of Compassionate Communities continues to gain momentum both nationally and locally. Increasingly, people are recognising that caring, grieving, ageing, and supporting one another are not challenges for health services alone, but responsibilities that belong to all of us. BHCI has embraced this opportunity to engage more openly with our community through education, conversation, advocacy, and connection.

The importance of community connection is essential to the ethos of the Hospice movement, which developed during the 1960's out of an awareness of the neglect experienced by those at the end of life. Our community embraces those with a life limiting illness not only through providing companionship at critical times but through the many opportunities to provide support and inclusion— through fund -raising,

attending events and engaging in conversations all of which have also enhanced the death literacy of our community.

Our volunteers continue to be the foundation of our organisation. Their generosity, flexibility, and willingness to support others never ceases to inspire me. Whether providing companionship in the Hospice Unit, supporting bereaved families, assisting with community events, maintaining gardens, staffing the Hospital Gift Shop, helping behind the scenes, or contributing specialist skills, our volunteers demonstrate daily what compassionate communities look like in practice. On behalf of the Board, I extend sincere thanks to every volunteer for their extraordinary contribution to BHCI and to the wider Busselton community.

The Board has continued to focus strongly on governance, sustainability, and organisational resilience. The environment in which charities operate is becoming increasingly complex, with changing regulatory requirements, funding pressures, workforce challenges, and growing community need. Against this backdrop, we have continued to strengthen our governance systems while ensuring that compassion and community remain at the centre of our decision-making.

A particular highlight this year has been the continued development and diversification of the organisation. Staying in Place Busselton has matured as a social enterprise supporting older community members to remain connected and independent, while our new Hospital Gift Shop partnership has created additional opportunities for volunteering, community participation, and sustainable fundraising. These initiatives reflect a willingness to innovate while remaining firmly aligned with our mission and values.

During this financial year the Board has intensified its commitment to those with a life-limiting illness through the focus in its strategic plan on offering support at all stages of an illness. We have renamed our beautiful centre Compassionate Care Geographe, a reflection of our commitment to those we serve, with a growing emphasis on the range of supports and services offered from the centre. We aim to become a hub for information and support to those impacted by a life-limiting illness.

Our long-standing partnership with WA Country Health Service remains highly valued. Together we continue to demonstrate the important role community organisations and volunteers play in supporting holistic care. The strength of these relationships provides a solid foundation as demand for palliative care, carer support, and bereavement services

continues to increase across our region.

I would like to acknowledge the dedication of my fellow Board Directors. Their volunteer commitment, professional expertise, thoughtful discussion, and shared passion for BHCI strengthen our organisation immensely. Good governance depends on people willing to contribute their time and skills in service of a greater purpose, and I am grateful for their support throughout the year.

I would also like to acknowledge CEO James Jarvis and the staff team. Their energy, leadership, and commitment have enabled BHCI to continue adapting, developing, and responding to the changing needs of our community. Their work has strengthened our profile, expanded our reach, and positioned the organisation well for the future.

Most importantly, I thank our donors, supporters, partners, and the wider community. Every conversation, donation, fundraising event, partnership, and act of support contributes to something much larger than our organisation. Together, we are building a community where people feel valued, connected, and supported throughout all stages of life.

As we look towards the implementation and review of our Strategic Plan 2026-2029, I do so with confidence and optimism. The need for compassionate, community-based support will continue to grow, but so too will the capacity of communities to respond when people are given the opportunity, knowledge, and encouragement to care for one another.

The future of BHCI is not simply about delivering services. It is about helping create a community where compassion is everyone's priority, where conversations about dying and grieving are welcomed, and where no one has to face life's final chapters alone.

Thank you for being part of that journey.

Jenny Monson
Chairperson
September 2026

CEO Message

“The best way to find yourself is to lose yourself in the service of others.”

Mahatma Gandhi

The 2025-26 financial year has been one of development, innovation, and community connection for Busselton Hospice Care Inc. It has also been a year that reaffirmed a simple truth: when communities are equipped and empowered to care for one another, extraordinary things happen.



James Jarvis

Across the year, we have continued to advance our vision of a Compassionate Community, where caring, death, grief, and bereavement are recognised not solely as healthcare matters, but as shared community responsibilities. This philosophy remains at the heart of everything we do and increasingly guides how we design services, build partnerships, and engage with our community.

One of the most encouraging developments has been the growing recognition of BHCI as a trusted community connector. Whether through our volunteer programs, bereavement support, community conversations, education initiatives, the Doris V. Lowe Resource Hub, or outreach activities across the region, we continue to create opportunities for people to learn, connect, and support one another through some of life's most challenging experiences.

This year also demonstrated the power of meeting people where they are. Through Compassionate Community Cafés, community presentations, village visits, library programs, and outreach initiatives such as *Doris on the Road*, we have seen increasing demand for information, support, and conversations about ageing, caring, dying, and bereavement. These engagements remind us that people are seeking trusted spaces where these important topics can be discussed openly and without fear.

A significant milestone during the year was the continued development of our social enterprise, *Staying in Place Busselton*.

While still evolving, the service is demonstrating its potential to provide practical support to older people in our community while contributing to the long-term sustainability of BHCI. It reflects our commitment to innovation and our belief that charitable organisations must continue to explore new ways to create community value while strengthening their financial resilience.

Another highlight was the extraordinary success of our community fundraising and awareness activities. The growth of *Go Blue for June* exceeded expectations and showcased the generosity and spirit of our region. Businesses, community groups, schools, volunteers, donors, and individuals came together to support our mission and raise awareness of the importance of compassionate communities. The campaign demonstrated that people genuinely want to be part of creating a community where nobody faces dying or grieving alone.

We have also continued to strengthen our physical and social presence within the community. Projects such as *Memory Boxes* have highlighted the importance of creating spaces for reflection, remembrance, and healing, while our new Hospital Gift Shop partnership at Busselton Health Campus has created opportunities for volunteering, community engagement, and fundraising within a healthcare setting. These initiatives may look different on the surface, but they share a common purpose: fostering connection, inclusion, and compassion.

Throughout all of this, our volunteers remain the heart of BHCI. Every conversation, visit, workshop, event, garden project, fundraising activity, and act of support is made possible by people who generously give their time and talents to others. While we can measure volunteer hours (10,099 in 2025-26), we can never fully measure the comfort, companionship, dignity, and hope that volunteers bring to those they support. Their contribution is at the very centre of our success.

I also acknowledge the dedication and professionalism of our staff team. As demand for services continues to grow and expectations evolve, our staff have embraced change with energy, creativity, and compassion. They have successfully balanced innovation with service delivery, ensuring that every initiative remains grounded in our core purpose: supporting people and families through serious illness, dying, death, and bereavement.

My sincere thanks also go to our Board of Directors. Their governance, foresight, and commitment to our mission have helped guide the

organisation through an increasingly complex operating environment. Their strategic leadership continues to position BHCI for sustainable growth while remaining true to our values and purpose.

As we prepare for the next phase of strategic planning, we do so with confidence. We know that demand for compassionate, community-based support will continue to rise as our population ages and social care systems face increasing pressure. We also know that the solutions will not come from healthcare systems alone. Strong communities, informed citizens, dedicated volunteers, and collaborative partnerships all have a critical role to play.

BHCI is uniquely positioned to lead this work. Our future lies not only in supporting individuals and families, but in helping our entire community build the confidence, knowledge, and compassion needed to care for one another.

To our volunteers, staff, Board members, donors, partners, supporters, and the wider community, thank you. Your commitment makes this work possible.

Together, we are creating a community where compassion is everyone's business, where people are supported to live well until the end of life, and where no one has to die or grieve alone.

James Jarvis

CEO

September 2026

Our Board

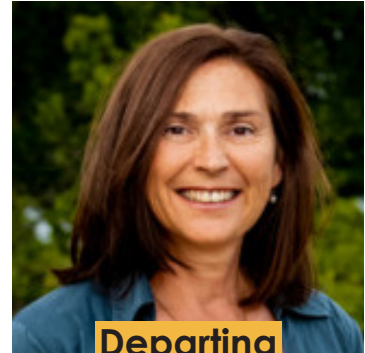
Our organisation is overseen by a volunteer Board of Management



Jenny Monson
Chairperson/Vice



Tamsin Coutts
Chairperson/Vice



Departing
Tanya Bartram
Treasurer



Rose Gibbons
Secretary



Kimball Powell
Committee Member



Tim Baker
Committee Member



Paul Carter
Committee Member



Fiona Macleod
Committee Member



Nik Booker
Committee Member

Introducing Our Team

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



Kylee Anderson
Community Outreach /
Complementary Therapy
Coordinator



Kelly Rickwood
Hospice Volunteer
Coordinator



Joanne Hoyes
Bereavement
Support Coordinator



Josie Vigers
Administration



Lisa Stelter
Finance /
Administration



Jane Smart
Concierge - Staying
In Place Busselton



Ruth Morgan
Concierge - Staying
In Place Busselton



Luke O'Connell
Concierge - Staying
In Place Busselton

Our Programs



Hospice Volunteers

Our hospice volunteers offer caring emotional and social support to people and families through caring, dying and bereavement. They bring kindness, companionship and a calm presence during difficult times.

This work can be challenging, but our volunteers often find it deeply meaningful. By spending time with people, listening and offering practical support, they help community members feel less alone.



Bereavement Support Volunteers

Some BHCI volunteers complete extra training so they can support people through grief, loss and bereavement. They also support those caring for someone, living with a palliative diagnosis or approaching the end of life.

Support is offered in a way that feels right for each person. This may be a quiet one-on-one conversation or the comfort of sharing with others in a group. Our aim is always to listen with compassion and help people feel supported.



Complementary Therapy Volunteers

BHCI offers community members living with a life-limiting condition, their carers and those who are recently bereaved. These sessions provide comfort, care and a chance to relax in a safe environment that understands their journey. Qualified therapists generously volunteer their time to support people in need. Therapies offered include:

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

Our Programs cont.



Community Outreach

Lasting Words

The 2026 volunteer intake attracted a small number of volunteers to the Lasting Words program. Following additional training volunteers are working towards helping people record and share their life stories. These stories become treasured keepsakes for family and friends, creating a meaningful legacy gift.

Advance Care Planning

BHCI conducted several Advance Care Planning workshops inhouse, as well as in community venues such as the local library and independent living facilities. This provided opportunities to help community members understand their options to make informed choices about future health care. These sessions provide a safe space for open discussion to support people to think about what matters most to them. This will help family members to understand choices, which assists with navigating and advocating for their loved one.

Carer Education

Our Carer Education program continues to be well supported through the partnership with Dementia Support Australia with gatherings held at Compassionate Care Geographe monthly.

BHCI continues to build relationships with local organisations so we can strengthen support for community members who need care, connection and practical help.

Doris V Lowe Hub

Through the Doris V Lowe Hub, BHCI continues to support older community members with practical information, IT skills and conversations about caring, dying and bereavement. Staff have also visited lifestyle villages and local events to share information about BHCI's services and programs.

The partnership with the Georgiana Molloy Anglican School enabled the continuation of the Scones and Scams, initiative hosted at their venue, thus fostering the intergenerational learning, connection and support through the collaboration between students and our older community members.

Hospice Volunteer Program 25-26

The Hospice Volunteer Program remains at the heart of Busselton Hospice Care Inc.'s commitment to compassionate, person-centred care. Working alongside patients, families, clinical staff and the wider community, Hospice volunteers provide comfort, companionship and connection when it is needed most. Through their generosity and dedication, volunteers continue to bring the principles of a Compassionate Community into daily practice within the Busselton Health Campus Hospice Unit.

Recruitment and Retention

In May 2026, we welcomed 16 new Hospice volunteers to the comprehensive four-day induction program. Supported by staff and experienced volunteer colleagues, the majority have successfully commenced attending scheduled volunteer shifts in the Hospice unit.

During the year, we also farewelled 10 Hospice volunteers, some of whom had already been on extended leave. We extend our sincere gratitude to each volunteer for their dedication, generosity and commitment. Whilst retiring from active service at BHCI, retired volunteers remain valued members of our BHCI community and are warmly welcomed to visit Compassionate Care Geographe.

Workplace Health and Safety

The safety and wellbeing of everyone remains a priority at BHCI. During the year, 65 active Hospice volunteers attended essential skills training at

Busselton Health Campus, refreshing their knowledge of emergency procedures, infection prevention and control, and safe wheelchair use.

Supporting the emotional wellbeing of volunteers is equally important. By nurturing their own wellbeing, volunteers are better placed to provide compassionate care and contribute to a warm, supportive team environment, that is vital for quality palliative care.

Volunteer Involvement

Hospice volunteers contribute far beyond their scheduled shifts, generously gifting their time, skills and compassion in many ways. They support new volunteers during every stage of onboarding, provide peer support to colleagues, write thoughtful condolence cards, and connect patients and families with other services and community resources.

Volunteers also help create the warm and welcoming atmosphere that makes the Hospice unit a true "home away from home". Through community awareness and fundraising activities, they strengthen understanding of palliative care and help build a more compassionate and connected community. This was demonstrated by the generous donation from the Busselton Lions Club towards new furniture for the Hospice unit, the sewing of bespoke patient gowns by CWA Dunsborough, donated beautiful colourful quilts, to name a few. By sharing their time, skills and compassion, Hospice volunteers inspire confidence in others to become involved in palliative

care in ways that are meaningful to them, whether through volunteering, advocacy, fundraising or acts of community support.

Support and Development

Ongoing learning is an important part of the Hospice Volunteer Program. This year's refresher training focused on active listening, helping volunteers strengthen their ability to listen with empathy, presence, respect and compassion.

The sessions provided a supportive space for reflection and learning, deepening volunteers' understanding of how to respond to people during vulnerable times.

Feedback from the 2026 induction program was overwhelmingly positive, with 100% of respondents agreeing that the training was high quality. As one new volunteer shared:

"I walked in only knowing one person and not knowing what to expect. I walked away four days later with the confidence that I was in the right place with a wonderful group of people."

The Difference Volunteers Make

In one month, Hospice volunteers provided over 190 cups of tea/coffee/hot chocolate, more than 50 hours of companionship so no-one was alone, 25 hours' worth of comfort activities like hand/foot massage or a warm blanket, more than 15 hours greeting guests to the Hospice unit and over 45 hours of support for colleagues.

During the year, Hospice volunteers generously contributed more than 5,200 hours of service, including 4,700 hours of direct Hospice support and over 540 hours in training and meetings. This contribution, valued at more than \$240,000, reflects their ongoing commitment to quality palliative care and community service.

In partnership with Volunteering WA, BHCI participated in the development of a Measuring Change Tool, which included volunteer surveys, focus groups and feedback from staff. The findings highlighted a strong and valued program, with Hospice volunteers reporting high levels of personal fulfilment, compassion, social connection and pride in their role. Most Hospice volunteers had served for three years or more and planned to continue volunteering in the Hospice unit.

Overall, the findings confirmed that the strength of the Hospice Volunteer Program is built on the dedication, kindness and compassion of the remarkable volunteers at its heart.

Quality and Continuous Improvement

While heartfelt thank you cards, smiles and words of gratitude remind us of the value of Hospice volunteering every day, measuring the impact helps us learn, grow and strengthen the Hospice volunteer program for the future.

The Measuring Change project has also guided improvements impacting everyone's experience. These improvements include the representation of the volunteer program within clinical meetings, additional volunteer activities for quieter shifts, plans for enhanced direct-care training, and a review of key volunteer resources and processes.

Most importantly, this work has laid a foundation for ongoing evaluation and continuous improvement for the Hospice volunteer program.

But numbers tell only part of the story. The true impact of Hospice volunteering is found in the kindness, companionship and compassion shared every day. As one testimonial reflected:

"To you wonderful volunteers, thank you for your beautiful care and

companionship while looking after me these last few days."

Our Hospice volunteers bring the compassion of the community into the Hospice Unit every day. Through their presence, kindness and willingness to accompany others during life's most difficult moments, they help ensure that no patient or family faces their journey alone. Their contribution is a powerful example of what a Compassionate Community can achieve.

Key Statistics:

Hospice Volunteer Program 2025-26

- 65 active Hospice volunteers
- 16 new volunteers recruited
- 5,200+ volunteer hours contributed
- 4,700 hours direct Hospice support
- 540 hours training and meetings
- Volunteer contribution valued at \$240,000+
- 100% positive induction feedback

Bereavement Support

Bereavement Support continues to be a vital and evolving component of BHCI's services, providing compassionate support to individuals and families navigating grief and loss. Recognising that every grief journey is unique, our staff and volunteers offer a range of tailored support options that create safe spaces for connection, reflection and healing.

A significant achievement this year was the redesign of our bereavement support model. Following consultation with volunteers and review of client needs, new programs including Journey Through Grief and Bereaved Buddys were introduced alongside our existing Women's Social Group and Men's Bereavement Group. These programs provide both structured and peer-based support, creating clearer pathways for clients as they progress through their grief journey. Early feedback has been extremely positive, with strong engagement across the new and existing groups.

One-to-one Listening Support continues to play an important role within the program, with 15 clients receiving ongoing 1:1 support during the year and a further 6 clients successfully completing their 1:1 support

journey. Our weekly Drop-In Service remains available to community members seeking information, support or simply someone to listen. Throughout the year, staff and volunteers worked collaboratively to address a growing follow-up list, completing more than 141 follow-up contacts. This significant effort strengthened client engagement, reduced backlog, and ensured individuals remained connected to appropriate support and services.

The Mindfully You program continues to complement bereavement services through monthly mindfulness and meditation sessions. Participants regularly report benefits including improved sleep, reduced anxiety and increased emotional awareness, highlighting the value of holistic approaches to wellbeing following loss.

The Bereavement Support Program is strengthened by a dedicated team of 18 volunteers who provide one-to-one support, facilitate groups, assist with follow-up calls, support community events and participate in ongoing professional development. During the year, five new volunteers successfully completed bereavement support training, further strengthening the program's capacity to meet growing community demand.

Volunteers also participated in Active Listening Training, reflective practice sessions and external learning opportunities, helping to ensure the program remains sustainable, skilled and responsive to community needs

Community Events

This year saw the largest Remembrance Service in the program's history, with approximately 125 candles lit in memory of loved ones. Supported by volunteers and community partners, the service provided a meaningful opportunity for remembrance, reflection and connection.

In December, we hosted our largest Bereavement Support Breakfast to date, welcoming 38 clients. The event brought together participants from across our services, fostering connection, friendship and a sense of belonging within the bereavement community.

Key Statistics

- 18 active Bereavement Support volunteers
- 5 newly trained Bereavement Support volunteers
- 125 candles lit at the annual Remembrance Service
- 38 attendees at the Bereavement Support Breakfast
- 141+ follow-up contacts completed
- 15 clients receiving ongoing

one-to-one support

- 6 clients successfully completed one-to-one support
- 4 ongoing bereavement groups and programs operating by April 2026

Looking Ahead

As demand for bereavement support continues to grow, we remain committed to expanding opportunities for connection, education and healing. Building on the success of our new service model, we will continue strengthening volunteer capability, enhancing support pathways, and ensuring bereaved individuals and families have access to compassionate, high-quality support throughout their grief journey.

Complementary Therapy

Recruitment and Retention

The Complementary Therapy Program (CTP) was supported by seventeen (17) dedicated volunteers who helped ensure the smooth delivery of Thursday morning services for clients with palliative or life-limiting illness, their carers and bereaved clients.

Following changes introduced through the 2025 volunteer induction training, new volunteers continued to receive role-specific preparation aligned with their areas of interest. Thirty-five (35) new volunteers participated in training during the reporting period. Some volunteers expressed interest in more than one role, so Coordinators provided staged training to allow volunteers to settle into their positions and make informed decisions about their ongoing involvement. In 2026, newly inducted volunteers also expressed interest in joining the Complementary Therapy Program as either therapists or Meet and Greet volunteers.

The Complementary Therapy Program operates each Thursday morning, with volunteers providing support and comfort to up to six (6) clients. Volunteers contribute by welcoming clients to the centre, delivering therapies, offering supportive conversation following sessions, and assisting with laundering and cleaning linen and supplies used during therapy appointments.

During the 2025/2026 reporting period, volunteer hours within the Complementary Therapy Program were recorded as follows:

VOLUNTEER ROLE	JULY-DEC 2025	JAN-FEB 2026	TOTAL CTP ANNUAL VOLUNTEER HOURS
Therapist	178.95 Hrs	148.50 Hrs	327.45
Meet & greet	119.5 Hrs	119.40 Hrs	238.9
Laundry / Cleaning	68.9 Hrs	41.75 Hrs	110.65

Variations between the 2025 and 2026 figures reflect the program schedule, with no sessions held in January. The Complementary Therapy Program recommences in the first week of February and concludes after the second Thursday in December each year.

Volunteer Therapists: Eight (8) volunteers supported the program, with two volunteers taking leave during the year.

Meet and Greet Volunteers: Five (5) volunteers supported the program, with additional relief provided by two Bereavement Support volunteers when required.

Laundry and Cleaning Volunteers: Three (3) volunteers supported this role in 2025, with one additional volunteer joining the team in 2026.

During the 2025/2026 reporting period, BHCI delivered a total of 174 complementary therapy sessions.

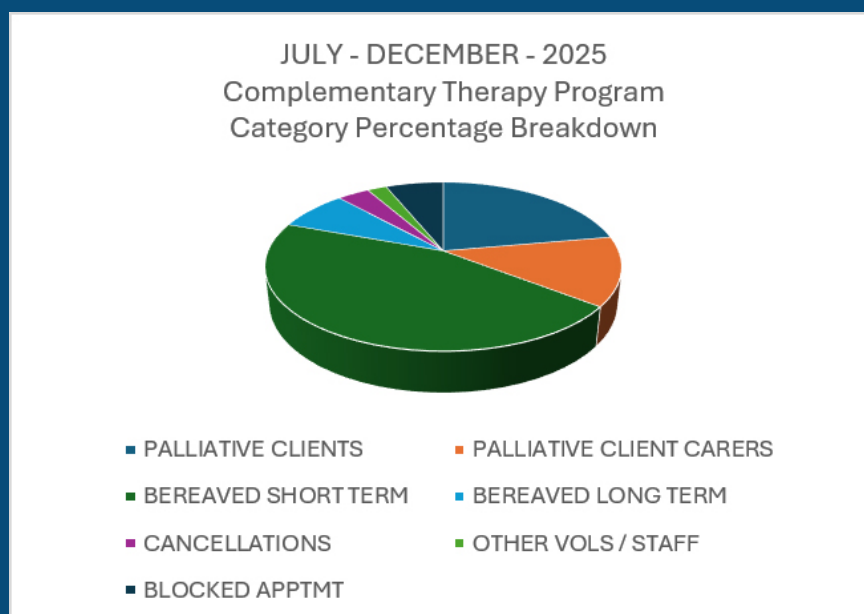
A total of sixty-six (66) clients were registered with the Complementary Therapy Program during the 2025/2026 financial year, although not all registered clients accessed the service during this period. The following tables outline the client categories supported through the 174 therapy sessions delivered.

From July to December 2025, 54 individuals were registered with the Complementary Therapy Service. Of these, 38 used the service consistently. Participation was lower than expected because some clients' illnesses progressed, some carers were focused on supporting their loved ones, and some clients chose not to use the service at that time.

The following comparison outlines client usage across July to December 2025 and February to June 2026.

COMPLEMENTARY THERAPY PROGRAM CLIENTS SUPPORTED FROM JULY-DECEMBER 2025								
	PALLIATIVE CLIENTS	PALLIATIVE CLIENT CARERS	BEREAVED SHORT TERM	BEREAVED LONG TERM	CANCELLATIONS	OTHER VOLS / STAFF	BLOCKED APPTMT	OVERALL
JULY	8	5	12	4	1	0	0	30
AUGUST	2	1	7	2	3	0	9	24
SEPTEMBER	7	4	9	2	0	2	0	24
OCTOBER	6	5	17	1	1	0	0	30
NOVEMBER	5	2	14	2	0	1	0	24
DECEMBER	4	2	6	0	0	0	0	12
TOTALS	32	19	65	11	5	3	9	144

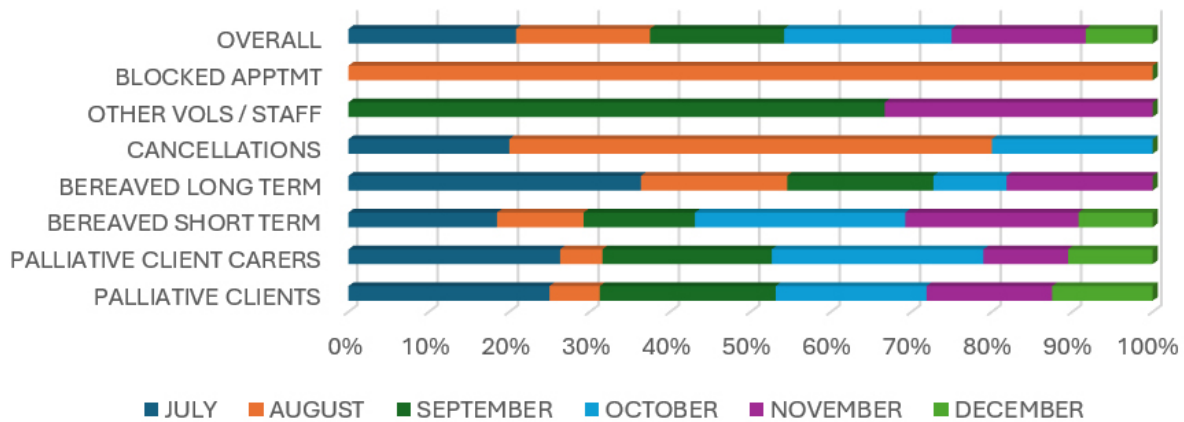
Note: Long-term bereaved clients are generally two years or more post-bereavement.



JULY - DECEMBER - 2025

Complementary Therapy Program

Monthly Breakdown



Fifty-one (51) individuals were registered in the Complementary Therapy Service from February to June 2025 with forty-six (46) individuals utilising the service consistently.

COMPLEMENTARY THERAPY PROGRAM

CLIENTS SUPPORTED FROM

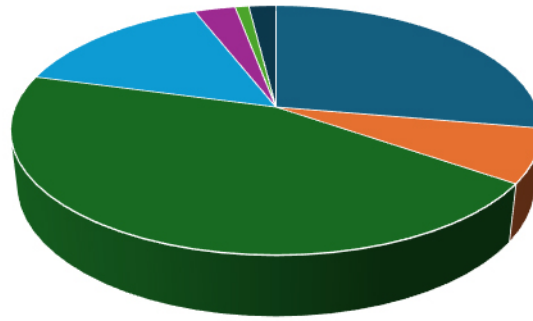
FEBRUARY-JUNE 2026

	PALLIATIVE CLIENTS	PALLIATIVE CLIENT CARERS	BEREAVED SHORT TERM	BEREAVED LONG TERM	CANCELLATIONS	OTHER VOLS / STAFF	BLOCKED APPTMT	OVERALL
2026								
FEBRUARY	10	1	9	3	1	0	0	24
MARCH	4	2	10	2	0	0	0	18
APRIL	8	1	14	4	1	1	1	30
MAY	7	2	8	5	1	0	1	24
JUNE	3	2	10	3	0	0	0	18
TOTALS	32	8	51	17	3	1	2	114

Note: Long-term bereaved clients are generally two years or more post-bereavement.

FEBRUARY - JUNE 2026

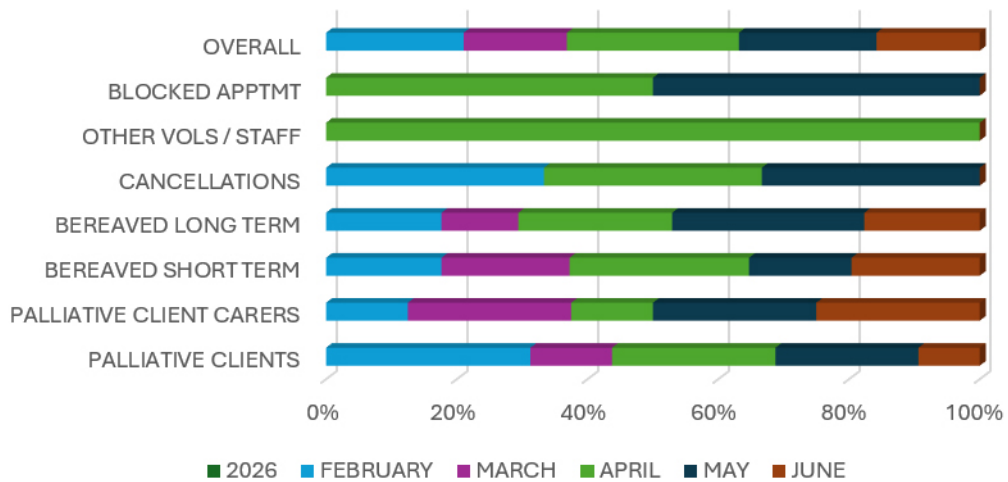
Complementary Therapy Program Category Percentage Breakdown



- PALLIATIVE CLIENTS
- PALLIATIVE CLIENT CARERS
- BEREAVED SHORT TERM
- BEREAVED LONG TERM
- CANCELLATIONS
- OTHER VOLS / STAFF
- BLOCKED APPTMT

FEBRUARY - JUNE 2026

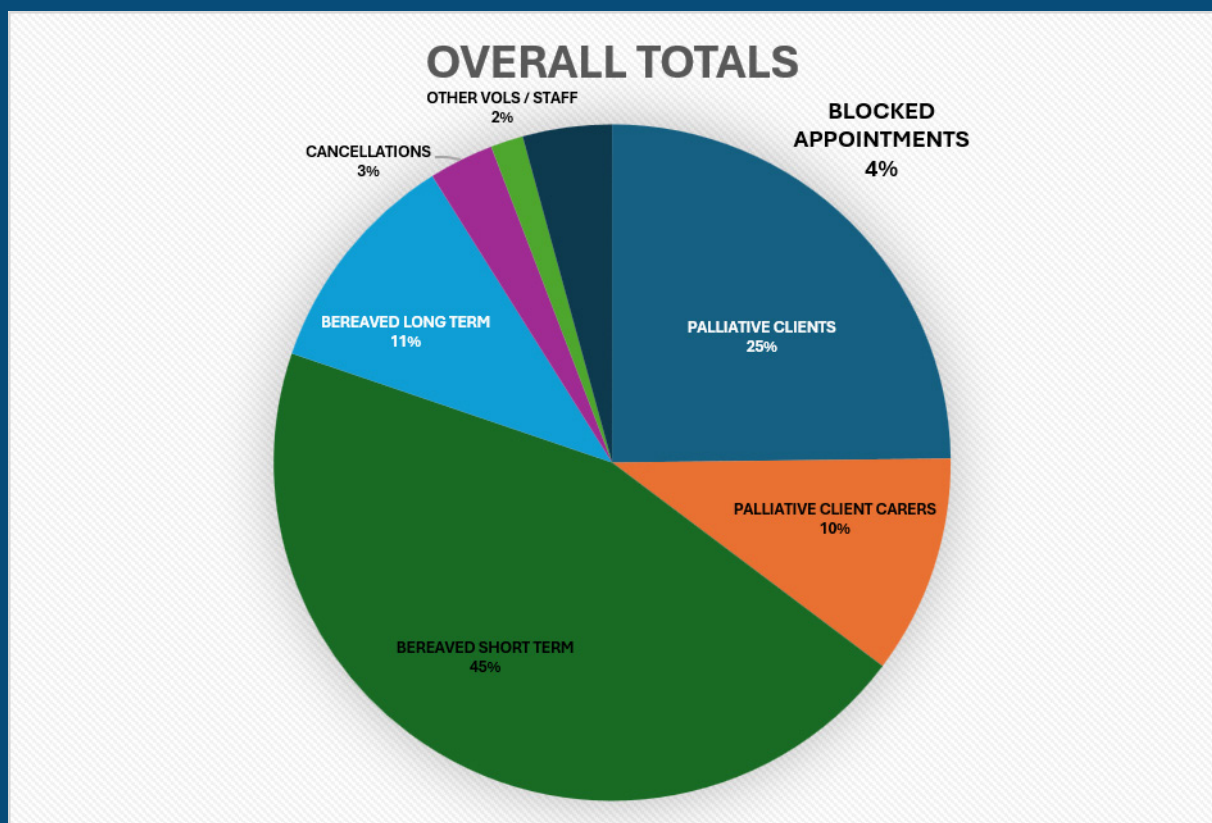
Complementary Therapy Program Monthly Breakdown



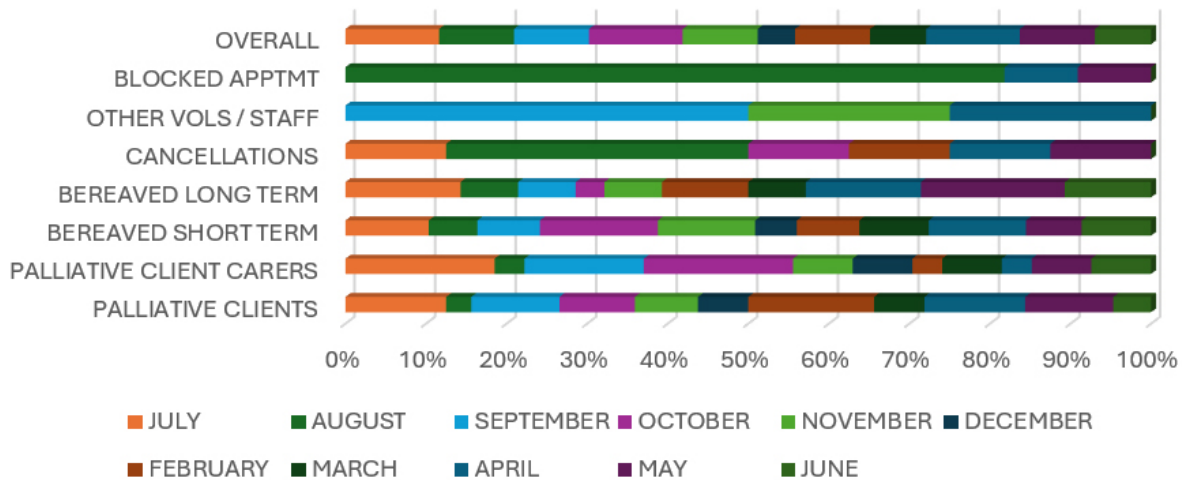
The slight difference between the two six-month periods reflects the annual program schedule, as the Complementary Therapy Program does not recommence until February. This results in a two-week shortfall when compared with the July to December period.

Breakdown of Complementary Therapy Clients Supported 2025–2026 Financial Year

	PALLIATIVE CLIENTS	PALLIATIVE CLIENT CARERS	BEREAVED SHORT TERM	BEREAVED LONG TERM	CANCELLATIONS	OTHER VOLS / STAFF	BLOCKED APPTMT	OVERALL
JULY	8	5	12	4	1	0	0	30
AUGUST	2	1	7	2	3	0	9	24
SEPTEMBER	7	4	9	2	0	2	0	24
OCTOBER	6	5	17	1	1	0	0	30
NOVEMBER	5	2	14	2	0	1	0	24
DECEMBER	4	2	6	0	0	0	0	12
FEBRUARY	10	1	9	3	1	0	0	24
MARCH	4	2	10	2	0	0	0	18
APRIL	8	1	14	4	1	1	1	30
MAY	7	2	8	5	1	0	1	24
JUNE	3	2	10	3	0	0	0	18
OVERALL TOTALS	64	27	116	28	8	4	11	258



COMPLEMENTARY THERAPY PROGRAM Category Breakdown Clients Supported in 2025 - 2026 Financial Year



The successful implementation of the Cliniko client management software program, introduced at the beginning of the 2024/2025 reporting year, continues to support staff with a more streamlined approach to managing appointment frequency and scheduling.

In February 2026, Bereavement Support clients were added to the Cliniko client management system. While software limitations have made it more complex to extract data specific to the Complementary Therapy Program, this change has created opportunities to manage Bereavement Support group bookings more effectively. It has also strengthened program coordination and improved data management across organisational services.

Support and Development

During the 2025/2026 reporting year, two Complementary Therapy Program volunteer meetings were held to support connection, collaboration and ongoing development within the volunteer team. These meetings provided a valuable opportunity for volunteers to network, share experiences, discuss program delivery and debrief in a supportive environment.

Open discussion during these sessions generated meaningful feedback, suggestions and reflections, which assisted in identifying opportunities for continuous improvement. The feedback received has contributed to appropriate adjustments in service delivery and helped strengthen the quality and responsiveness of support provided through the Complementary Therapy Program.

Community Outreach Service

Connecting people with information, confidence and support

The Community Outreach Service helps people navigate some of life's most significant, and often most difficult, conversations. Through education, practical guidance and community engagement, the service builds knowledge, connection and confidence around living well, caring, serious illness, dying, death and bereavement.

Guided by the principles of a Compassionate Community, our volunteers work alongside community members to increase awareness, build skills and help people feel more informed, prepared and supported.

Community Education and Engagement

A significant focus this year has been expanding opportunities for community learning and discussion.

In partnership with the City of Busselton Library, BHCI played a key role in developing the innovative The Things We Don't Talk About (But Should) community conversation series. The program created welcoming

spaces where community members could engage in open discussion on topics often avoided or misunderstood, including carers' experiences, voluntary assisted dying, advance care planning, funeral and end-of-life choices, death literacy and legacy planning.

The success of the partnership was recognised when the program received a commendation at the 2026 Library Board Awards. This recognition reflects the value of community partnerships that encourage learning, dialogue and confidence around important life issues. BHCI is proud to have contributed to the initiative alongside the dedicated Busselton Library team.

A Resource Hub volunteer also maintains a regular monthly presence at the Library, making information about BHCI services readily accessible in a familiar and welcoming civic space.

Advance Care Planning

Advance Care Planning remains one of the most important areas of community education provided through the service.

During the year, workshops were delivered at the Library, lifestyle

villages and Compassionate Care Geographe, with approximately 100 community members participating in sessions focused on Advance Health Directives, planning ahead and communicating future healthcare wishes.

Recognising that many people require additional support to move from discussion to action, nine Hub volunteers completed specialised training supported by South West Compassionate Communities Network. These volunteers can now provide one-on-one assistance to people working through Advance Care Plans and Advance Health Directives, helping them make important decisions with greater confidence and clarity.

Miss Doris V. Lowe Resource Hub and Doris on the Road

The Miss Doris V. Lowe Resource Hub continues to be an important source of practical information, guidance and support for community members.

Through both the Hub and the expanding Doris on the Road outreach initiative, volunteers helped individuals and families access information and navigate decisions related to ageing, caregiving, palliative care, bereavement and end-of-life planning. By taking these conversations into places where people already gather, BHCI continues to reduce barriers to

information and support.

The Hub team currently includes 10 volunteers, supported by a further nine new volunteers who joined during the year. Their commitment to ongoing learning helps BHCI respond to the evolving needs, concerns and priorities of the community.

Lasting Words

The Lasting Words program remains one of BHCI's most meaningful community initiatives. Through carefully facilitated conversations, trained volunteers help people record personal stories, reflections, beliefs, values and messages for loved ones and future generations.

Several stories were recorded during the year. In some instances, participants died before their stories could be completed, reinforcing the importance of beginning this work early. Encouragingly, new volunteers joined the Lasting Words program, significantly strengthening BHCI's capacity to help more people preserve and share their unique life stories.

Building Death Literacy in Our Community

A key outcome of Community Outreach is the continued growth of death literacy across the region. By creating safe spaces for conversation, improving access to information, supporting advance care planning and encouraging community participation, BHCI

helps individuals and families build confidence around issues that can be difficult to discuss but are deeply important to understand.

The success of *The Things We Don't Talk About (But Should)* demonstrates that our community is increasingly willing to engage in conversations about living, caring, dying, death and grief. Through the dedication of our volunteers and the strength of our partnerships, BHCI continues to contribute to a more informed, compassionate and connected community.

Staying In Place Busselton



Executive Summary

The 2025–2026 financial year has been a period of growth, consolidation, and transition for Staying in Place Busselton (SIPB). Operating within a rapidly evolving aged care environment, SIPB has coordinated resources to deliver high-quality, client-centred home care services that enable older people to remain living safely and independently in their own homes.

Throughout the year, SIPB strengthened its operational foundations, expanded its client base, developed new strategic partnerships, and increased its contribution to Busselton Hospice Care Inc. (BHCI). The program has demonstrated the value of a locally driven social enterprise model that prioritises flexibility, consumer choice, and personalised care.

Most significantly, SIPB grew from 12 clients in June 2025 to 20 clients by August 2026, while expanding provider partnerships and increasing community awareness of its services. The program also delivered an estimated net revenue contribution of about **\$50,000**, supporting the

sustainability of BHCI's broader community initiatives.

Service Delivery and Client Growth

SIPB currently coordinates services for 20 Home Care Package clients through partnerships with both InCasa Aged Care and HomeMade. This represents substantial growth from the 12 clients supported in June 2025 and from the 8 clients reflected in the January and March 2025 Board reporting periods.

Current package distribution includes:

- 1 Level 2 Package
- 11 Level 3 Packages
- 8 Level 4 Packages

This growth demonstrates continued demand for SIPB's personalised and flexible approach to home care management.

The transition from a single provider relationship to partnerships with both InCasa and HomeMade has strengthened service capacity and increased client choice. HomeMade now provides onboarding, care planning, budgeting and information management systems,

while SIPB Coordinators oversee day-to-day care coordination and client support.

Client-Centred Care and Service Coordination

SIPB's point of difference continues to be its commitment to individualised service delivery. Each client receives a comprehensive care plan that addresses clinical, social, psychological, and practical support needs. Services are tailored around the client's preferences, goals, and changing circumstances.

Services coordinated during the reporting period included:

- Personal care and domestic assistance
- Allied health and occupational therapy services
- Assistive technology supports
- Home modifications
- Community access and social supports
- Care navigation and advocacy
- Support worker matching through Mable

SIPB staff worked closely with clients, families, carers, support workers, allied health professionals, builders, and community organisations to ensure services were delivered effectively and responsively.

Client and support worker feedback throughout the year remained consistently positive, highlighting strong relationships,

responsive communication, and a commitment to client choice and dignity.

Community Partnerships and Stakeholder Engagement

Strategic partnerships have continued to play a critical role in SIPB's success.

During the year SIPB strengthened relationships with:

- HomeMade
- InCasa Aged Care
- Mable
- Donnybrook Community Resource Centre
- Balingup Progress Association
- Allied health providers
- Regional Assessment Services
- Local builders and trade businesses
- Community organisations throughout the Southwest region

Notable partnership achievements included the formalisation of the Donnybrook CRC and Balingup Progress Association relationships and increased engagement with sector stakeholders to improve referral pathways and community awareness.

SIPB also undertook networking, stakeholder engagement and community presentations to promote the Staying in Place model and educate the community about aged care pathways and available supports.

Business Development and Growth

Throughout the year the program focused on sustainable growth through:

- Increased visibility within the local aged care sector
- Website and marketing improvements
- Community presentations and networking
- Strengthened referral relationships
- Timely follow-up of prospective clients
- Continued development of support worker networks

Positive outcomes achieved included:

- Growth from 8 clients to 20 clients
- Increased website traffic and enquiries
- New client referrals from Donnybrook and Busselton
- Expanded provider partnerships
- Improved recognition of the SIP model within the aged care sector

The Board's previously identified goal of 22 packages by the end of 2025 positioned the program for continued expansion into 2026.

Financial Contribution and Sustainability

The Home Care Package program continues to provide an important

and sustainable revenue stream for BHCI.

Through care management and service coordination activities, SIPB generated an estimated net revenue of about **\$50,000 contribution to BHCI** during the reporting period. This revenue supports organisational sustainability and allows BHCI to continue investing in community-focused services and initiatives.

The SIPB social enterprise model continues to demonstrate that community-based aged care services can achieve both positive social outcomes and financial sustainability. Growing client numbers and increasing sector recognition provide confidence in the program's future viability.

Challenges and Risks

Despite positive outcomes, several challenges remained throughout the year.

Workforce Shortages

A shortage of personal care-qualified support workers on the Mable platform continued to impact growth opportunities. At times SIPB was unable to accept new clients requiring personal care services due to workforce limitations.

Sector Reform

The continued transition toward the Support at Home program and broader aged care reforms created uncertainty for providers and clients alike. Staff invested

significant time in monitoring policy changes and preparing for future implementation requirements.

Home Modification Coordination

Delays in sourcing trades, obtaining quotes, and coordinating home modification projects remained a challenge, particularly in a constrained regional workforce environment.

Administrative Complexity

Managing multiple stakeholders, scheduling support workers, coordinating allied health services, and maintaining client-centred service models requires significant administrative and coordination effort as the client base continues to grow.

Looking Forward

SIPB enters the coming year from a position of strength. With an expanded client base, strong community partnerships, increasing recognition of the Staying in Place model, and a sustainable revenue contribution to BHCI, the program is well positioned for further growth.

Key priorities for the coming year include:

- Continued development in Home Care Package numbers to 30
- Expansion of support worker recruitment pathways
- Strengthening regional referral networks
- Successful adaptation to Support at Home reforms
- Further development of strategic partnerships
- Maintaining excellence in client-centred service delivery

As government, sector leaders, and policymakers increasingly recognise the effectiveness of locally driven aged care solutions, Staying in Place Busselton remains well positioned to lead innovation in community-based aged care and support older Australians to live independently, safely, and with dignity in their own homes.

Acknowledgement

The success of SIPB during 2025–2026 has been made possible through the dedication of staff, support workers, community partners, allied health professionals, volunteers, clients, families, and the ongoing support of the BHCI Board. Together, these stakeholders continue to demonstrate the power of community-driven solutions to support positive ageing and independent living.

Volunteers

Our volunteers are truly at the heart of Busselton Hospice Care Inc. The care, time, and compassion they give make an immeasurable difference to our organisation and to the people and families we support. We are sincerely grateful to those who have returned after time away from volunteering; their presence, kindness, and continued commitment mean more than words can express. We thank them for the comfort, generosity, and humanity they bring to our community when it is needed most.

With our heartfelt thanks and deepest appreciation to every member of our wonderful Hospice family.



**2025 Volunteer
Christmas Party**





2026 National Volunteer Week



Fundraising

Fundraising Highlights 2025–2026

Community fundraising remains a vital part of Busselton Hospice Care Inc.'s ability to deliver free and low-cost support services across our region. Every dollar raised helps ensure that individuals and families experiencing serious illness, caregiving, dying, death, and bereavement have access to compassionate support when they need it most.

Fundraising is about more than financial sustainability. It creates opportunities for conversation, connection, awareness, and community engagement. Throughout 2025-26, local businesses, community groups, schools, volunteers, donors, and supporters once again demonstrated extraordinary generosity and commitment to BHCI's mission that *everybody matters and no one should die or grieve alone*.

Go Blue for June 2026

The sixth annual **Go Blue for June** campaign exceeded all expectations, delivering its most successful year to date with a remarkable **net fundraising result of \$100,345**. More importantly, the campaign continued to grow as a community movement that encourages conversations about dying, caregiving, bereavement, and compassionate communities.

Throughout June, businesses, schools, community groups, sporting organisations, and individuals embraced the campaign theme by hosting events, decorating workplaces, wearing blue, and promoting BHCI's mission throughout the region. Familiar favourites such as the Blue High Tea, Winter Solstice Plunge and Blue Dress Amble were joined by exciting new initiatives including the Diamonds & Denim Cocktail Party, BluesFest at Origins Market, and the inaugural "Toss the Boss" at the Winter Solstice event.

The campaign demonstrated the extraordinary capacity of our community to come together in support of a shared purpose. Streets, shopfronts, workplaces, schools, community venues, and public spaces across the City of Busselton were transformed by blue displays, creating a visible reminder that compassion belongs in every part of community life.

BHCI extends sincere thanks to every participant, sponsor, volunteer, donor, business, and community organisation who contributed to making Go Blue for June 2026 our most successful campaign yet.





Gail Kearney Memorial Golf Day

The **23rd Annual Gail Kearney Memorial Golf Day** once again demonstrated why it remains one of the South West's most loved fundraising events. Held on 27 March 2026, the event raised an outstanding **\$45,000**, bringing the cumulative fundraising contribution since its inception to nearly **\$800,000**.

This year's event attracted record participation, reaching capacity well in advance and bringing together golfers, sponsors, volunteers, and supporters from across the region. Beyond the financial contribution, the Golf Day continues to honour Gail Kearney's legacy of community service, compassion, and generosity.

We gratefully acknowledge the organising committee, event sponsors, volunteers, and players whose commitment ensures the ongoing success of this remarkable event.



Christian Fletcher Calendar Fundraiser

For more than two decades, renowned local photographer **Christian Fletcher** has generously supported BHCI through the annual production of the highly regarded Christian Fletcher Calendar. The 2026 edition proved especially successful, selling out before the end of the calendar year for the first time in the fundraiser's history.

Featuring spectacular South West imagery, the calendar continues to be both a valued



community keepsake and an important fundraising initiative. Distribution was supported through more than 20 outlets across Busselton, Dunsborough, and Vasse, with the ongoing support of William Barrett & Sons, the Rotary Club of Busselton-Geographe Bay, Staying in Place Busselton, and the Miss Doris V. Lowe Resource Hub.

We extend our heartfelt thanks to Christian Fletcher and all project partners for their enduring generosity and commitment to our organisation.

Community Support and Partnerships

The success of our fundraising program would not be possible without the remarkable support of local businesses, service clubs, schools, community organisations, philanthropic partners, volunteers, and individual donors.

Every fundraising activity, major event, sponsorship, raffle prize, ticket purchased, and donation represents a shared investment in building a compassionate community. Together, these contributions ensure BHCI can continue providing volunteer-led hospice support, bereavement services, community education, compassionate community initiatives, and practical assistance to individuals and families throughout the region.

We are deeply grateful for the trust and support shown by our community and look forward to continuing this important work together.

Hospital Gift Shop

Annual Report 2025 - 2026

The 2025-26 financial year marked an exciting milestone for Busselton Hospice Care Inc. with the establishment of the Hospital Gift Shop at Busselton Health Campus. What began as an idea to enhance the experience of patients, visitors, and staff quickly became a vibrant example of community generosity, volunteerism, and partnership.

The Gift Shop was officially opened on 26 November 2025 and has since become a welcoming presence within the hospital, offering convenience, comfort items, gifts, and a friendly point of connection for the many people who pass through the Health Campus each day. Beyond its retail function, the shop provides meaningful opportunities for volunteering and community engagement.

Volunteers at the Heart of Success

The success of the Gift Shop has been driven by a dedicated team of volunteers. During its first 7 months of operation, 18 new volunteers joined the program, complemented by 9 volunteers already involved in other BHCI services. By 30 June 2026, the Gift Shop was supported by a stable and committed team of 22 active volunteers.

Operating on most weekdays with two three-hour shifts per day, volunteers contributed an estimated 1,116 hours during the shop's first seven months of operation. Their contribution extends far beyond staffing the shop, creating a welcoming and compassionate environment for patients, families, staff, and visitors. The volunteers have embraced the values of BHCI and were formally welcomed into the organisation at a volunteer gathering in June.

Partnership with Busselton Health Campus

The establishment of the Gift Shop has been made possible through a positive and collaborative relationship with WA Country Health Service (WACHS) and Busselton Health Campus. This partnership demonstrates how community organisations and health services can work together to enhance the wellbeing of patients, visitors, and staff while strengthening community participation within healthcare settings.

The Gift Shop contributes to a more welcoming hospital environment and provides an additional avenue through which BHCI can promote community involvement and awareness of compassionate care and support services. Its presence within the Health Campus reflects a shared commitment to person-centred care and community wellbeing.

Financial Performance

The Gift Shop generated sales revenue of **\$12,017** during its first financial year of operation. After accounting for the cost of goods and operating expenses, the shop recorded a surplus of **\$4,629.91**. This is an encouraging result for a new venture and demonstrates the strong support received from hospital staff, visitors, volunteers, and the broader community.

Looking Ahead

As the Gift Shop enters its first full year of operation, the focus will be on consolidating volunteer capacity, expanding product offerings, increasing visibility throughout the Health Campus, and strengthening its contribution to BHCI's mission.

The Gift Shop has already proven to be much more than a retail outlet. It is a place of connection, kindness, and community participation. Through the dedication of volunteers and the support of our partners and customers, it is contributing to a more compassionate healthcare environment while generating valuable income to support the work of Busseton Hospice Care Inc.

The Board extends its sincere thanks to every volunteer, customer, donor, and partner who contributed to the successful establishment of this exciting new initiative. Together, you have helped create a service that benefits patients, families, hospital staff, and the wider community.

Key Statistics

- Opened: **26 November 2025**
- Active volunteers: **22** as at 30 June 2026
- New volunteers recruited: **18**
- Volunteer contribution: **1,116 hours**
- Sales revenue: **\$12,017**
- Operating surplus: **\$4,629.91**

Because of You...

“ Every **conversation**,
every **volunteer hour**, every **donation**,
every **partnership**, every **act of kindness**
helps make **compassionate care possible**. ”

Celebrating Commitment, Community and Compassion

Every achievement highlighted throughout this Annual Report has been made possible by people who believe in the importance of compassionate care, human connection, and community support.

Busselton Hospice Care Inc. is privileged to be supported by an extraordinary network of volunteers, staff, Board Directors, donors, partners, sponsors, community groups, local businesses, and supporters who generously contribute their time, expertise, resources, and encouragement to our mission.

Together, you help ensure that people in our community facing serious illness, dying, death, caregiving, and bereavement never have to face those experiences alone.

Volunteer Milestones and Transitions

The strength of Busselton Hospice Care Inc. has always been found in the generosity of its volunteers. During the year, we were delighted to welcome **27 new volunteers** into the BHCI family, representing one of our strongest recruitment periods in recent years and reflecting the growing enthusiasm within our community to support others through compassionate service.

We also acknowledged and thanked **20 volunteers and Board members** who concluded their service with BHCI during the year. While farewells are never easy, we remain deeply grateful for the care, kindness, experience, and commitment they shared with countless individuals and families over their time with the organisation.

We thank **Tanya Bartram**, who concluded her role as Treasurer in April 2026, for her diligence, professionalism, and commitment to the sound

financial stewardship of BHCI.

A highlight of the year was the recognition of volunteers reaching significant service milestones. Collectively, volunteers were recognised for achieving:

- **17 volunteers reaching 5 years of service**
- **7 volunteers reaching 10 years of service**
- **1 volunteer reaching 15 years of service**
- **2 volunteers reaching 20 years of service**

These milestones represent far more than years of service. They reflect thousands of hours of companionship, support, advocacy, fundraising, practical assistance, and community building. They represent lives touched, families supported, friendships formed, and a shared commitment to ensuring no one faces dying, death, or grief alone.

We were particularly pleased to recognise some of our longest-serving volunteers, **Suzanne Prandi** and **Delys Forrest**, who each reached the remarkable milestone of **20 years of service**, and **Kaye Cruickshank**, who celebrated **15 years of service**. Their dedication and commitment exemplify the values upon which BHCI was built and continue to inspire future generations of volunteers.

To Our Volunteers

Our volunteers remain the heart of BHCI.

Whether providing companionship in the Hospice Unit, supporting bereaved families, assisting with complementary therapies, contributing to community programs, volunteering at the Hospital Gift Shop, tending gardens, raising funds, sharing professional skills, or helping behind the scenes, every act of service contributes to the wellbeing of others.

While volunteer hours help tell part of the story, they cannot capture the comfort, dignity, reassurance, and kindness that volunteers bring to individuals and families each day. Thank you for the compassion you so generously share.

To Our Partners

We extend our sincere appreciation to the staff and leadership of **Busselton Health Campus** and **WA Country Health Service**, whose long-standing partnership helps strengthen care and support for people across our community.

We also thank the many organisations, schools, service clubs, businesses, healthcare providers, community groups, and collaborative

partners who have worked alongside us throughout the year. Together, we continue to build a stronger and more compassionate community.

To Our Donors, Sponsors and Supporters

Every donation, sponsorship, fundraising contribution, grant, and act of generosity helps make our work possible.

Your support enables BHCI to continue providing volunteer-led hospice support, bereavement services, community education, compassionate community initiatives, the Doris V. Lowe Resource Hub, Staying in Place Busselton, and countless moments of connection, comfort, and care throughout our region.

We are deeply grateful for the trust you place in our organisation and for your belief in our mission.

Looking Ahead

As we look towards the future, we do so with optimism and gratitude.

The need for compassionate, community-based support continues to grow, but so too does the willingness of individuals, organisations, and communities to come together in support of one another.

Thank you for walking alongside us.

Together, we are helping build a community where compassion is everyone's responsibility, where life is lived well, and where no one has to die or grieve alone.

Our Supporters

Rotary



Club of Busselton
Geographe Bay



volunteering^{WA}

RioTinto



BUSSELTON HOSPICE CARE INC
34 520 860 920

FINANCIAL REPORT
FOR THE YEAR ENDED
30 JUNE 2026

**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 2026.

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:

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

Operating Result

The loss of the Busselton Hospice Care Inc after providing for income tax amounted to \$(35,714.88).

Significant Changes in State of Affairs

There have been no significant changes in the state of affairs of Busselton Hospice Care Inc during the year.

Events After the Reporting Date

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the association, the results of those operations or the state of affairs of the association in future financial years.

Environmental Issues

The association's operations are not regulated by any significant environmental regulations under a law of the commonwealth or of a state or territory of Australia.

Indemnification and Insurance of Officers and Auditors

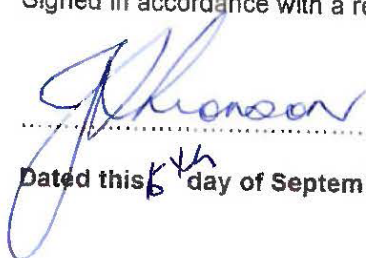
No indemnities have been given or insurance premiums paid, during or since the end of the financial year, for any person who is or has been an officer or auditor of Busselton Hospice Care Inc.

BUSSELTON HOSPICE CARE INC
34 520 860 920

COMMITTEE'S REPORT

The auditor's independence declaration in accordance with section 307C of the Corporations Act 2001, for the year ended 30 June 2026 has been received and can be found on page 3 of the financial report.

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

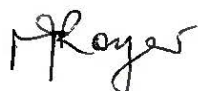

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Dated this 6th day of September, 2026

CHAIR

**AUDITOR'S INDEPENDENCE DECLARATION
UNDER SECTION 307C OF THE CORPORATIONS ACT 2001
TO THE MEMBERS OF
BUSSELTON HOSPICE CARE INC**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2026 there have been:

- (i) no contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.



Marilyn Jean Royer B.Bus CPA FIPA FFA

Dated this 11 day of September, 2026

BUSSELTON HOSPICE CARE INC
34 520 860 920

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2026

	Note	2026 \$	2025 \$
INCOME			
Donations		144,679.84	156,711.44
Bequests		14,344.81	-
Calendar		30,271.99	28,499.00
Calendar Donations		5,500.00	5,500.00
Fundraising		125,057.49	167,212.80
Golf Day		45,000.00	50,150.00
		<u>364,854.13</u>	<u>408,073.24</u>
OTHER INCOME			
Unexpended Grant Funds B/Forward		6,703.84	1,446.90
Grant Funding		13,000.00	102,457.09
Interest Received		15,163.21	16,595.13
Hospital Gift Shop Sales		3,967.31	-
Gifts/Sponsorship		48,000.00	-
Other Income		118,917.11	49,448.65
Reimbursements		288.00	-
		<u>206,039.47</u>	<u>169,947.77</u>
		<u>570,893.60</u>	<u>578,021.01</u>

The accompanying notes form part of these financial statements.

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BUSSELTON HOSPICE CARE INC
34 520 860 920

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2026

	Note	2026 \$	2025 \$
EXPENDITURE			
Audit Fees		800.00	800.00
Advertising/Publicity		2,802.13	3,490.70
Bank Charges		1,297.74	1,211.11
Bereavement Support		1,425.03	1,876.03
Calendar Expenses		12,199.55	12,948.31
Cleaning		1,879.75	1,921.70
Complementary Therapy		278.29	227.40
Depreciation		8,452.70	1,704.62
Equipment		551.91	773.18
Functions		2,561.77	31,097.64
Fundraising Contractor		-	2,730.00
Fundraising Expenses		15,446.58	36,281.22
Gardening Expenses		1,381.50	1,312.41
Insurance		12,950.55	11,863.68
IT Support		9,450.38	6,788.60
Legal Costs		-	53.60
Meeting Expenses		184.72	-
Membership Fees		860.90	884.54
Postage		22.05	10.91
Printing & Stationery		5,966.00	834.42
Repairs & Maintenance		1,466.72	589.48
Resource Hub		472.48	337.94
Staff Training & Welfare		1,491.34	1,718.33
Staying in Place Expenses		6,338.14	4,792.60
Subscriptions/Membership		3,444.94	2,459.72
Sundry Expenses		-	1,504.55
Superannuation		52,102.33	46,986.96
Telephone & Internet		2,961.45	2,905.05
Volunteer Expenses		7,732.50	8,573.62
Salaries & Wages		437,120.06	421,869.42
Transfer to Unexpended Grant Funds		12,280.91	6,703.84
Transfer to/(from) Provision for Annual, Sick & Long Service		2,686.06	9,878.84
		<u>606,608.48</u>	<u>625,130.42</u>
Loss before income tax		(35,714.88)	(47,109.41)

The accompanying notes form part of these financial statements.

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BUSSELTON HOSPICE CARE INC
34 520 860 920

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2026

	Note	2026 \$	2025 \$
Loss for the year		(35,714.88)	(47,109.41)
Retained earnings at the beginning of the financial year		362,752.37	409,861.78
Retained earnings at the end of the financial year		327,037.49	362,752.37

The accompanying notes form part of these financial statements.

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BUSSELTON HOSPICE CARE INC
34 520 860 920

BALANCE SHEET
AS AT 30 JUNE 2026

	Note	2026 \$	2025 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	380,571.60	408,980.68
Trade and other receivables	4	21,766.06	6,478.69
TOTAL CURRENT ASSETS		<u>402,337.66</u>	<u>415,459.37</u>
NON-CURRENT ASSETS			
Property, plant and equipment	5	16,783.11	19,495.92
TOTAL NON-CURRENT ASSETS		<u>16,783.11</u>	<u>19,495.92</u>
TOTAL ASSETS		<u>419,120.77</u>	<u>434,955.29</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	6	20,948.70	9,331.47
Employee benefits	7	58,853.67	56,167.61
Unexpended Grant Funds on Hand		12,280.91	6,703.84
TOTAL CURRENT LIABILITIES		<u>92,083.28</u>	<u>72,202.92</u>
TOTAL LIABILITIES		<u>92,083.28</u>	<u>72,202.92</u>
NET ASSETS		<u>327,037.49</u>	<u>362,752.37</u>
MEMBERS' FUNDS			
Retained earnings	8	327,037.49	362,752.37
TOTAL MEMBERS' FUNDS		<u>327,037.49</u>	<u>362,752.37</u>

The accompanying notes form part of these financial statements.

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BUSSELTON HOSPICE CARE INC
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2026

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 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
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2026

Revenue and Other Income

Interest revenue

Interest revenue is recognised using the effective interest rate method.

Rendering of services

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

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

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

Plant and Equipment

Each class of plant and equipment is carried at cost less, where applicable, any accumulated depreciation and impairment.

Plant and equipment is depreciated on a straight-line basis over the asset's useful life to the Association, commencing when the asset is ready for use.

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.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2026

Employee Benefits

Provision is made for the association's liability for employee benefits; those 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.

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.

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.

Gold Bullion

The Busselton Hospice Care Inc. received as donations several items of gold bullion and coins. As the Association is not a gold trading entity; and until the value of the gold bullion is formalised, they will not be shown in the Balance Sheet, but here as part of the notes as per current standards.

2 x standard circulation coins issued by United Kingdom between 1911 – 1925 – each being 1 British Sovereign – George V with pure gold weight of 7.3224 g each.

1 x Degussa Gold Cast 10-gram bar of .9999 fine gold

BUSSELTON HOSPICE CARE INC
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2026

	2026	2025
	\$	\$
3 Cash and Cash Equivalents		
Cash on Hand	2,428.34	1,726.36
Gift Cards on hand	70.00	40.00
Prepayments	-	500.00
Hospital Gift Shop Account	1,040.11	-
Bendigo Term Deposit #3570	120,000.00	-
Bendigo Operating Account #9469	91,551.03	83,674.05
Bendigo Savings Account #9485	54,654.88	20,391.78
Bendigo Card #9428	750.40	426.99
ACF Future Leaders	10,076.84	-
Bendigo Term Deposit #9011	-	150,000.00
Bendigo Term Deposit #5723	-	52,221.50
Bendigo Term Deposit #6997	100,000.00	100,000.00
	<u>380,571.60</u>	<u>408,980.68</u>
4 Trade and Other Receivables		
Current		
Trade Debtors	21,766.06	4,978.44
GST Account	-	1,500.25
	<u>21,766.06</u>	<u>6,478.69</u>
5 Property, plant and equipment		
Plant & Equipment	25,331.07	23,208.36
Less: Accumulated Depreciation	(12,165.14)	(3,712.44)
	<u>13,165.93</u>	<u>19,495.92</u>
Hospital Gift Shop Assets	3,617.18	-
Total Plant and Equipment	<u>16,783.11</u>	<u>19,495.92</u>
Total Property, Plant and Equipment	<u>16,783.11</u>	<u>19,495.92</u>

BUSSELTON HOSPICE CARE INC
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2026

	2026 \$	2025 \$
6 Accounts Payable and Other Payables		
Current		
PAYG Withholding Payable	7,326.00	4,316.00
Superannuation Payable	8,056.04	4,377.46
Trade Creditors	1,984.56	638.01
GST Account	3,582.10	-
Provision for Long Service Leave	17,581.12	6,632.73
	<u>38,529.82</u>	<u>15,964.20</u>
7 Employee Benefits		
Current		
Provision for Sick Leave	10,273.52	8,442.81
Provision for Long Service Leave	17,581.12	6,632.73
Provision for Holiday Pay	30,999.03	34,340.88
Provision for Public Holidays and Toil	-	6,751.19
	<u>58,853.67</u>	<u>56,167.61</u>
8 Retained Earnings		
Retained earnings at the beginning of the financial year	362,752.37	409,861.78
Net loss attributable to the association	(35,714.88)	(47,109.41)
Retained earnings at the end of the financial year	<u>327,037.49</u>	<u>362,752.37</u>
9 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 12:

1. Presents a true and fair view of the financial position of Busselton Hospice Care Inc as at 30 June 2026 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 ^{15th} day of September, 2026

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

Report on the Audit of the Financial Report

Qualified Opinion

Verification of Cash Receipts

It is not practicable for the Busselton Hospice Care Inc. to maintain an effective system of internal controls over cash receipts until their initial entry in the accounting records. Accordingly, in our audit in relation to cash receipts income was limited to amounts recorded within the financial records.

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 Incorporation 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.

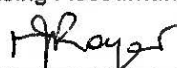
Those charged with governance are responsible for overseeing the association's financial reporting process.

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 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: 
Marilyn Jean Royer B.Bus CPA FIPA FFA

Address: PO Box 261, Busselton WA 6280

Dated this 11 day of September, 2026

BUSSELTON HOSPICE CARE INC
34 520 860 920

CERTIFICATE BY MEMBERS OF THE COMMITTEE

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

- (a) I attended the annual general meeting of the association held on 16 September, 2026.
- (b) The financial statements for the year ended 30 June 2026 were submitted to the members of the association at its annual general meeting.

Dated this 16th day of September, 2026

Committee Member: _____

J. Johnson
N. Boe