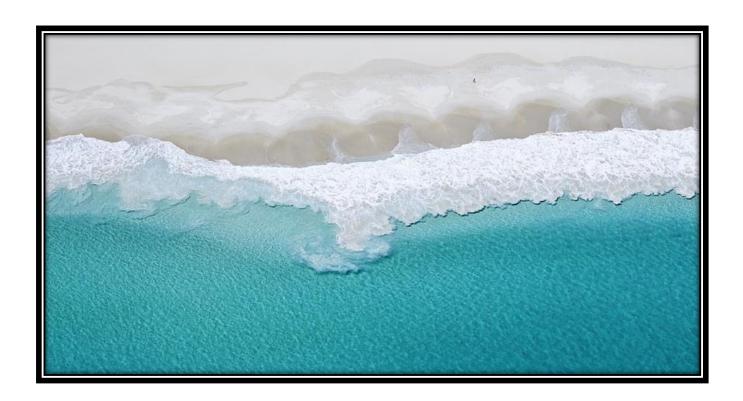


Busselton Hospice Care Inc.



2017/2018

Annual Report

www.busseltonhospicecareinc.org.au

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BHCI Chairperson's Report

Busselton Hospice Care Inc. (BHCI) have just completed a year of consolidation of our role in end of life care both in the delivery of local health services and in the broader palliative care community.

Our staff, under the leadership of Judy Waterman, have achieved a very positive working relationship with the management of WACHS Busselton Health Campus (BHC). The team of volunteers in the BHC Hospice Unit has been strengthened through the very professional input of our volunteer manager, Rosie Brown. Appreciation of the contribution of the volunteers continues to be expressed by patients and their family members and this is supported by comments from nursing staff.



Jenny Monson BHCI Chairperson

The Geographe Bay Centre (GBC) is now being accessed by members of the community through the Bereavement Support

Service, Complementary Therapy Program and the seminars on Advance Health Directives, run by the Rural Clinical School. The Bereavement Support Service has been expanded and strengthened through the addition of new volunteers and additional training and structure. It has been challenging to form the infra structure for our developing service whilst offering these programs, however the visibility that is possible through these services being offered at the GBC is an important part of communicating to our community our role and contribution to end of life care.

Our connections with the local community are being extended through the initiative of our Facebook page, which was launched this year to build upon the website. Judy Waterman has formed a team of ambassadors and tools have been developed to assist them in their role of communicating with community groups and this team will be able to support those involved in fund raising. I would like to extend our thanks to Ingrid Windsor for volunteering to set up the fund-raising team on behalf of our board and for attracting the involvement of some additional community members to support this process. Our participation in the monthly Chamber of Commerce meetings has been a useful link to others in the community and Jeannie Davis has been a great strength in this networking endeavour.

On a wider note, the work of BHCI has been recognised by the WACHS Regional Palliative Care team who approached us during the year requesting that we initiate a community volunteer support program, to provide a model for other areas. This is part of the national approach to provide greater choice for in-home palliative care. We have also been acknowledged by Palliative Care WA who included our service in the submission which resulted in the South West being recognised in the Australian Compassionate Community Network. The Compassionate Community concept has been embraced by the international palliative care community and is being promoted by Palliative Care Australia. Following the initiative of one of the local schools who supported our work through a community drama presentation, there is interest amongst local drama teachers across different schools to stage an event for students around end of life issues. In October BHCI made a submission to the state Parliamentary Inquiry into End of Life Choices, using this opportunity to highlight some of the gaps in services. I would like to thank Helen Walker for submitting this on our behalf and for representing us in the local press. It is encouraging to note that some of the pressing local gaps have been closed through the recent appointment by WACHS of two additional .5 FTE palliative care clinical nurses. Local MP Libby Mettam has continued to champion this cause.

I would like to acknowledge the dedication and expertise of our three staff members in Judy Waterman, Rosie Brown and Josie Vigors who have worked successfully this year to continue

the establishment of our programs and community connections. Although we have a small paid work force of 1.8 FTE (full time equivalent), there is also a substantial voluntary component carried out by our treasurer, Peter Duncan, who undertakes the Human Resources work on behalf of the board. This is becoming increasingly complex with ongoing legislative changes and I would like to acknowledge Peter's long-standing contribution. The work of the staff has been supported by the input and guidance of the BHCI Management Committee.

Special appreciation is extended to our three retiring board members in Yvonne Innes, Sue Barrett and Greg Dudley. Sue has been a willing and efficient secretary and has also coordinated our annual calendar production. Greg has been generous in his pastoral support of volunteers, nursing staff and patients. Yvonne has contributed to our work through her experience in the Cancer Council.

As a board, our current challenge is to increase our fund-raising base, especially through securing sponsorships, and to continue to increase our profile in the community, promoting understanding of our current role and awareness of the needs of those receiving end of life care, enabling us to offer volunteer support to those who wish to die at home. As previously identified, this activity will be supported through the inclusion on our board of community members from the business community. We are currently seeking two additional board members, including a treasurer.

I would like to thank all members of BHCI for your commitment and contribution to our vision. Jeannie Davis, Peter Duncan and Helen Walker have been active on the GBC Management Committee and Trent Healy and Ingrid Windsor have represented our interests with the medical community. I would also like to acknowledge the generosity of Steve Blackwell who facilitated our planning meeting, which offered an opportunity for review of our strategic plan and helped to sharpen our focus, identifying short term goals. I am looking forward to the coming year when we continue to implement our vision through achieving the next steps of our strategic plan.

Jenny Monson BHCI Board Chair

BHCI Mission

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





Bereavement Support

The 10 volunteers in the Bereavement Support Service were kept busy providing ongoing support to 37 clients in 2017-18.



our Volunteer gems!

Hospice volunteers support people, their carers, family and friends at the end of life and in bereavement. Our volunteer retention rate in 2017-18 was 90%!



Complementary Therapy Program

The newly established Complementary Therapy program is growing in popularity. 92 appointments were taken up by 36 clients in 2017-18.



Community

Two community information sessions about Advance Care Planning were held at the Geographe Bay Centre. Both sessions were fully subscribed with requests for more sessions in 2019.



working in Partnership

The BHCI Board and Management Team continue to build partnerships with key stakeholders in our community. A grant from Lottery West will help to increase capacity for more community education opportunities going forward into 2019.



BHCI Programs



Hospice Volunteer Program

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



Bereavement Support Program

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



Complementary Therapy Program

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

Therapies available:

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

Hospice Volunteer Program

Recruitment and Retention

The BHC Hospice Unit volunteer team was joined by 17 new recruits this year who've all been welcomed into the fold and settled into the role extremely well. In addition to our human volunteers, the team welcomed our very first therapy dog – Jethro. The patients, visitors and staff have all enjoyed Jethro's visits and he's been able to put a smile on the faces of everyone he visits.



Jethro – a therapy dog joined the Hospice Volunteer Team in 2018

Volunteer Involvement

As in previous years, several volunteers co-interviewed the potential new volunteer recruits and supported their orientation to the BHC Hospice unit in the capacity of a 'buddy' on their first shifts.

Support and Development

It was a busy year for ongoing learning and development opportunities for the Hospice unit volunteers. In addition to the annual, mandatory training, volunteers were able to participate in six scheduled educational events at the Geographe Bay Centre and three multi-disciplinary sessions facilitated by the BHC learning and development department.

Workplace Safety

A call out for volunteers to sew a supply of new aprons for the Hospice unit volunteers yielded three willing seamstresses. The first batch of new aprons was delivered in October with another expected before the end of the year. The aprons help identify the volunteers in the BHC Hospice unit as well as protect their street clothes when working in the hospital environment. A small Bank West Easy Grant covered the cost of the apron fabric.

Volunteer Recognition

Thanks to Volunteering WA and Lottery West, another small grant helped to fund a tea party to thank the Hospice unit volunteers for the hard work and dedication during National Volunteer week in May. Everyone is also looking forward to the annual BHCI Christmas Party where our volunteers receive pins for five, ten and fifteen years' service as we

Quality and Continuous Improvement

In keeping with tradition, our volunteer retention rate remains high at 90%. Satisfaction in the role is also high as reported in the one-to-one interviews with the volunteer coordinator during the year.



BHCI Volunteer retention rate remains high at 90% 2018

"How wrong I was to be frightened. My sister died in Hospice with her family beside her. The compassion shown to us by the staff and volunteers in one of the most difficult times in our lives, showed us that this community is in good working order."

J.R., Perth

Bereavement Support Program

Recruitment and Retention

Our bereavement support program had its inaugural Induction Training Day in June 2018 for our existing 8 volunteers and 2 new recruits. Recruitment and induction is planned annually to occur in June to bring us in line with the Volunteering and Bereavement Standards.

Volunteer Involvement

Volunteers provide support sessions at the GBC through 1:1 contact, our weekly Drop In session and in support groups. They attend a monthly team meeting and participate in our annual Remembrance Service in November. Volunteers provide an average of 25 hours per person in a 12 month period totalling 925 hours of support to 37 clients.



BHCI Bereavement Support Team

Support and Development

Bi-monthly volunteer training occurs via webinar, TED talks and Grief Counsellor Jenny Monson. A model of care, operational and strategic documents, client data base, program assessment and evaluation tools and volunteer handbook, promotional flyer and factsheets have been developed by the Coordinator.

Workplace Safety

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

Volunteer Recognition

Bereavement volunteers are included in all recognition events and are also looking forward to the annual BHCI Christmas Party.

Quality and Continuous Improvement

Review of all bereavement programs and client uptake occur annually in November in line with BHCI Evaluation Framework policy.

"I wasn't prepared for the utter emotional, physical, and mental chaos that came with grief— the guilt, the anger, the fear. This centre is my "safe" place. It has been invaluable for me to express myself to others who understand and show no judgment."

C.S Busselton



BHCI Remembrance Service

Complementary Therapy Program

Recruitment and Retention

BHCI developed this program in June 2017 and implemented November 2017 at the GBC.

A team of 13 therapy volunteers (therapists and meet and greet) were recruited and inducted August 2017.

Volunteer Involvement

Volunteers provide 6 therapy sessions per week, assist in set up, pack down and 1:1 listening support to clients who attend. Since November 2017- June 2018 volunteers have provided 92 therapy sessions.

Support and Development

Bi-monthly training in bereavement is offered to therapists

A model of care, operational and strategic documents, client data base, program assessment and evaluation tools and volunteer handbook, promotional flyer and factsheets have been developed by the Coordinator.

Promotional flyer and Factsheets have been developed.

Workplace Safety

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

Standard procedures on use of equipment have been developed.

Volunteer Recognition

BHCI provided a lunchtime event in recognition of the program progress in June 2018. Complementary volunteers are included in all recognition events and are looking forward to the annual BHCI Christmas Party.

Quality and Continuous Improvement

Review of program and client uptake occur annually in November in line with BHCI Evaluation Framework policy.

R.C., Busselton



[&]quot;My wife loved coming for therapy at the Geographe Bay Centre. It was one place she found peace. Thank you for your care."

The Geographe Bay Centre

BHCI completed refurbishment of the original hospice building at 5 Craig Street, West Busselton in June 2016 and were thrilled to open the doors to The Geographe Bay Centre (GBC) on July 28th 2016.

Even more exciting was conducting our first volunteer meeting in our spiritual home at the GBC on 18 August 2016, our first volunteer intake training in June 2017 and our first Christmas recognition event in December 2017 after 17 years of conducting these events off site.

The GBC is the venue for the delivery of our bereavement and complementary programs, volunteer recruitment and training and our administrative centre.

A special acknowledgement and thank you must go to the heroic efforts of Josie Vigors and Garry Prus who steered the operations of BHCI during the 2016 refurbishment and settling in at the GBC with support from our Board.

Since my appointment as Manager in March 2017, the operational team have focused on the completion of the building and garden refurbishment, professionalisation, stabilisation and growth of our programs and existing stakeholder partnerships.

A new team of garden volunteers completed our water friendly garden in October 2017 with support from Busselton Water's grant to secure a water tank.

June 2017 saw us launch our new website www.busseltonhospicecareinc.org.au.

November 2017 marked the opening of our Complementary Therapy Program.

March 2018 saw us extend our hospice volunteer training to a five day program following a review and volunteer feedback.

June 2018 saw us launch our Facebook page Busselton Hospice Care Incorporated.

We successfully applied for a Lottery West equipment

grant in June 2018 to increase volunteer and community education and training opportunities.

I am pleased to announce that a Volunteer Ambassador program is being established to raise community awareness and promote our work. Our operational team looks forward in 2019 to building more stakeholder partnerships that will support our vision of establishing a centre of excellence in palliative care volunteering.

Judy Waterman **GBC** Manager

BUSSELTON HOSPICE

OUR VOLUNTEERS



For every \$1 we invest in our volunteers. they return \$5 to the community.

Over 100 highly skilled BHCI volunteers provide emotional and social support to people at the end of life, carers and those who are recently bereaved.

HOSPICE VOLUNTEER PROGRAM



Supporting people in the Hospice Unit seven days a week.

Our trained professional volunteers are recognised members of the multidisciplinary team caring for people at the

BEREAVEMENT SUPPORT PROGRAM



Walking alongside people through their experience of grief.

Providing individual or group support for people experiencing grief and loss. Our trained breavement volunteer provide support by phone or face-to-face.

COMPLEMENTARY THERAPY PROGRAM



Oualified volunteer therapists providing a range of therapies.

Relaxation therapies are available at no cost to the people at the end of their life, their carers and people who are recently bereaved.

THE GEOGRAPHE BAY CENTRE



5 Craig Street, Busselton, WA, 6280

Open Monday to Friday from 9.00am to 4.00pm, the Geographe Bay Centre is the venue for our programs and our administrative office.

WWW.BUSSELTONHOSPICECAREINC.ORG.AU

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Treasurer's Report

Since its inception, the work of BHCI has been made possible through the generosity of the members of our local community. All of our operational costs are funded through community fundraising as we do not receive government funding. Whilst Lottery West grants have enabled some of our establishment and equipment costs, all of our ongoing expenses, including staffing, are met through donations and fundraising efforts of local groups, individuals and organisations. Bequests have also provided an important boost to our income. It is clear that many of the fundraising initiatives are motivated by those who have experienced the benefit of the care provided and seen the support offered to friends or family members.

During 2016 and 2017, BHCI funded the refurbishment of the existing Hospice building to enable the establishment of the Geographe Bay Centre, which provides the venue for our programs and services.

The following report covers the financial performance of the Busselton Hospice Care Inc. facility for the period 1st July 2017 to 30th June 2018. This report also provides a comparative view of both incoming funds and expenditure for the previous financial year.

	STATEMENT OF INCOME & EXPEN FOR THE YEAR ENDED 30th JUN		
	TOR THE TEXA ENDED SOME SUIT	L 2016	
REVENUE		2017/18	2016/17
XE VEIVOE	Donations	45,648.16	31,561.16
	Spring Soiree		30,346.00
	Calendar	8,974.40	15,689.80
	Calendar (Donation)	5,500.00	4,500.00
	Golf Day (Hospice)		27,575.25
	Golf Day	33,350.00	36,250.00
	Interest - Trading		4.15
	Float		4.13
	Fund Raising		
	Other	4.156.00	2 742 50
	ATO	2,254.00	3,743.50 2,880.00
		-	
	Total Revenue	99,882.56	152,549.86
XPENDITURE			
	Salaries & Wages	144,564.67	126,426.97
	Superannuation	12,594.51	15,750.48
	Golf day Cost		4,305.04
	Training	4,767.07	3,116.28
	Functions	3,525.45	8,286.00
	Insurance	3,740.43	3,532.35
	Subscriptions/Membership	325.00	
	Telephone	4,941.01	4,802.56
	Postage	610.64	426.33
	Printing & Stationery	3,242.56	2,552.46
	Calendar printing	6,993.00	7,894.00
			/,894.00
	Equipment	1,042.00	
	Maintenance	5,605.86	5,791.23
	Badges - Volunteers	716.65	601.15
	Petty Cash	1,270.00	951.00
	Bank fees	452.03	555.13
	GST Paid	(1,168.00)	(564.00
	IT Support	2,655.00	2,689.65
	Hall Hire		334.00
	Website	800.00	2,455.00
	WACHS -SW Supplies	233.60	1,137.99
	Working W/Children Reg		165.00
	Publicity/Advertising	1,808.00	
	Complimentary Therapy	953.83	
	Cooking for One	600.00	261.00
	Miscellaneous	3,293.40	3,963.91
	Total Expenditure	203,566.71	195,433.53
	Surplus /(Deficit) (Trading)	(103,684.15)	(42,883.67
	Interest - Investment	12,133.90	8,393.55
	Surplus / (Deficit) Trading for Year	(91,550.25)	(34,490.12
	Non Trading Revenue / Expenditure	(51,230.23)	(54,430.12
	Funds Transferred from Term Deposit	153,526.04	90,000.00
	Offset by Expenditure	133,320.04	23,000.00
	Refurbishment of Building		33,561.73
	Retriculation	14,047.00	33,301.73
	Surplus/Deficit for Year	139,479.04	56,438.2
	Surpius/Denention Tear	139,479.04	30,430.2
	I		

BUSSELTON HOSPICE CARE INC

Table 1 – Revenue & Expenditure for the Financial Periods 2017/18 & 2016/17

Notes concerning Tables 2 and 3:

The need to assist the operational management of our organisation (meet additional operating costs and a reduction in revenue) has resulted in a reduction in our asset base.

However, investment of these funds continues to provide a good source of income.

Equipment	2017/18	2016/17
Cabinet (Complimenary Therapy	299.00	
Cabinet (Volunteer Managemt)	250.00	
Signage	218.00	
Stool	275.00	
Total Equipment	1,042.00	-

Table 2 – Equipment Distribution

BALANCE SHEET

FOR THE YEAR ENDED 30th JUNE 2018			
CORPUS	2017/18	2016/17	
Opening balance	589,592.29	657,644.14	
Surplus/ (Deficit) for the year	47,928.79	21,948.15	
Decrease to Investment	(153,526.04)	(90,000.00)	
	483,995.04	589,592.29	
Represented By			
ASSETS			
Cash at bank	51,667.58	15,872.69	
Investment A/C	432,327.46	573,719.60	
	483,995.04	589,592.29	

Table 3 - Balance Sheet & Funds Represented by Source

Notes concerning Table 4:

Table 4 reflects funds held in our trading account and the investment of funds over a three year period Trading account bank reconciliation over same period.

BUSSELTON HOSPICE CARE INC - FUNDS HELD & RECONCILIATION

Financial Year	30-Jun-16	30-Jun-17	30-Jun-18
Trading	2,318.09	15,872.69	51,667.58
Investment - Bank West	103,104.22	104,653.60	107,197.85
Investment - Commonwealth	381,361.57	366,033.51	325,129.61
Investment - Commonwealth	170,860.26	103,032.49	
Total Funds	657,644.14	589,592.29	483,995.04
Addition/Reduction		(68,051.85)	(105,597.25)

Trading Reconciliation	30-Jun-16	30-Jun-17	30-Jun-18
Opening balance	32,055.73	2,318.09	15,872.69
Deposits	179,896.37	242,549.86	254,408.60
	211,952.10	244,867.95	270,281.29
W/drawls	209,634.01	228,995.26	218,613.71
Total Trading Funds	2,318.09	15,872.69	51,667.58

Table 4 - Funds Held and Reconciliation of Trading Bank Account

Peter Duncan Honorary Treasurer 27th July 2018

Looking Forward

Promotional Strategy

BHCI is committed to promoting our core business and demonstrate that BHCI programs have an end of life care system impact.

Part of this promotion is the development of an Ambassador Volunteer Program whose primary role of the ambassador program will be to:

 Promote the vision, mission and core business of BHCI through the delivery of information sessions (IS) to community groups, businesses, service providers or other entities on invitation or request as directed by the BHCI Manager.

Other promotional activities will be:

- Board member attendance at Chamber of Commerce events
- Operational staff attendance at BHC Industry Reference Group
- Operational staff to create relationships with civic institutions and community groups to collaborate on Compassionate Community opportunities.

Sponsorship and Fundraising Strategy

During 2018 BHCI formed a new fundraising team to develop a structure which will enable us to meet our future needs. This is still evolving and we are focusing on corporate sponsorship as well as exploring the establishment of some large fund raising events. We still value the important support through individual donations and fund- raising efforts of the many groups, clubs and community events. These not only provide our essential financial base but play a vital role in spreading the word about the services we offer and keep us connected to our community.

We welcome any interested people to join this fund-raising team.

Creating Meaningful Partnerships

Service Delivery and Program Development

In establishing a centre for excellence, BHCI recognises that there are opportunities in creating partnerships to develop and deliver community-based volunteer programs to support those at end of life, caregivers and the bereaved underpinned by the Compassionate Communities Charter.

Evaluation Strategy

BHCI is committed to initiating and delivering volunteer programs that support our community at end of life and in bereavement. BHCI aims to ensure that these programs are monitored and their impact is measured from both an evaluation perspective and to ensure they align with our BCHI 2017-2020 strategic objectives to:

- 1. Demonstrate Leadership and Governance
- 2. Enhance relationships
- 3. Establish a Centre for Excellence in Palliative Care Volunteering.

Sponsorship, Fundraising and Donations

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

To make a donation, visit our website <u>www.busseltonhospicecareinc.org.au</u>

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

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

Volunteer with BHCI

We recruit and train a new group of volunteers each year during February and March. Key dates for 2019 are:

Hospice Unit

0	Information Sessions	Tuesday 5 th February (5-6pm) & Thursday 7 th February (2-3pm)
0	Interview fortnight	Monday 11th February to Friday 22nd February
0	Induction Training May	Day 1&2 – 11 th &12 th March, Day 3&4 – 18 th & 19 th March, Day 5 – 6 th

Bereavement Program

0	Information Sessions	Tuesday 5 th February (5-6pm) & Thursday 7 th February (2-3pm)
0	Interview fortnight	Monday 11th February to Friday 22nd February
0	Induction Training	Day 1& 2 – June TBA

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

Volunteer with the [insert program name here]
 Volunteer around the office with phone calls and other tasks
□ Volunteer as a board member or on a board sub-committee:
Please visit our website www.busseltonhospicecareinc.org.au to learn more, or call us at (08) 9751 1642. Send this form by mail to our office at PO Box 5103, Busselton West, WA, 6280.
Name: Phone:

Thank You to All Our Supporters

Donations from Local Businesses

- BCG Residential Pty Ltd \$2,000
- Busselton Chamber of Commerce \$1,000
- West Busselton Pharmacy \$587.70
- Coles Supermarket Busselton \$150
- Soils 'Aint Soils Busselton \$200
- BankWest Bank Easy Grants \$200
- Volunteering WA \$1,000
- Busselton Water \$2,000
- Bunnings Warehouse \$100
- Cape Cellars West Busselton (Volunteer Christmas Function) \$743.51

Donations from Community Groups

- Busselton Old Time Dance \$600
- Busselton Caravan Club \$250
- CWA Dunsborough \$1,577.05
- Lions Club of Dunsborough \$2,000
- Novacare Lifestyle Village \$30
- Naturaliste University of the 3rd Age \$70
- Past Pupils of Central School Busselton \$193
- Veterans Car Club (Ladies) \$50

Donations received from community members for the following reasons:

- In memory of a loved one or friend cared for in the BHC Hospice Unit
- In memory of a loved one or friend
- In lieu of Christmas Gifts
- In lieu of payment for providing a service to BHCl or external fundraising event

External Fundraising Event

- Gail Kearney Hospice Golf Day \$33,350
- Busselton Repertory Club \$1616.41

General Sponsors & Regular Donors

- Specsavers Pty Ltd Busselton Store \$1,300.17
- Muir Electrics The Good Guys \$1,231.64
- San Marino Nominees Pty Ltd \$5,022.15
- J E Trust \$1,000

Hospice Calendar Production sponsors

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

BHCI In-house Fundraising and Sales

- Candles \$334
- Cards \$85
- Cook Books \$90
- 2017/18 Entertainment Books \$546
- 2017 Wine Fundraiser \$1,820
- Raffles / Plant Stalls etc. \$627.60
- Raffles from Performances at the Weld Theatre \$462