

ANNUAL REPORT 2022



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OUR MISSION

Albany Community Hospice is a leader in the provision of expert palliative care and end of life choices, education, and support so all members of the community can experience death with grace in a manner and place of their choice.

OUR VALUES

Compassion and caring
Integrity
Respect
Inclusive and judgement free
Teamwork and collaboration
Excellence
Innovative

OUR VISION

The community, as individuals and collectively, values and embraces death and dying as an integral part of life.

2021-22 MEMBERS

Jeanann Barbour
Lauren Batten
Michelle Burton
Karen Condon
Lisa-Maree Ellett
Georgina Folvig
Stan Goodman
Helen Hawley
Hannah Leslie
Anthony London

Lynette Lutley
Michelle McClure
Delys Jane Mouritz
Jonathan Ramachenderan
Patricia Ryans-Taylor
Sally-Anne Scott
Lee-Ann Smith
Ingrid Storm
Paul Terry
Barbara Thomas

ABOUT US



Albany Community Hospice has been delivering expert palliative care to the Great Southern Region and surrounds for over 32 years.



Albany Community Hospice provides specialist inpatient palliative care for people who have an illness or disease that is no longer able to be cured. Our focus is on the patient and their family or support persons, aiming to improve their quality of life by helping them to live with comfort and dignity in the time they have left to live. This includes their physical, emotional, psychological and spiritual wellbeing as well as supporting their family or significant others.

The original Albany Community Hospice was opened in November 1990, after a study of local needs for the care of terminally ill people indicated a need to supplement the services already being provided by the Albany Regional Hospital and Silver Chain.



Albany Community Hospice, over 30 years later, remains very much community owned and funded. It is still run by a volunteer Board of Management, employs many volunteers with a variety of skills and talents, and receives much needed funds from a wide range of community groups and individuals.



BOARD OF MANAGEMENT



HANNAH LESLIE
Chairperson



HELEN HAWLEY
Treasurer



DR JONATHAN RAMACHENDERAN
Vice-Chairperson



LEE-ANNE SMITH
Secretary



JEANANN BARBOUR
Board Member



INGRID STORM
Board Member



GEORGINA FOLVIG
Board Member



PATRICIA RYANS-TAYLOR
Board Member



ANTHONY LONDON
Board Member



KAREN CONDON
Board Member

EXITING BOARD MEMBERS

MICHELLE BURTON
Secretary
Retired November 2021

MICHELLE MCCLURE
Board Member
Resigned March 2022

CHAIRPERSON REPORT

In the latter half of '21/22, Albany Community Hospice (ACH) refocused its vision and direction under a new strategic plan entitled 'Building on Excellence'.

The three pillars of the strategic plan, around which it seemed appropriate that I construct this report, appear as the below headings.

ENHANCING OUR SERVICES

We have continued to deliver excellence in end-of-life care and leadership in the sector. The Medical Advisory Committee report gives some insight into this. Our achievements were recognised in the Palliative Care sector awards referred to in the Clinical Hospice Manager's (CHM) report. Fiona Jane, Clinical Hospice Manager is to be commended for her leadership and ongoing attention to improvement and patient focussed flexibility.

On behalf of the Board, my thanks to the whole of the Hospice Team and to all those in the community who have assisted us financially or in kind or with their time and efforts. The excellence of our service can only be sustained with the contributions of all. In particular, I would like to thank those who look after our finances and fundraising. Their wonderful efforts and the careful oversight of our Treasurer and our new Finance and Administration Officer have meant that not only we have remained financially secure during a difficult year but also that the Board was able to approve some spending additional to budget to ensure ongoing best practice during COVID-19.

As mentioned already, a very constructive and well considered process of strategic planning for our service was undertaken in the second half of the year, ably led by local consultant Christine Grogan. We had excellent participation by Board members, staff, participating doctors, consumers, volunteers and stakeholders. The Board is confident that, after a thorough consideration of the organisation and its work, we have a useful and well-focussed strategic plan for the next three years.

ENHANCING OUR WORKFORCE

Our staff are the lifeblood of our organisation. It has to be said that, particularly in the COVID-19 climate where there have been acute workforce issues in many sectors, in conjunction with the CHM, the Board has had an eye to steps that can be taken to enhance ACH's chance of securing and retaining staff, both permanent and casual.

This year the Board has inaugurated a training scholarship in honour of a hospice benefactor the late Ms Alma Walton. This scholarship will use funds from the substantial Walton bequest to contribute to the salary and tertiary study fees of graduate nurses training in palliative care in a program developed by our CHM to 'grow our own' RN workforce. It was serendipitous that the first recipient of the scholarship and program placement was a local nurse!

The scholarship bequest will also provide funds to meet the '22/'23 costs of a specific three year program to upskill other members of our current nursing staff in palliative care. Our CHM is to be commended for her enthusiasm and drive in these education initiatives.

With the endorsement of the Board, the CHM is looking at models of pastoral care provision in other hospices so we can increase support to our patients and staff.

Our workforce includes our ever willing volunteers. COVID-19 has been a difficult time for them given the limits on access to the premises, masks, vaccinations and our need to stand down volunteers at times during COVID-19. Most have travelled the journey with us for which we are very grateful.

ENHANCING OUR ORGANISATION

This year the Board welcomed four new Board members. New ideas and the enthusiasm and varied perspective that always seems to come with new people have been valuable to the Board.

In consultation with a local indigenous elder, we secured a commitment to ongoing engagement and advice as needed to ensure we continue to do all that we can to respect indigenous practice and can tailor services to meet specific needs of patient and family at end of life.

The Board has met monthly and has continued to regularly review and adjust policy, strategy and risk management and to oversee the finances. We have reviewed our Constitution and our Governance Framework and we continue to take advantage of affordable training opportunities for Board members as they arise.

Our Butterflies Op Shop team continue to endlessly weave their magic. On behalf of ACH, my thanks to all those who volunteer on the Board and the Committees. You are the engine-room of the organisation and your willingness and generosity is a source of continuing inspiration.

We are blessed with a management and administration team that works very harmoniously. It has successfully navigated some difficult territory this year. During the year, the Board reviewed and approved some adjustments to the structural organisation of the team, allowing for improved line management, skills matching and sharing of responsibilities.

In view of the significant benefits achieved from having someone in the role in this increasingly technological age, the Board approved management's request that the Communications & Engagement Coordinator position be embedded in the structure of the organisation.

Our Vision has been set out in the new strategic plan as follows:

that our community has access to and values the contribution of quality palliative & end-of-life care.

I am pleased to report that, in my view, Albany Community Hospice is in good shape and is delivering on its vision and has the support of the local community and the state government (through WACHS), Department of Veteran Affairs and Private Health Insurance partners to continue to do so into the future.

In concluding, it would be remiss of me not to acknowledge the wonderful contributions of Jane Mouritz and Michelle Burton, immediate past Chair and Secretary of the Board respectively, both of whom retired from the Board after many years of valuable service.

Hannah Leslie

CHAIRPERSON



The past year has provided us all many challenges. Together we have worked steadily and with determination to continue to provide the best possible person-centred care that Albany Community Hospice (ACH) is renowned for, being well supported by our governing Board and Medical Advisory Committee, our dedicated teams within the Hospice and our community partners and supporters.

COVID-19

Managing Hospice during COVID-19 pandemic has required us all to remain flexible and adaptable to change and resilient in the face of uncertainty that this pandemic has created.

Logistical and emotional impacts were felt with the COVID-19 lockdown of regions to minimise transmission of COVID-19, in the separating of families when they needed to be together most. Resources we increased where required to screen visitors to reduce risk, to facilitate family gathering to be together at end of life. Non-vaccinated visitors were permitted to visit Hospice with special restrictions risk managed on a case-by-case basis.

The Department of Health WA mandated COVID-19 vaccination requirements for all staff and visitors which created the need for risk screening systems and staff education such as infection control and risk mitigation training all translated to a Hospice site specific scenario-based training.

Regardless of COVID-19 and the impacts of the requirements to reduce the risk of transmission, 2021-2022 has seen record numbers of admissions, discharges and deaths at ACH. Managing constant workloads with high acuity has been very challenging for the entire team, with COVID-19 and influenza related staff absences providing additional burden on a small team who have pulled together to cover and swap shifts to ensure that safe and accountable care continues.

PARTNERING WITH COMMUNITY & KEY STAKEHOLDERS

The Hospice team created and represented the organisation on a Christmas-themed float in the annual City of Albany Christmas Parade. To cap off a year of achievements, we came second for the best float! This gave us an opportunity to acknowledge and thank the community for all support they have given Hospice during the year.

We also initiated a partnership with Priceline Pharmacy Spencer Park which has helped to improve efficiency of systems of medication management and improving medication safety.

RECOGNITION

The Hospice received the award for “Outstanding Organisation delivering Holistic Palliative Care in any Setting” awarded at the at the Palliative Care Western Australia Gala Awards. This recognises our team’s passion and commitment to improving health and wellbeing outcomes for all our patients and their family/carer networks and has been applauded by our peers in palliative care and by the peak body representing Palliative Care in WA.

The Douglas MacAdam Perpetual Trophy for Excellence in Palliative care is now displayed in the entrance foyer at Hospice and gives us opportunity to show the palliative care community how as a cohesive, flexible, and compassionate team we continue to listen to our patients, respond to their individual needs and provide the best person-centred care possible.



VOLUNTARY ASSISTED DYING

Following extensive community and organisation consultation, the Board supported eligible persons to be granted support in accessing Voluntary Assisted Dying (VAD) whilst an inpatient at ACH from 1 July 2021.

We supported the first person in Western Australia to access VAD and this was administered by a medical practitioner at the Hospice.

Since then, ACH has been invited to represent a regional perspective addressing the co-existence of Palliative Care and VAD to support palliative care service providers in WA and other states with sharing of resources and support from our experience.

EDUCATION AND WORKFORCE

We use palliative care assessments on a daily and as-needed basis to record the status of our patients and implement appropriate symptom-based care. The Palliative Care Outcomes Collaborative (PCOC) six monthly report from these assessments continues to support quality improvement, and we have developed quality improvement initiatives that have been shared nationally.

We have improved systems that support workforce education, using AUSMED, a web-based platform to provide our induction and annual online training. This provides clear reporting on staff learning requirements and compliance with mandatory training.

An innovation for ACH workforce development has been creation of a Graduate Nurse position to “grow our own” specialist palliative care nurses with a supported, mentored Graduate Nurse program to build future workforce capacity. It is hoped this program will foster and develop a culture of reflective learning and encourage the professional development of the existing clinical team with supported workplace learning.

It is a remarkably dedicated group of people who offer more than their contracted hours or volunteer their time to support each other and our mission as an organisation. The value in our work is acknowledged by their commitment and dedication and our success in remaining a safe and harmonious place to work is due to collective creative thinking, teamwork and flexibility we see every day.

Every person involved with ACH contributes to the collective success of our organisation being committed to the same values, driven by the same purpose to care for people and their families when they need it most, working as a team delivering the same messages, that they are safe, that we care and show kindness and that we are committed to doing the best we can in doing that. This is what makes Hospice successful and our workplace a safe, welcoming and supportive place that it is.

I want to thank each and every person, who has by embodying the values of Hospice, supported Hospice in its mission and vision for this year, so we continue to provide safe, compassionate care for those who need it and support each other in doing so.

Fiona Jane

CLINICAL HOSPICE MANAGER



The Medical Advisory Committee (MAC) and Medical Credentialing Committee (MCC) have continued strongly over the last 12 months supporting the Board and staff to ensure patient care is safe, high quality and efficient.

Our current members are:

- Dr Kirsten Auret - Chair
- Dr David Ward
- Dr Christel Smit-Kroner
- Dr Keerthana Muthurangan
- Dr Mark Victor
- Dr Toby Leach
- Kristi Holloway
- Helen Brockman
- Allison Bell
- Fiona Jane – Clinical Hospice Manager, ex-officio member
- Ingrid Storm – Board Representative and then Consumer Representative (MAC only)
- Karen Condon – Board Representative

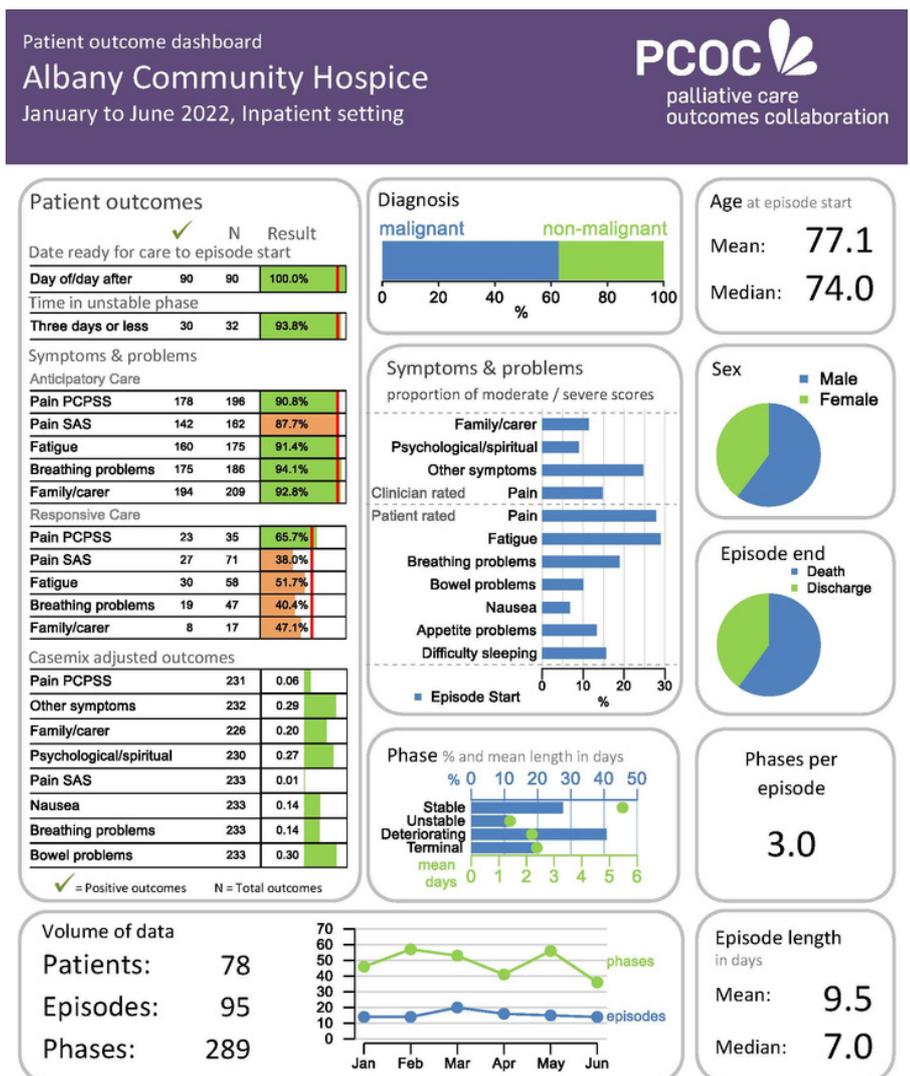
Over this year Dr Brian Cunningham retired and we thank him for all his years on the MAC and his unrelenting focus on safety. Overall our membership has expanded this year with two new roles – Helen has joined us with a Pharmacy quality and safety portfolio, and Allison Bell with her regional palliative care and nursing background.

As I did last year, I want to begin this report by acknowledging Fiona Jane (Clinical Hospice Manager) and Sarah-Louise Collins (Support Services Manager), the Board, my fellow MAC members and all the Hospice staff, particularly in how we all continued to navigate the major challenge presented by the COVID-19 pandemic.

The enactment of the Voluntary Assisted Dying legislation in WA also occurred in mid-2021 and since then we have been on a significant learning curve as some patients choose this as their end-of-life choice alongside palliative care. Everyone has been brought their best to work all year, accepting rapid changes in guidelines and practice, striving to be patient-focused at all times.

Every meeting we continue to routinely discuss a broad range of matters impacting on clinical governance, patient safety, clinical performance, the safety of the clinical environment and our partnering with consumers. We review policies and procedures that are new or need updating; review the controls of any identified clinical risks; comment on audit results and respond to any other clinical challenges being faced by the Hospice.

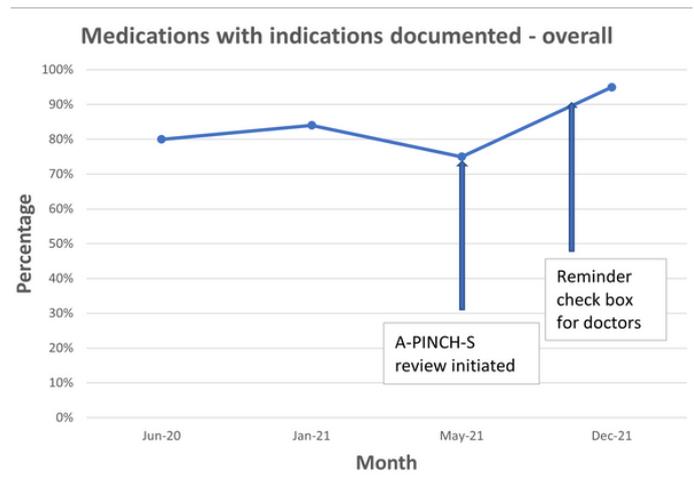
The major patient outcome reporting tool reviewed at the MAC is the six monthly report provided by the Palliative Care Outcomes Collaborative (PCOC). (See right for our most recent dashboard.)



ElT is an Australia-wide programme, managed by the University of Wollongong, which collates the in-depth information our staff collect about patients' daily pain and symptom burden. As the outcome of care for more than 250,000 people over 10 years is now available, we use the reports produced from our patients' data to assess our performance against national benchmarks.

As with all palliative care services and consistent with previous years, the main clinical incidents seen in Hospice relate to falls, medication errors, handover issues and pressure areas. The numbers of incidents remain very low given the complexity of the patients we look after, and there have been no incidents over the last 12 months that resulted in significant patient harm.

In the MAC, we have been concentrating on Medication Safety over the last 12 months, focusing on the quality of documentation on the medication chart and the clear identification of high-risk medications (such as opioids, sedatives, chemotherapy agents) at our weekly multidisciplinary planning meeting and in the minutes we send to GPs. A brief audit earlier this year shows how safety in this domain is improving with these initiatives.



We continue to review our practice regularly and have received satisfactory audits across our use of medication charts, antibiotics, blood products, pressure area screening and management and falls prevention. The Hospice is accredited by the Australian Commission on Safety and Quality in Health Care and so the MAC also continues to routinely review our care against the eight National Safety and Quality Health Service Standards:

- Standard 1 - Clinical Governance
- Standard 2 - Partnering with Consumers
- Standard 3 - Preventing and Controlling Healthcare-Associated Infection
- Standard 4 - Medication Safety
- Standard 5 - Comprehensive Care
- Standard 6 - Communicating for Safety
- Standard 7 - Blood Management
- Standard 8 - Recognising and Responding to Acute Deterioration

The MCC always meets immediately after the MAC and we continue to receive strong interest from our community of local doctors, with new doctors applying for credentialing and others requesting recredentialing at the expiry of the three-year contracts. There are currently 53 doctors able to provide care for their own patients at the Hospice.



Assoc Prof Kirsten Auret

MEDICAL ADVISORY COMMITTEE CHAIRPERSON

TREASURER REPORT

Once again we seem to have had a very busy year. COVID-19 is still disrupting our operations and will probably continue to do so for some time.

From the finances point of view, our year has once again seen an amazing response from our community. Our Fundraising Committee and Community Engagement strategy has kept Hospice out there in everyone's minds and I'm not sure last year's achievement can be demonstrated on an ongoing basis. I'm just totally blown away with the results.

As you will see from the financial analysis below, we have achieved a similar profit result to last year when we were supported by the Government COVID-19 payments to the tune of \$209K. It's been said before but has to be said again, our Fundraising Committee has put in an absolutely amazing effort once again. And remember, the target that we budget for is just that. Your efforts in fundraising for the Hospice are truly appreciated however much is raised.

Butterflies Op Shop continues to be a huge support to our finances. Once again the shop saw over the magic \$100K turnover. Congratulations to Barb Thomas and her team.

We have a new Finance and Administration Officer, Erin Williams who has taken the role on board with gusto and has come up "trumps" with everything that we have thrown at her for the past 12 months.

Thanks to Erin (and Sarah-Louise) for her efforts and perseverance with all the extra tasks involved in changing from one financial system to another. It seems to have gone smoothly and the benefits are now starting to show. Thanks also need to be given to Lauren Batten (member of the Finance and Risk Management (FARM) Committee) who had expertise in this area and gave freely of her time to assist in this process as well.

Some highlights for the 2021-22 finances were:

INCOME: Overall the income came in at 99% of budget.

Bed Day Income: There was a slight drop in Bed Day Income from last year. This was due to a couple of issues:

- The ratio of private patients to public patients this year swung to the private patients more than we have ever seen before. Last year the ratio was Public: 79%/Private:21%. This year the ratio was Public: 61%/Private: 39%.
- Bed Day numbers actually dropped for the first time for a long time. Last Year: 1,922. This Year: 1,893. We had very low bed day numbers in June and July. This caused an ongoing cashflow issue into the following months. Luckily we had our surplus funds to call on.

Donations: Increase of 11% to last year from \$236K to \$262

Fundraising net of Expenses: Increase of 64% to last year from \$225K to \$367K (That's the mind blowing bit)

Interest Received: I don't even want to talk about this – thankfully it is looking a bit brighter for this next financial year. The FARM Committee and Board did discuss other investment options but decided to stay with the safe option.

EXPENSES: Overall the expenses came in at 93% of budget.

Staff Salaries & Wages: Increase of 1% to last year but was kept to 94% of budget for the year.

Patient Care: Increase of 39% to last year. Partly because of a change of allocation in the financials but also because of the extra costs associated with COVID-19 that is now a permanent part of our landscape.

Even though our financial position is good we need to make sure that our decisions going forward are sustainable in the long term and that is something that we need to keep in mind all the time. Once again thanks must go to the FARM Committee for their time and effort in overseeing the financial and risk management area of our organisation. We are well supported by the management and their support staff to make our decisions easier.

Helen Hawley

TREASURER

FINANCIALS 2021-22

Statement of Financial Position		
Assets	2021-22	2020-21
Current assets	\$ 2,148,869	\$ 2,187,209
Non-current assets	\$ 4,493,313	\$ 4,627,814
Total Assets	\$ 6,642,182	\$ 6,815,023
Liabilities		
Current liabilities	\$ 286,542	\$ 306,693
Non-current liabilities	\$ 73,270	\$ 46,635
Total Liabilities	\$ 359,812	\$ 353,328
Net Assets	\$6 282 370	\$6 461 695
Equity		
Designated funds	\$ 610 747	\$ 687 079
Restricted Funds	\$4 187 981	\$4 332 805
Retained Surplus	\$1 483 642	\$1 441 811
Total Equity	\$6 282 370	\$6 461 695

Statement of Comprehensive Income		
Revenue	2021-22	2020-21
Hospice beds	\$ 1,600,347	\$ 1,657,049
Fundraising and donations	\$ 565,925	\$ 380,233
Sales Revenue (Butterflies Op-Shop)	\$ 100,928	\$ 107,717
Grant Revenue	\$ 11,845	\$ 405
Grant Revenue - COVID-19 Support	\$ -	\$ 171,538
Other Revenue	\$ 26,666	\$ 17,149
Total Revenue	\$ 2,305,711	\$ 2,334,091

Expenses		
Administration expense	\$ 200,148	\$ 188,418
Employee benefits expense	\$ 1,921,833	\$ 1,850,711
Depreciation expense	\$ 201,540	\$ 204,528
Interest Expense - lease liability	\$ 1,930	\$ 1,563
Operating expenses	\$ 103,101	\$ 90,405
Other expenses	\$ 56,484	\$ 78,170
Total Expenses	\$ 2,485,036	\$ 2,413,795

Surplus (Deficit)	-\$ 179,325	-\$ 79,704
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FUNDRAISING REPORT

It is, once again, my great pleasure to present the report for the Fundraising Committee and in doing so I must thank my hardworking and imaginative group for the wonderful result we have achieved in the past year.

Life has returned to nearly 'normal' with few COVID-19 restrictions which has made it easier for us to organize and enjoy our events.

We have again raised more than we dared hope and for this we must be forever grateful to our big-hearted and very generous community who give us their unstinting support time and time again. This year we were given a target of \$215,000 and managed to raise **\$290,652.83** which is really awesome.

We organized several events during the year:

Open Gardens: A number of gardeners opened their spectacular gardens for the community to enjoy during the Open Garden weekends. We so appreciate the hard work that goes into the preparation of the gardens for the event and the results are so stunning and enjoyable. Our grateful thanks to all involved who helped us raise over \$63,000.

Spinathon: Early in the year we held our annual Spinathon down at Haz Beanz on the foreshore. The event runs for 24 hours with some brave folk riding the entire time! The total raised was over \$27,000, an awesome result.



An Evening with Richard Goyder: Richard Goyder gave a very interesting talk about his activities and his involvement in WA businesses at a dinner. The very enjoyable evening was sold out and made us a profit of just under \$8,000.

Sports Dinner & Golf Day: We once again welcomed a couple of footy personalities, not just any AFL members, but Glen Jakovich and Justin Longmuir who spoke at a Golf Club Dinner and then played golf the next day with a couple of lucky players. Both the dinner and the golf day were a great success, with sporting goods being auctioned to swell the funds which ended up raising us \$37,000.



Containers for Change: We were actively engaged in the ongoing Containers for Change campaign which earns the Hospice over \$1,000 every month. Now it is set up, this project is a great 'continual' earner for Hospice.

As well as our events, we printed and sold calendars with pictures of local gardens. Sadly, this was not the successful fundraiser that we hoped it would be but we were certainly not out of pocket and it was an interesting project, with great photos, all taken in our beautiful region.

Our Supporter Program is proving very successful and popular, having raised over \$30,000 last year and is growing year by year.

Fundraising for our hospice is enormously helped not only by many community donations and bequests which bring in a great deal of money but also by events run by members of the community with proceeds donated to Hospice. They add a considerable amount to our funds, with sometimes a huge effort on their part, our heartfelt thanks to these generous people.

So, it is quite obvious why my report is really a huge thank you to our very generous and big hearted community and our fundraising volunteers who continue to keep our Hospice in funds, so that we can keep paying the 'gap' for patients and they can come to Hospice without having to pay for their stay.

Thank you all very, very much, from the bottom of our hearts.

Jeanann Barbour

FUNDRAISING COMMITTEE
CHAIRPERSON



The Butterflies Op Shop has continued as a reliable income for the Hospice. A very pleasing result once again for the financial year, with a higher amount raised than the previous record year. This continued growth proves to me that the dedicated team of volunteers are striving to make our Op Shop one of the best, if not the best, in Albany. Comments from our customers, both local and from afar attest to this.

The community continues to support us with donations and purchasing our wares. Having our unsaleable items collected to be made into other useable materials is also a huge benefit to us. This saves many bags going to land fill which in turn is helping to save our planet, not to mention precious Council monies spent disposing of it.

We've been lucky this year to acquire several new volunteers who bring new ideas and enthusiasm to our team. Many other op shops would not employ unvaccinated volunteers so their loss was our gain. Most of our shifts have three to four volunteers on which helps when one or two are off on trips or illness that prevents them coming in. This certainly makes my job of doing rosters a lot easier.

Once again thank you to Julia Miller for stepping up and taking on the running of Butterflies in my absence. This is very much appreciated.

Barb Thomas

BUTTERFLIES OP SHOP MANAGER



2021-22 HOSPICE SUPPORTERS



Platinum Supporters

- Albany World of Cars
- Seymour Legal
- Zenith Laundry
- Coles Orana
- Great Southern Bingo
- Greene Room Personal Training
- Lorlaine Distributors
- King River Tavern
- Spencer Park IGA
- Paperbark Merchants
- Dylans on the Terrace
- McGregor Mortgages
- Albany Mens Shed
- Moss Conveyancing
- The Albany Shantymen
- Albany Community Pharmacy
- Albany Sleep Clinic
- Pioneer Health
- Carealot Home Health Services
- Wauters
- Grace Removalists Albany
- South Coast Insurance Brokers



Gold Supporters

- Albany Toyota
- 78 Dental
- Innerwheel Club of Albany
- Riverdale Farm
- Mason Realty
- Great Southern Wills
- Marshall Mowers
- A. O'Meehan & Co
- Elders Insurance Albany



Silver Supporters

- Mira Mar Veterinary Hospital
- Country Comfort Amity Motel
- Merrifield Real Estate
- Opteon Solutions
- Bennets Batteries
- McIntosh & Son



Bronze Supporters

- Albany Podiatry
- ACME Dry Cleaners
- Solomon Merchants
- Albany Harbourside Apartments



The Butterfly has been the symbol of Hospice since it first opened in 1990.

Butterflies have long been recognised as spiritual symbols for life after death because of its life cycle of metamorphosis or transformation, which many cultures interpret differently, signifying transcendence and hope for resurrection or reincarnation.

The journey towards end of life is the completion of a cycle of a life lived, and everyone who is cared for at Albany Community Hospice is held with compassion and kindness, fulfilling their life's journey with care, comfort and dignity.



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