

2024 Annual Report



Table of Contents



003	Our Story
004	Board of Management
008	Medical Advisory Committee and Medical Credentialing Committee
011	Finance and Risk Management
014	Clinical Hospice Manager
016	Support Services Manager Fundraising Strategic Planning Committee
017	Community Engagement
018	Volunteering
019	Butterflies OpShop
020	Contact Information

Albany Community Hospice acknowledge the First Nations owners of these lands, Menang Boodja.
We value their knowledge and traditions of healing and caring for community at the end of life.
We pay respect to their Elders, lores, customs and creation spirits.

Albany Community Hospice

Our Purpose

Albany Community Hospice continues to be a leader in the provision of specialised palliative care, end of life choices, support and education so our community can experience death with dignity in a manner and place of their choice.

Our Vision

Our community has access to, and values the contribution of, quality palliative and end of life care

Our Values

Compassion Collaboration
Excellence Innovation Integrity
 Inclusivity



Albany Community Hospice became a licensed private hospital. This enabled Hospice to secure funding from private health funds and the Department of Veterans Affairs and marked a change that would see Hospice aim for a balance between clinical excellence and loving kindness.



1

With dreams and dedication of many community members Hospice began, possibly the first free standing day hospice in Australia that was owned and funded by the people.

The land and building were donated by Paul and Joan Terry whilst many individuals and businesses gave freely of their time, labour, materials and money to ensure that Albany would achieve the vision of Fr Hugh Galloway.

Hospice initially provided guests with day care and sometimes weekends or overnight care in a secure and homely atmosphere.

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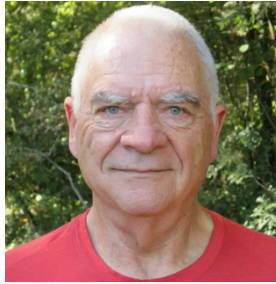


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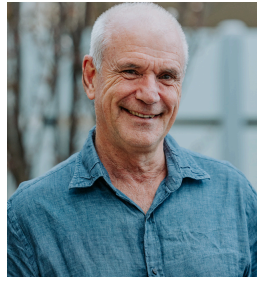
After considerable fundraising and planning, the new Hospice was built on the grounds of the Albany Health Campus with the official opening of the new eight bed facility in April 2016.

Albany Community Hospice

Board of Management



Karen Condon (Chairperson)
Tony London (Vice Chairperson)
Helen Hawley (Treasurer)



Trish Ryans-Taylor (Secretary)
Lutz Pamberger
Ian Neil



Jane Mouritz
Mark Victor
Helen Tasker

Outgoing Board Members

Ingrid Storm, Lee-Anne Smith and Georgina Folvig

2023-2024 Members

Lauren Batten, Karen Condon, Georgina Folvig, Stan Goodman, Helen Hawley, Hannah Leslie, Tony London, Lyn Lutley, Jane Mouritz, Ian Neil, Lutz Pamberger, Trish Ryans-Taylor, Sally-Anne Scott, Lee-Anne Smith, Ingrid Storm, Helen Tasker, Barbara Thomas, Mark Victor

Board of Management



Karen Condon
Chairperson

Once again, this year has been a very busy year at Albany Community Hospice (ACH). We saw a change to the members of the Board with the retirement of Ingrid Storm, Lee-Anne Smith and Georgina Folvig. I wish to thank them for their dedication and commitment to ACH during their tenure.

As a result, we welcomed three new (and returning) members to the Board; Lutz Pamberger, Helen Tasker and Jane Mouritz (returning). They individually and collectively bring new skills and experiences to the Board and I am sure that their valuable contribution will enhance the performance of the Board.

I would like to thank all members of the Board for their support and assistance during the year, they certainly made my job easier.

The Board continues to ensure that ACH's risks are reviewed and mitigated, and that the governance policies are updated and current in ever changing conditions. Additionally careful financial oversight of our Treasurer and Finance and Risk Management (FARM) Committee have meant that ACH remains financially secure.

I am confident that the organisation has all the necessary controls in place, and a highly skilled and committed team to perform the operational and clinical functions in a very regulated environment.

The Board's focus over the year has included the following:

- a review of the organisation's committee terms of reference to ensure that the committees continue focus on actions that are relevant and important to the governance of ACH.
- review of the organisation's constitution to ensure that it is not outdated and meets the current legal requirements for incorporated organisations.
- the ongoing review of the Board's performance in its governance of ACH, including its annual survey. This year the results of the survey highlighted a lack of diversity on the Board. This means that when recruiting new members, to ensure that the interests of all community groups are represented, the Board will need to consider ethnicity, disability and age, in addition to member skills and experience. To encourage volunteers to the Board from these groups will be a challenge for the Board in the future.

ACH continues to meet and lobby relevant government representatives, both at a state and local level, to ensure that ACH is aware of any changing political landscape and funding opportunities that may assist ACH. At a state level, this involved ACH being invited to the CEO round table hosted by the WA Minister for Health, the Honourable Amber-Jade Sanderson in Oct 2023, and also visit to ACH by the Minister in Feb 2024.

Board of Management cont.

ACH successfully completed the National Safety and Quality Health Service (NSQHS) Standards (03/2024) for which ACH received no recommendations – a very rare occurrence for any NSQHS national assessment.

The Board would like to commend Fiona Jane and her team for all the hard work they put into the preparation for the NSQHS assessments, and also the amazing work they perform on a daily basis to ensure that ACH works to the required level at all times.

Hospice is also actively engaged in communicating and collaborating with other hospices, palliative care organisations and research institutions in Australia and globally. This collaboration ensures that ACH is aware of current and growing trends and concerns within the sector and has shown that ACH is a leader in palliative care.

Again, the Board wish to recognise Fiona Jane's insight and leadership in making sure that ACH is involved in the local, national and global communities.

In January, one of ACH's key advisors Professor Kirsten Auret was awarded the Member (AM) of the Order of Australia for her significant service to palliative care medicine, and to tertiary education. The Board and staff of ACH wish to congratulate Kirsten for her well-deserved recognition and thank her for her continued support and valuable clinical governance ACH.

The Board wish to thank the Clinical and Administrative staff at Hospice who work tirelessly to ensure that every single patient who enters ACH is cared for as they wish to be cared for. It is through their dedication and commitment to the vision of ACH that ensures that ACH provides excellence in palliative and end-of-life care.

And finally, to allow ACH to continue to provide care at no charge to the community, it must fundraise approximately 25% of the cost of patient care after reimbursement from the Western Australian Country Health Service (WACHS), Department of Veteran Affairs and private health insurers.

This year, as with previous years, we have been awestruck by the generosity of the community in supporting ACH, and we would like to give a huge 'thank you' to you, our community, for your unfailing support.

ACH has an amazing team of fundraising volunteers. They design, plan, and run the fundraising events ACH hold, and without their passion and dedication our fundraising would not be so successful.

We also have another incredible group of volunteers working at the Butterflies Op Shop, again these volunteers donate their time and energy keeping the shop open and managing all manner of stock. The Board wishes to thank them all for their hard work.

Board of Management cont.

The Board would also like to acknowledge the many other volunteers who support ACH by giving their time in all manner of ways, from gardening, maintenance, supporting patients, cooking, reception services etc., without their unfailing support ACH would not be able to run so smoothly.

In closing, the governance and operation of ACH is a team effort and the combination of a highly committed workforce, dedicated volunteers, and an amazing supportive and generous community, continues to be very successful for ACH and its patients. Thank you again for everything you do.



Medical Advisory Committee and Medical Credentialing Committee



Professor Kirsten Auret AM
Chairperson

It's hard to believe that it is time for the annual report again: this year has flown by with a busy Medical Advisory Committee (MAC) and Medical Credentialing Committee (MCC). The contribution these committees make to Hospice's ability to deliver safe and high-quality clinical care is exceptional and I am so grateful to the members, many of whom have served on the MAC and MCC for many years.

Our current members of the MAC are:

Dr Kirsten Auret - Chair

Dr David Ward

Dr Christel Smit-Kroner

Dr Keerthana Muthurangan

Dr Toby Leach

Dr Lorri Hopkins

Ms Kristi Holloway

Ms Helen Brockman

Ms Fiona Jane - Clinical Hospice Manager

Dr Mark Victor - Board Representative

Ms Ingrid Storm - Consumer representative

Over this year we have had one member leave, to focus on her duties as Chairperson of the Hospice Board and we thank Ms Karen Condon for her time, wisdom, and wonderful attention to detail.

I begin this report by acknowledging Fiona Jane, Sarah-Louise Collins, Jackie Boyce, the Board and all Hospice staff. Everyone has remained committed to best practice in our many policy and quality improvement discussions, always striving to be focused on our patients' wellbeing.

Every meeting we discuss a broad range of matters impacting on clinical governance, patient safety, clinical performance, the safety of the clinical environment and partnering with our 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 Hospice.

Medical Advisory Committee and Medical Credentialing Committee cont.

This year we have focused on supporting Hospice through accreditation, where we were assessed against the National Safety and Quality Health Care Standards. It was wonderful that the work of Hospice could be so clearly demonstrated and that we were accredited with no recommendations.

The importance of our weekly Multidisciplinary Team (MDT) meeting to our success in accreditation was highlighted as one of the best such meetings the accreditors had ever reviewed. This MDT meeting is so important to us: every week it is a forum for our GPs, medical specialists, psychiatry team, WACHS Regional Palliative Care Team and Hospice-based MDT to deeply reflect and discuss the management of current and future patients and review the care of those who have recently died. The MAC receives information from this meeting in regards to new clinical innovations that are requested or patients for whom a more detailed review of care is requested.

In 2024, the MDT has asked us to develop guidelines for the care of patients who experience a sudden deterioration in their symptom control as they are dying (called "end of life crisis") and introduce care pathways for the use of intranasal medications and subcutaneous lignocaine infusions. These developments have expanded the choices of how staff can care for patients with pain or distress.

The MAC has also responded to the increasing complexity of caring for inpatients having newer cancer treatments, such as immunotherapy and targeted treatments, by strengthening relationships and communication pathways with the WACHS Oncology team.

In 2024, we continue to carefully review patient reported outcome data provided by the Palliative Care Outcomes Collaborative (PCOC). This is an Australia-wide programme, managed by the University of Wollongong, which collects in-depth information 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 can use the reports produced from our patients' data to assess our own performance against benchmarks. PCOC allows us to gauge the effectiveness of palliative care provided in Hospice, to understand the type and severity of symptoms experienced, and to see the difference we make to patients' quality of life against agreed national standards.

The dashboard overview from our most recent six months' report is shown below. This year, the MAC has also monitored the introduction of a new Patient Reported Experience Tool and look forward to learning more about how this feedback will support Hospice in further improving patient care.

Medical Advisory Committee and Medical Credentialing Committee cont.

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.

We continue to review our practice regularly and have received satisfactory audits across timely completion of goals of patient care documentation, safe prescription of medications, quality use of blood products, routine pressure area screening and prevention and management of falls and delirium.



Evidence to improve patient outcomes



Finance and Risk Management



Helen Hawley
Treasurer

This financial year has been one of consolidation for us. The accreditation process was achieved with amazing accolades from the panel that visited and gave the staff an amazing confirmation of their work and dedication. The occupied bed days this year were down 267 days from last year. This obviously was going to effect our income but our bed day income was only \$10,000 lower than last year due to higher bed day rates negotiated with our providers. Thanks must go to our management team for their handling of the negotiations. However, the result of the lower occupied bed days was, of course, a blowout of the budget in that area – some \$248,000 under budget for the year, however our amazing community stepped up over and above our expectations and provided us with fundraising and donations that were truly mind blowing – over \$1,000,000. I have included a summary of donations and fundraising because it is worth noting where the funds came from.

Fundraising and Donations 2023-24			
	Income	Expense	Net:
Fundraising			
Butterflies	\$ 117,770	\$ 24,771	\$ 92,999
Community Fundraising	\$ 90,361	\$ -	\$ 90,361
Cash for Containers	\$ 13,352	\$ -	\$ 13,352
Supporter Program	\$ 47,500	\$ -	\$ 47,500
Golf Day & Auction	\$ 28,218	\$ 447	\$ 27,771
Open Gardens	\$ 63,431	\$ 2,431	\$ 61,000
Spinathon	\$ 52,020	\$ 1,579	\$ 50,441
Other Internal Fundraising	\$ 9,773	\$ 1,904	\$ 7,869
Donations			
Bequests	\$ 175,824	\$ -	\$ 175,824
Campaigns & Projects	\$ 12,407	\$ -	\$ 12,407
General Donations	\$ 460,045	\$ -	\$ 460,045
	\$ 1,070,701	\$ 31,132	\$ 1,039,569

Finance and Risk Management cont.

Once again, the interest increases have provided us with funds which we did not have access to a couple of years ago.

On the expense side of the equation, the wages were at 100.24% of budget but all other expenses came in \$40,000 below budget meaning that the expenses were overall just below our budgeted expenditure of \$2,623,000. Congratulations to the finance team for preparing such an accurate budget.

The 2024-25 budget shows a need for over \$600,000 of Fundraising and Donations again for the year. At least we have some retained earning funds to fall back on. Our bed day gap is calculated at \$331 per bed per day for 2024-25 up from \$288 for 2023-24. Our major expense is, of course, our staff wages and there is a constant pressure to keep our wages competitive. We have a lot to thank them (the staff) for - their loyalty to our organisation and compassion for the patients and their families is second to none.

It is a privilege to be Treasurer of such an organisation and even though it is always uncertain how we are going to fund our amazing service from year to year something seems to always turn up.

Big thanks to Erin, Sarah-Louise (while she was still with us) and Jackie for their continued enthusiasm and dedication. Thanks also 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.

FARM Comittee

Helen Hawley (Chairperson)

Lauren Batten (Secretary)

Helen Tasker

Jane Mouritz

Erin Williams

Fiona Jane

Jackie Boyce

Outgoing FARM Members

Paul Terry and Greer Schutler



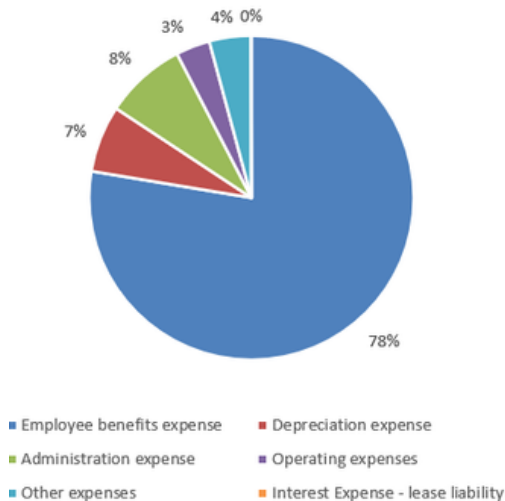
Statement of Financial Position		
Assets	2023-24	2022-23
Current assets	\$ 2,341,783	\$ 2,092,221
Non-current assets	\$ 4,154,147	\$ 4,324,303
Total Assets	\$ 6,495,930	\$ 6,416,524
Liabilities		
Current liabilities	\$ 362,184	\$ 338,278
Non-current liabilities	\$ 53,989	\$ 63,240
Total Liabilities	\$ 416,173	\$ 401,518
Net Assets	\$ 6,079,757	\$ 6,015,006
Equity		
Designated funds	\$ 514,149	\$ 559,078
Restricted Funds	\$ 3,911,633	\$ 4,047,522
Retained Surplus	\$ 1,653,975	\$ 1,408,406
Total Equity	\$ 6,079,757	\$ 6,015,006

Statement of Comprehensive Income		
Revenue	2023-24	2022-23
Hospice beds	\$ 1,669,581	\$ 1,685,357
Fundraising and donations	\$ 952,930	\$ 423,429
Sales Revenue (Butterflies Op-Shop)	\$ 117,770	\$ 108,183
Grant Revenue	\$ 15,955	\$ 1,265
Other Income	\$ 97,463	\$ 31,534
Total Revenue	\$ 2,853,699	\$ 2,247,238

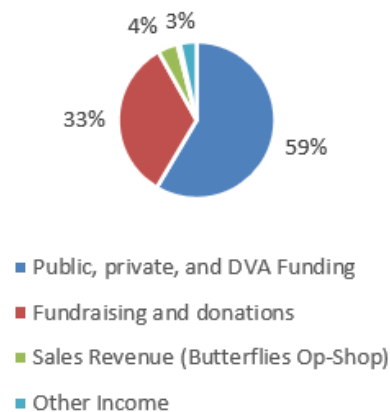
Expenses		
Employee benefits expense	\$ 2,164,910	\$ 1,970,201
Depreciation expense	\$ 186,016	\$ 194,078
Administration expense	\$ 226,384	\$ 191,754
Operating expenses	\$ 94,809	\$ 94,547
Other expenses	\$ 115,562	\$ 61,841
Interest Expense - lease liability	\$ 1,267	\$ 2,181
Total Expenses	\$ 2,788,948	\$ 2,514,602

Surplus (Deficit)	\$ 64,751	\$ -267,364
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Expenses 2023-24



Income 2023-24



Clinical Hospice Manager



Fiona Jane

Clinical Hospice Manager

This year marked significant achievements and challenges for our Hospice as we continued to grow, improve services, and enhance patient care while navigating operational pressures. One of the most critical milestones was achieving the national accreditation against the National Safety and Quality Health Care Standards (NSQHSS) without any recommendations and negotiating the WACHS funding agreement in June 2023, which strengthens our partnership with regional health services and solidifies long-term strategic planning for our Hospice.

Our clinical care continues to be highly regarded, with the collective expertise of the Medical Advisory Committee bolstering and elevating the standards of care at Albany Community Hospice. This committee provides vital oversight of clinical governance, offering advisory support to the Clinical Hospice Manager and the Board of Management to ensure the safe, high-quality care of our patients. Under the leadership of Professor Kirsten Auret, Chair of the Medical Advisory Committee and WA Country Health Service Clinical Director of Palliative Care, our clinical vision has been profoundly inspired. Professor Auret's recognition as a Member of the Order of Australia in the 2024 Australia Day Honours, for her significant contributions to palliative care medicine and tertiary education, further underscores her exceptional influence on our work.

In collaboration with the Palliative Care Outcomes Collaborative (PCOC), we presented our Acuity Matrix tool to the National Hospice Community of Practice. This tool aids independent hospices in resource management and improves the consistency of patient assessments, ensuring safer and more effective care delivery. The development of the tool reflects our commitment to leadership within the palliative care sector.

We welcomed two new key staff members: Support Coordinator Gabi Vrbasso and Volunteer Coordinator Leanne Ranford. Their roles are essential in enhancing the volunteer program and supporting the ever-growing demands on the practical, emotional and psychosocial elements of patient care. In line with our focus on staff well-being, our annual team training day aimed at reinforcing a strong, cohesive workplace culture. Local Elder Vernice Gillies delivered a Welcome to Country, sharing cultural perspectives on death and dying, and suggested that Hospice consider a dual name to recognize Indigenous connections.

Support Services Manager Sarah-Louise Collins left Hospice in March, leaving a legacy that helped to embed system wide changes throughout the organisation and contributed to its many innovations and successes. Jackie Boyce was appointed to the Support Services Manager role bringing a wealth of experience, dynamic energy and a new perspective to the role and to the organisation.

Clinical Hospice Manager cont.

On the advocacy front, Tony London and I met with the MLA for Albany, Rebecca Stephens, to explore future development opportunities. Additionally, the Minister for Health, Amber Jade Sanderson, visited our facility, acknowledging our work, especially concerning Voluntary Assisted Dying (VAD).

This year, our team faced considerable pressures with several days reaching “red alert” status due to high patient acuity and limited capacity. The Acuity Assessment tool we developed has been instrumental in communicating our capacity to referrers, ensuring patient safety during these high-demand periods. Staff have been under considerable strain, working tirelessly to provide compassionate care to patients and their families during emotionally challenging times. We continuously emphasize the importance of self-care and offer a safe space in group supervision, and complementary therapies, such as massages and Reiki are offered by Cancer Council Volunteers to support the mental and emotional well-being of our staff.

We were honoured to be finalists for the Outstanding Organisation Delivering Holistic Palliative Care at the 2023 Palliative Care WA Awards. This recognition is a testament to the hard work of our team and the unwavering community support we have received. Fundraising and community engagement efforts have been strong this year, with Hospice events like Open Gardens Albany and partnerships with local businesses, raising significant funds for our Hospice. We have worked hard to bolster our profile and relationships with local business owners in the Albany Community through the Albany Chamber of Commerce and Industry highlighting the importance of our need to partner with business (to continue to offer free palliative and end of life care to all patients) and share with those not familiar with what we do here and after visiting were impressed with the meaningfulness and purpose of our work.

We also focused on strengthening relationships with local healthcare providers, improving clinical handover processes, enhancing patient safety and continuity of care.

Staff development remained a priority, with four members attending a two-day observational placement at Kalamunda Hospital, sharing their learning experiences to benefit our wider team. We also attended the 2023 Oceanic Palliative Care Conference in Sydney, and engaged in discussions about international models of care, addressing diverse populations, and exploring future quality improvement activities for our Hospice.

This year saw an increase in younger patients, highlighting the importance of providing flexible and individualized care. We facilitated meaningful events like a wedding ceremony for one of our patients, ensuring that they could experience special moments surrounded by family.

Looking ahead, we remain committed to providing high quality, person-centered palliative care and supporting our community, staff, and patients as we navigate the challenges and opportunities of the coming year.

Support Services Manager



Jackie Boyce

Support Services Manager

Since joining Hospice in March, I have been continuously amazed, by the magnitude of donations, community fundraising events, volunteer hours and all other aspects of volunteering and community support that are integral to Hospice. It really does take a village. Thank you all!

Inside the building, the Support Services team are deeply committed to every moving part of Hospice sprinkled by one of our love languages, being food, which provides culinary delights and familiar smells filling the Hospice hallways.

I would like to acknowledge the Admin Team, who have supported my transition, guided by our values and knowing our why. Without the flexible community engagement from Marisa, precise financial practices from Erin and Angela and growing development and engagement for our Volunteers by Leanne, we would not be able to achieve such great outcomes. Our Catering and Cleaning Teams show great dedication to their work, which shows in Hospice's renowned home like environment and is appreciated by many.

I would also like to acknowledge the solid foundations embedded by Sarah-Louise Collins and the support, knowledge and commitment of all outgoing Board and Committee members, thank you!

Looking ahead we will continue to support the high level of clinical care provided at Hospice guided by our values and strategic direction. As I grow in my role, I am excited to move forward with our dedicated team, striving for excellence and innovation in all we do.



Fundraising Strategic Planning Committee

The Fundraising Strategic Planning Committee (FSPC) remains committed to developing and refining robust fundraising strategies aimed at building our resilience as a not-for-profit organisation with our approach including the ongoing cultivation of established fundraising events, to increase our financial stability. The FSPC will continue to plan with a strategic vision blending both traditional and innovative fundraising methods aligning with the Strategic and Fundraising Plans.

The role of our Community Volunteers must be recognised; their resourcefulness and energetic approach while engaging a variety of community groups provides significant benefits to Hospice and our Community, a massive thank you to the volunteers and those who support them.

FSPC Committee

Helen Hawley, Helen Tasker, Fiona Jane, Jackie Boyce,
Marisa Papalia, Barb Thomas

Outgoing Members

Blair Scott, Erin Williams, Sarah Louise Collins, Sarah Noll

Community Engagement



Marisa Papalia

Community Engagement
Coordinator

Like every year, the Albany community and many who reside throughout the Great Southern Region continue to raise \$1,000's of dollars for Hospice. Last year alone, fundraisers contributed \$391,292 to Hospice. Without this community support our ability to provide free care would not be possible.

There have been bake sales, fun runs, community groups holding events for Hospice together with larger events like the Annual Footy Weekend Dinner and Golf Day and Davestock.

Hospice's fundraising events included Open Gardens Albany & Spinathon, both raising record amounts of \$50,441 and \$61,000 respectfully.

Our Supporter & Partner programs continue to grow with local businesses and organisations supporting Hospice.

The Supporter Program allows local businesses and organisation to financially support Hospice through an annual contribution in exchange for recognition. Last year we welcomed our first Diamond Supporter, Albany Autos who are also great Partners of Hospice through their contribution of a car for Hospice use. We have 22 supporters of Hospice who are part of this program.

Our Partner Program provides recognition to those that contribute annually either via pro bono or discounted goods and services. We have 18 Partners of Hospice.

Our community is the heart and soul of Hospice, and we have a number of individuals and community groups doing amazing things for us whether it be having a Hospice collection tin on a counter, knitting beanies, an annual Hospice fundraiser at a sporting club or community members supporting fundraising events. We know that behind every fundraiser there is an organiser driving things and some may have a team to help but others do it alone. We acknowledge the thought and effort that is put into every fundraiser, no matter how big or small and thank the community for volunteering their time to raise funds for Hospice.



Volunteering



Leanne Ranford
Volunteer Coordinator

In 2023-24, ACH welcomed 10 new volunteers and had 6 resignations, resulting in a net increase of 4 and bringing the total to 35 active volunteers. This growth highlights strong engagement and community support for our program.

We have aligned our processes with Volunteering Australia's updated National Standards by introducing streamlined, role-specific onboarding, including electronic handbooks. Continuous improvements to our induction documentation and compliance with revised Hospice terminology are ongoing.

We have been focusing on actively collaborating with external organisations to enhance and promote our ACH's volunteer program.

At an Albany & Regional Volunteer Services event, connecting with Great Southern FM led to a radio interview promoting ACH volunteering to new audiences. Collaboration with Volunteer Coordinators from Busselton and Kalamunda Hospices has resulted in bi-monthly knowledge-sharing meetings, while partnering with Naked Bean Coffee Roasters has enabled us to provide volunteers with complimentary coffee tokens at no cost to ACH.

The introduction of quarterly volunteer meetings, featuring guest speakers on palliative care topics, have enhanced volunteer engagement and education whilst investing in this valuable part of Hospice. Feedback has been overwhelmingly positive, fostering stronger connections among volunteers. Our final Q4 meeting will focus on planning for 2025, guided by feedback from our annual Hospice Volunteer Survey.



Butterflies OP Shop



Barb Thomas

Butterflies Op Shop Manager

Butterflies continue to grow and the community continue its support in the way of donations and purchasing all that we have to offer. We have had a number of volunteers retire this past year, but at least 6 new ladies have joined our Butterfly family.

Our shop and storage space has become an issue and I'm very pleased the Hospice Board is currently undergoing negotiations for a new home for Butterflies. Although this is a daunting exercise, I am very confident this move will triple our income and become the go to op shop in Albany. I thank the board and management of Hospice for their push for this dream to become a reality.

The move to a bigger and better premises will of course require more volunteers each shift. The call will go out through the Volunteer Centre, Facebook and word of mouth. We will also look at longer opening hours, possibly 9.30 to 4.30 in keeping with other op shops. Once again a very big thank you to Julia Miller for filling my role as coordinator at Butterflies while I undertake my annual road trip.

Thank you



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