

Annual Report

2019-2020



PalliativeCare
VICTORIA
Living, dying & grieving well

Acknowledgement to Country

We acknowledge the Traditional Owners of the lands wherever palliative care services are delivered throughout Victoria, and pay respect to their Elders – past, present and emerging – and acknowledge the important role Aboriginal and Torres Strait Islander people continue to play within the community.



Palliative Care Victoria is the peak body for palliative care and end-of-life care in Victoria. Established in 1981, we are an incorporated association and charity supported by the Victorian Government, organisation and individual members, other groups and funders.

A founding and current member of Palliative Care Australia, Palliative Care Victoria also contributes to national policies and initiatives in collaboration with other state and territory palliative care peak bodies.

Our Vision

All people with a life limiting illness and their families are supported to live, die and grieve well.

Our Mission

To achieve our vision through empowering leadership, capacity building and advocacy.

Our Values

Respect

We respect the value, dignity, and human rights of people with a life limiting illness and their families.

Empowerment

We empower people to prepare for dying, grief and loss, and to be supportive and resilient.

Integrity

We are truthful and ethical in all that we say and do.

Compassion

We foster compassionate communities and the quality of life of people with a life limiting illness and their families.

Our Objectives

- Empowered consumers, carers and compassionate communities.
- Specialist palliative care benefits individuals and health services.
- Diversity-inclusive and diversity-responsive palliative care.
- Expanded, innovative and valued volunteering contributions.

Palliative Care Victoria

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Cover image (middle):

Echuca Regional Health's community nursing team (L-R) - Katherine Formica, Pam Teh, Sarah Avery, Jannali Mitchell, Jan Carey, Libby Bell and Jo Amos

Message from Chair of PCV and CEO

The overarching Vision of Palliative Care Victoria is that all people with a life limiting illness and their families are supported to live, die and grieve well, and our Mission is to advance our vision through empowering leadership, capacity building and advocacy.

This year we have continued to do just that, working with commitment and passion across Victoria, with the aim that those living with a life limiting illness have knowledge, understanding and access to palliative care regardless of age, ethnicity, sexuality, disability or location.

The COVID-19 pandemic that we are all living through provides many challenges for people requiring palliative care, and for their families. Making decisions about the place of care and support has become increasingly complex as Victoria moves through its various stages of restrictions. Health care professionals have also become increasingly challenged to deliver a COVID-modified approach to palliative care. The model of care has often needed to be very different to the ideal that palliative care clinicians have trained for and strive to achieve.

Palliative Care Victoria has continued to deliver its strategic plan supporting palliative care recipients and care givers, volunteers and health care professionals, with direct one-to-one information and support via our amazing and dedicated team. Our weekly Newsflash has become a key dissemination point for information, including COVID specific palliative care research and updates to our membership. Whilst face-to-face community engagement has transitioned to online meetings, the attendance and frequency of engagement has continued to increase and PCV now reaches more Victorians than ever before.

We continue to advocate for and represent our membership in State and National forums in relation to challenges that the pandemic brings for those requiring or delivering palliative care. We work closely with both Safer Care Victoria and the Victorian Department of Health and Human Services, and with Palliative Care Australia to advocate for State and Commonwealth Government support for palliative care.

This financial year has seen a significant change in PCV leadership: Odette Waanders resigned from her position as CEO after a dedicated service of almost a decade; Annie Revell provided stability as the interim CEO for eight months whilst a national recruitment campaign occurred; and Violet Platt joined as the new CEO in June 2020. We thank Odette and Annie for their leadership, dedication and support given to PCV during their respective tenures.

As we reflect back on the past year, we have achieved much, making critical progress towards our vision and mission. All of our work and achievements are absolutely dependent on the incredibly generous support we receive from our members across Victoria.

We are truly blessed to have a remarkably talented and dedicated staff, volunteers, partners, and a wise committed Board to guide the organisation forward.

Our sincere thanks goes to each and every one of you. Thank you for your commitment to our mission and vision. Thank you for making a very real difference to the lives of Victorians with life limiting illnesses.

Adj Associate Professor Violet Platt
Chief Executive Officer

Dr Barbara Hayes
Chair

Our people

Board Directors

Dr Barbara Hayes	(Chair)
Rachel Bovenizer	(Vice-Chair to 26 Nov 2019)
Shannon Thompson	(Vice-Chair from 11 Dec 2019)
Arunesh Choubey	(Treasurer)
Jennifer Forsyth	
Kim Hider	
Dr David Brumley	(to 26 Nov 2019)
Karen Conte	(to 26 Nov 2019)
Dr Claire Hepper	(to 26 Nov 2019)
Dr Sandeep Bhagat	(from 26 Nov 2019)
Angie Dredge	(from 26 Nov 2019)
Amy Noble	(from 26 Nov 2019)
Kelly Rogerson	(from 26 Nov 2019)

Volunteers

Shirin Shachter	Administrative Assistance
Freda Heyman	Facilitator
Kim McAlister	Facilitator
Margaret Walsh	Facilitator

Governance Committee

Shannon Thompson	(Chair)
Angie Dredge	
Dr Barbara Hayes	
Kelly Rogerson	

Staff

Odette Waanders Chief Executive Officer (to 8 Nov 2019)
Annie Revell Interim Chief Executive Officer (11 Nov 2019 - 19 June 2020)
Violet Platt Chief Executive Officer (from 22 June 2020)
Maree Chilton Finance & Accounts Manager
Nora Fernandes Community Engagement & Capacity Building Manager
Heike Fleischmann Volunteer Engagement & Capacity Building Manager
Heather Stevens Office & Member Services Manager

Finance, Risk & Compliance Committee

Arunesh Choubey	(Chair)
Kathryn Brown	
Bart Clingin	
Maria Govers	(to 22 Nov 2019)

Engagement Committee

Jennifer Forsyth	(Chair)
John Clements	
Kim Hider	
Sunita Varlamos	

2019 – 2020 at a glance



626
requests for
information

290

contacts from members (45%)

307

requests for
resources/publications (49%)



Web
pallcarevic.asn.au



Visits:
77,686



Unique visitors:
58,883



Pageviews:
163,719



**Service Provider
Search:** 17,353
(up 17% on previous year)



**Top 3
downloads**

Process of dying

About palliative care

Help for families
and carers

Newsflash

48 issues



843 average distribution



366

366 individuals
attended a range of
capacity building
workshops, culture
centred training,
community education
sessions and manager of
volunteers network
meetings led by PCV.

Volunteering newsletter



675
subscribers



Facebook
Reach
499,733



**Total
resources
distributed**
5,769

Specialist palliative care benefits individuals and health services

Advocacy and government relations

We continue to advocate for increased palliative care funding for Victorians. Outgoing CEO, Odette Waanders aligned with the 2019 World Hospice and Palliative Care Day campaign "My Care, My Right". This advocacy highlighted the need to continue the building of palliative care supports and services across Victoria, to ensure equitable access to palliative care, for all Victorians with a life limiting illness and their families, when and where they need it.

We contribute to the development of National Palliative Care Policies, ranging from Aged Care to COVID submissions as a member of PCA's National Expert Advisory Committee. We continue to support Policy and Service development initiatives in partnership with Victorian Department of Health and Human Services and service providers, bringing the perspective of many communities to the developments.

We have the collective voice of 184 members from across Victoria, 94 of these are organisational members. PCV members include health professionals from all sectors of health care, specialist and generalist palliative care services, aged care, disability care, health research, consumers and interested community members. Collectively, the PCV membership provides a comprehensive source of palliative care knowledge and wisdom which can be utilised to influence the effective delivery of palliative care across Victoria.



Echuca Regional Health's inpatient palliative care and rehab team (L-R) - Shanae Hales, Ruth Wild, Leona Smith, Amy Lees, Cherelle Wilson, Jess Verhey, Katie Thompson, Courtney Stradbroke and Jo Amos.

Member feedback and engagement

Our weekly Newsflash publication continues to be the main source of information to members and is well received by health professionals, academics, researchers and volunteers across the sector. We are grateful for all the members who share information for Newsflash.

We were able to change work practice during COVID-19 to working from home quickly and without any impact to information requests. During this year 626 requests for information were answered. Top reasons for contacting us included information about palliative care services and requests for resources and publications.

Building connections and capacity

For National Palliative Care Week beginning Sunday 24th May 2020, we launched a video-based community awareness campaign to educate about, and celebrate palliative care, with the theme "Palliative Care: it's more than you think". The campaign:

- highlighted examples of palliative care from individual workers and volunteers, helping people to live, die or grieve well.
- showcased the importance of palliative care and the importance of its integration into all care.
- championed the highly skilled and committed people who work and volunteer in the palliative care sector.
- recognised ethnic community support for people with palliative care needs.

We appreciate the contribution of the PCV community who provided 48 videos, which were used for this campaign in a series of YouTube videos and Facebook posts. During Palliative Care Week alone 19 Facebook posts reached 78,961 people and the YouTube videos were uniquely viewed 72,031 times. They remain available for everyone:

<https://www.youtube.com/user/PalliativeCareVic/>

Empowered consumers, carers and compassionate communities



Mrs Be Ha, OAM, JP, presenting Certificate of Participation to PCV staff at the 2019 Spring Festival.

Empowered consumers

We continue to build on the 2019 “Moments That Matter Campaign” taking the Values Compass into the community whenever the opportunity arises. At the Springvale Indo-Chinese Mutual Assistance Association Health and Well-being Festival, over 40 participants completed the worksheet. The intent is to encourage us all to live life more fully by focusing on what matters most, and identifying them in our personal values compass. This provides an opportunity to reflect on what’s important. The Values Compass is available on our website and is useful for self-reflection and initiating discussions about someone’s palliative care wishes.

http://bit.ly/PCV_Values_Compass

New consumer resources

In December 2019, at a CALD community meeting, PCV staff noticed the interest in palliative care services increased when the conversation shifted to its practical benefits.

Palliative Care Australia and Palliative Care Victoria decided in January 2020 to generate a one page Fact Sheet describing the practical benefits of palliative care services. The Fact Sheet content was validated by seven specialist palliative care services in metro and country Victoria.

Twenty-one language groups were identified representing established and emerging ethnic populations across urban and rural Victoria. They agreed to translate the Fact Sheet and hold consultation/focus groups.

Over the next three months each language group shared their perspective and prioritised the list according to importance within their cultural context. Consequently each language Fact Sheet has the same content, but services are ranked differently.

Over 300 community representatives across the 21 language groups contributed to develop the resource and improved their understanding of services and support provided by palliative care. Most are in a position to have an ongoing influence in their community in relation to care options at end of life.

The Fact Sheets are available to view or download at the PCV and PCA websites in 21 languages.

<https://www.pallcarevic.asn.au/fact-sheet-how-palliative-care-can-help/>

Thank you members, community partners and health professionals for contributing your time and views to inform this project

Diversity inclusive and diversity responsive palliative care

Capacity building for ethnic aged care workforce

In June 2019, PCV consulted individually with 17 ethnic community partner organisations engaged in aged care service provision to determine capacity building needs relating to caring for people with a life-limiting illness. As a result, three capacity building workshops were organised in partnership with Australian Vietnamese Women's Association, Co.As.It. and Victorian Arabic Social Services for a total of 52 staff and volunteers in ethnic aged care programs. Topics selected by the communities were: *Recognising Deterioration, Palliative Care Conversations and Palliative Massage Therapy.*

Culture-Centred Care Training for Victoria's healthcare professionals

Through the Program of Experience in Palliative Approach (PEPA), PCV in partnership with Judith Miralles and Associates facilitated Culture-Centred Care Workshops with new content and a training video. Approximately 70 clinicians attended four workshops held in Camperdown, Bendigo, Dandenong and Morwell. PCV received excellent feedback about content and facilitation.

Promoting community initiatives

PCV supported initiatives from ethnic communities such as:

- Training and capacity building programs for the Serbian, Spanish Latin American and Ethiopian communities to provide psychosocial support and enable access to health services for people with a chronic/terminal illness. Eight staff from the Latin American and Ethiopian organisations visited Mercy Palliative Care, Sunshine for a briefing on specialist PC services.
- The South Eastern Region Community Palliative Care Network was set up by the Southern Migrant and Refugee Centre. This network began in February 2020 and includes representation from ethnic groups, City Councils and specialist palliative care services.

Participation in community programs to enhance engagement

- PCV is a member of the Advisory Group for Hand in Hand Project, a state-funded End of Life Care program of Multicultural Centre for Women's Health.
- PCV participated in community partner events such as the Springvale Indo-Chinese Spring Festival, West Care office launch by Chinese Cancer and Chronic Illness Society, AGMs of Spiritual Health Association, Australian Vietnamese Women's Association and Ethnic Communities Council of Victoria.
- PCV gave a brief presentation at the Knox Interfaith Forum on Death and Dying.
- PCV gave a brief presentation at the Knox Policy Group of Ethnic Communities Council of Victoria.

Community education sessions

'Introduction to palliative care' sessions were held for approximately 115 persons representing leaders from the Bilal, Oromo, Harar communities originally from Horn of Africa, spiritual carers from Hindu Council of Australia; CHSP and HACC providers from Port Philip City Council; Cardiac support group of PRONIA, Home Care Program Workers of Australian Vietnamese Women's Association.



Representatives from United Spanish Latin American Welfare Centre and Ethiopian Orthodox Church visit Mercy Palliative Care.

Serbian volunteers provide in-language palliative support

Milena (not her real name), 92, has lived in an aged care facility with her husband for the last few years. As a palliative care resident, she was eligible to receive a palliative support volunteer from the Serbian Community Association of Australia, to visit her on a weekly basis. Within a few months Milena and the volunteer became very close and developed a strong friendship. Unfortunately, Milena's husband passed away during the COVID-19 pandemic, and his death caused so much grief to Milena that she requested the lifestyle coordinator assist her to contact her volunteer. As visits were not allowed, the volunteer phoned Milena and they spoke for almost two hours, with the volunteer listening to and comforting her. The volunteer continues to call regularly and, although still grieving, Milena is glad to share her life story and feelings with her Serbian volunteer.



Serbian Volunteer Coordinator Biljana Trikovic (third from left) and volunteers at training session with Anton Anagnostou (PRONIA).

'Beyond Words' Volunteer Biography Program



Establishing a Volunteer Biography Program had long been a dream for J Cawton, Volunteer Services Manager at Hepburn Health Service. A scholarship from Palliative Care Victoria enabled her to attend training with Eastern Palliative Care to set up a Volunteer Biography Program.

After several months of work preparing Biographer Handbooks, training notes and forms, the Hepburn Health 'Beyond Words' Volunteer Biography Program was born and four volunteers were trained.

Debbie Rauber, one of the volunteers in Lumeah Lodge in Daylesford, asked resident Ken Smith if he'd be her 'Guinea Pig'. Of course Ken, ever the volunteer, said, "Yes. But mine's just an ordinary life." And so Ken's biography was born. He shared his stories about his lifelong love for his dear Pat, whom he was married to for 58 years. Ken showed so much pride in his boys - Peter and Kevin and much love for his grandchildren.

By the end of 2019, after several months of visits with Ken, recording, transcribing and editing, Debbie presented the first completed 'Beyond Words' Program biography entitled 'Just an Ordinary Life' to Ken. Ken's son Kevin was helpful throughout the process finding photos and checking dates and other details. The biography presentation was a special moment for Ken and Kevin, Debbie and J (pictured above).

Expanded, innovative and valued volunteering

Collaboration

PCV's presentation *Many hands: Palliative Care Volunteer Training for aged care services* at the Oceanic Palliative Care Conference in Perth focused on upskilling volunteers based on PCV's updated Palliative Care Volunteer Training Resource Kit.

PCV's popular *Volunteering Newsflash* sent to an average of 675 subscribers received positive feedback.

Through our participation in network meetings and AGMs we fostered relationships with Volunteering Victoria, Leaders of Health Volunteer Engagement (LoHVE) and Council on the Ageing (COTA) Victoria.

We commenced a collaboration with the Victorian Advocacy League for Individuals with Disability (VALID) to develop posters and brochures in Easy English about palliative care, death and dying, grief and loss.

Capacity building

We facilitated an education session about palliative care, grief and loss and self-care for 12 participants from Polish Community Council Victoria (PCCV).

We held three face-to-face network meetings for managers of palliative care volunteers in metro and regional Victoria. These were coupled with workshops on values based leadership and critical reflection. Due to COVID-19, three more meetings were facilitated via zoom to continue collaboration, support and information sharing. Overall, 40 managers from 34 organisations attended network meetings.

PCV-trained volunteer facilitators conducted two information sessions about palliative care with very engaged community groups.



Financial Information

Our Financial report as at 30th June 2020 compared with 30th June 2019

	2020		2019	
	\$	%	\$	%
INCOME				
Grant & project income	732,315	74%	656,772	72%
Membership fees	107,317	11%	86,707	10%
Products & services	6,125	1%	24,123	3%
Donations	10,135	1%	8,965	1%
Investment income	131,548	13%	135,870	15%
Total Income	987,440	100%	912,437	100%
EXPENDITURE				
Projects	471,106	58%	524,593	57%
Salary costs (excl. projects)	251,113	31%	312,967	34%
Occupancy, office & other costs	88,134	11%	83,676	9%
Total Expenditure	810,353	100%	921,236	100%
Net operating surplus/deficit	177,087		-8,799	
Other comprehensive income	-79,025		39,709	
Total comprehensive income	98,062		30,910	
Net assets	1,504,476		1,406,413	

The Audited Financial Report for 2019-20 is available at <http://bit.ly/PCV-Report>

Appreciation

Palliative Care Victoria greatly appreciates the financial support received in 2019-2020.

Donations

We sincerely appreciate the 21 donations we received totally \$10,135.



Health and Human Services



Grants

- Victorian Department of Health and Human Services
- Crown Resorts Foundation Community Grants Program



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