



PalliativeCare
AUSTRALIAN CAPITAL TERRITORY

STRATEGIC PLAN

2017 - 2020

Palliative Care ACT (PACT) is the representative voice for palliative care in the Australian Capital Territory. Formed in 1985, PACT is a not for profit community based organisation, a registered charity and a founding member of the national peak body Palliative Care Australia.

Our staff and volunteers currently operate across a range of settings, including in clients' homes, residential aged care facilities, the Canberra Hospital and Clare Holland House (a hospice run by Calvary Health Care ACT).

// OUR MISSION

To Influence, Foster and Promote through the delivery of quality care at end of life for all and to offer compassion and support for people with a life limiting illness, their carers and families.

// 2015-17 STRATEGIC PLAN

The basis of the 2015-17 Strategic Plan was to consolidate PACT's capacity to deliver professional non-clinical end of life support services. The 2015-17 Plan had five goals:

1. Be an active voice for high quality end of life care for all members of the community and a professional service delivery organisation.
2. Maintain, develop and grow a professional, committed and client focussed volunteer workforce.
3. Increase awareness of end of life issues and care options.
4. Identify and address service gaps in palliative care volunteering.
5. Enhance our sustainability and capacity.

Achievement of these goals leaves PACT in a strong position to influence and support the ACT Government's new model of care for palliative care,

as well as to increase and expand its services to better support the needs all ACT people living with life limiting illnesses and their carers.

// CHANGING OPERATING CONTEXT

There are significant changes underway in the delivery of all health services in the ACT and across Australia. In September 2017, ACT Health released the draft 2017-2027 Territory-wide Health Services Framework. The new Framework introduces an emphasis on person-centred care that is "delivered as close to home as possible". This change flags an increase in funding to community-based health delivery mechanisms and will make PACT's services even more relevant to the way palliative care and related services are delivered in the ACT.

The Framework is also concerned with improving the cost effectiveness of health services. This is likely to mean that ACT Health will seek to test the market for services.

In addition, the Productivity Commission is due to finalise its Introducing Competition and Informed User Choice into Human Services Inquiry in late 2017. The Commission's June 2017 draft Report identifies that meeting patients' preferences about where they are cared for and where they die will require that governments "substantially increase the availability of community-based palliative care". The Commission also emphasises the need for:

- governments to use market mechanisms to ensure the most efficient and effective use of funds to support people at end of life;
- additional residential aged care staff trained in caring for people at end of life; and
- an increase in the rate and quality of advance care planning.

Palliative Care ACT needs to examine its activities to ensure it continues to provide high quality non-clinical palliative care support services in this changing environment.

OBJECTIVES	STRATEGIES	2017-20 FOCUS
Access	All members of the community in the ACT and surrounds have timely access to high quality palliative care and end of life support that enables them to live well and die with dignity and respect at the place of their choosing.	Build on existing and future research to expand our services to increase the: <ul style="list-style-type: none"> • proportion of palliative care patients receiving support from PACT to live well and die in the place of their choosing; and • diversity of the people PACT provides support to, and PACT services, to better reflect the full range of diversity of the community in the ACT and surrounds.
Service	PACT provides the ACT's pre-eminent non-clinical palliative care support services.	Review and continuously improve the quality of our: <ul style="list-style-type: none"> • services and the way they are provided, including expanding the range of services we provide to meet community needs (such as respite services); • support for, and the professionalism and commitment of, our paid and non-paid staff; and • support for the community's awareness of, and access to information about, palliative care.
Sustainability	PACT continues to operate as a professional, respected and financially robust organisation.	<ul style="list-style-type: none"> • Expand community awareness of PACT and the services we provide • Broaden our funding base • Review and continuously improve our governance processes
Partnerships	PACT develops and sustains strong partnerships and relationships with key stakeholders to: <ul style="list-style-type: none"> • advocate for high quality end of life services • ensure efficient and effective use of government and community expenditure on end of life services. 	<ul style="list-style-type: none"> • Continue to work with and strengthen links between the ACT Government, Capital Health Network, ACT Palliative Care Network, Palliative Care Australia and other state and territory-based palliative care organisations • Continue to work with and support ACT Health's implementation of the Territory-wide Health Services Framework. • Work with the ACT Government, ACT Palliative Care Clinical Network, sponsors and potential service delivery partners to develop a research program to support the implementation of the Territory-wide Health Services Framework in a way that best meets the needs of the community in the ACT and surrounds

// OUR VALUES

All staff, Board Members and volunteers adhere to the following set of core values:

Respectful, Ethical, Professional, Accountable, Collaborative, Compassionate, Commitment to Service

// OUR GUIDING PRINCIPLES

- Build and sustain inclusive relationships with Government, key stakeholders and service providers.
- Work collaboratively with other organisations and individuals in the health care and palliative care functions to further the achievement of our mission.
- Exercise leadership, integrity and good governance in carrying out our strategic and operational functions and services.
- Value, support and empower our staff and volunteers.
- Deliver high quality volunteer support services to our clients, their families and carers.

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GET IN TOUCH



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