



**PalliativeCare**  
AUSTRALIAN CAPITAL TERRITORY

# ACT BOARD OUTCOMES

from meeting of 23 April 2018

## OPERATIONS REPORT

The Board welcomed Julie Elliott, our Operations Manager, to the meeting. Julie joins the Board Meeting on a quarterly basis and provides us with great insight into the day to day operations of our organisation.

Her latest report provided an excellent summary of our volunteer profile. Referrals for volunteer support in the period January-March 2018 increased by 8.7% over the same period last year, largely due to the reintroduction of the Life Stories program, while the number of client contact hours for the same period has increased by almost 14%.

Our retention rate for new recruits is at a very healthy 88%. While we would always like it to be higher, it is understandable that some people find they are not suited to the very specialised work of supporting people at end of life. One of our future projects is to look at providing an online module as part of the pre-recruitment process so that prospective volunteers might better determine how they would like to support PC ACT eg in face to face contact with clients, in an administrative support role, in a fundraising role, by donating or through life stories.

## CULTURAL AWARENESS

Julie presented some statistics from a national program known as the Palliative Care Outcomes Collaboration which uses standardised clinical assessment tools to measure and benchmark patient outcomes in palliative care. It was interesting to note the low level of participation in palliative care programs by people from countries where English is not the first language.

The PC ACT Board is very committed to diversity. We now have a diversity strategy in place and have offered our volunteer services to the Winnunga Nimmityjah community. We are also supporting one Chinese client by providing a volunteer who speaks Cantonese.

## WORKPLACE TOOLKIT

The Board approved a capital investment of \$10,000 to develop an online workplace toolkit which will support a range of different audiences eg people returning to work after a bereavement, people coping with a terminally ill loved one, managers supporting staff who have a workplace colleague going through a difficult time etc. This project is in the early planning stages but given the paucity of hands-on toolkits on palliative care in the workplace, we see this as a very useful product.



## FINANCIAL REPORT

Morgans' Financial Services has donated \$25,000 to Palliative Care this financial year as well as providing advice, free of charge, on appropriate investment of PC ACT funds. The organisation continues to operate on a sound financial footing and we look to be on track to deliver a surplus at 30 June 2018.

## FUNDRAISING ACTIVITIES

Two fundraising activities are on the horizon, and we seek your help in supporting them. We are showing The Bookshop on Sunday 27 May at Palace Cinema. It stars Emily Mortimer, Patricia Clarkson and Bill Nighy, and tells the story of a woman in 1959 England who decides, against polite but ruthless opposition, to open a bookshop, a decision which becomes a political minefield. The event kicks off at 4.00 pm with a drink, light refreshments, an ice cream and popcorn, which at \$35.00 represents great value for money. Our sponsor for this event is Ray White Real Estate. Bookings can be made through <https://www.eventbrite.com.au/e/the-bookshop-movie-preview-tickets-44626157037> Please tell your friends and family and come along to support us.

Our second exciting fundraising adventure is the Bags, Beauty and Bling event to be held at the Holy Trinity School Curtin on Friday evening 15 June and all-day Saturday 16 June. We will have lots of pre-loved bags for sale, including "celebrity" bags from high profile people. We have been fortunate to secure the auctioneering services of Jenna Dunley who will auction the high value bags on the Friday evening at a "bubbles and nibbles" event which starts at 5.30 pm while Saturday will be an open day to purchase the bags. There will also be stalls offering beauty products and jewellery. So tell your friends and come along and support us. Bookings for the Friday night are available at <https://www.eventbrite.com.au/e/bags-beauty-bling-tickets-44585429219?aff=es2>

## NEXT MEETING OF THE BOARD

The next meeting of the Palliative Care Board will take place at 6.00 pm on Monday 14 May 2018.

Louise Mayo  
President