



PalliativeCare
AUSTRALIAN CAPITAL TERRITORY



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ANNUAL REPORT 2017-2018

/ About

Palliative Care ACT (PC ACT) is the representative voice for palliative care in the Australian Capital Territory. Formed in 1985, PC ACT is a not for profit organization, 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 support to the terminally ill, their carers and families.

// OUR OBJECTIVES

The PC ACT Strategic Plan 2015-2017 has guided the organisation's activities. Its four pillars are:

- Access;
- Sustainability; and
- Service;
- Partnerships.

// BOARD OF DIRECTORS

- Louise Mayo - President
- Constantinos Sfyris - Vice President
- Jenni McMullan - Secretary
- Anton Dowling - Treasurer
- Jonathan Beaumont - Public Officer
- Christina Richards - Director
- Vicki Thompson - Director
- Katrina Burggraaff – Director (on leave of absence till January 2019)

// MAJOR SUPPORTERS



/ President's Report

// LOUISE MAYO

May I start by expressing my sincere thanks to the wonderful work of our committed, passionate, caring volunteers and staff. All of who have played a key role in the provision of high-quality palliative support services in 2017-18. At Palliative Care ACT we have over 175 trained palliative volunteers, these people are committed to working with individuals and their families as they navigate their end of life journey. In 2017-18 we provided 11, 669 hours of support services to the Canberra and surrounding regions.

The increase in demand for our services has continued to climb. With over 70% of people living with life limiting illnesses identifying their preferred place to die being in their home, the Palliative Care ACT Board and Staff saw the need to identify what barriers existed to prevent this occurring, with current statistics indicating that only 14% of people were dying at home. The key findings from the research report 'Supporting People for Their End of Life Care', undertaken in partnership with ACT Government and Communio Group, identified that the two most significant

barriers to people achieving the goal to die at home were, carer fatigue and isolation. Supporting people with life limiting illnesses to die at home means we need to better support the family and loved ones who are undertaking the caring role.

The Palliative Care ACT Board undertook to investigate ways in which palliative care support services could be expanded or extended to provide further support to carers in order to support those individuals wishing to die at home. As a result of these investigations the Board commissioned a scoping study identifying different models of care that would allow us to contribute to ensuring that every Australian living with a life limiting illness would have timely and equitable access to quality palliative care support. The findings and recommendations of this scoping study will assist in the determination of the appropriate vehicle in which to provide palliative care services to those individuals, their families and care team wishing to die at home. As a Board, we are committed to working in partnership with the ACT Government, the community and business sector to make a

significant contribution to removing or reducing these identified barriers of carer fatigue and isolation. In 2016-2017 the key strategic focus of the Board was financial sustainability. With the establishment of our Risk and Audit Committee, and our wonderful supporters and advisors, we have achieved this goal. I would like to thank and acknowledge all our supporters, and in particular the ACT Government, our major corporate partners and all of those who have kindly donated both financially and in kind to make 2017-2018 a successful year. I am proud of what Palliative Care ACT has accomplished in 2017-2018 and excited about the future. Our Palliative Care ACT community is strong and vibrant, and together we will continue our efforts to ensure the delivery of high-quality palliative support services for our community.

/ Achievement's Against Objectives

/ ACCESS

PC ACT initiatives work towards all members of the community having access to high quality palliative care and end of life support, so they can die with dignity and respect, at a place of their choosing.

Community Awareness

As part of a national initiative by Palliative Care Australia, PC ACT continued to deliver an education program that increased awareness and understanding of palliative care services (including end of life and Advance care Planning) for people in the ACT. In 2017-18 PC ACT delivered twenty sessions to professional services and the wider community. These presentations focused on grief and bereavement, understanding chronic illness, palliative care and death literacy. PC ACT delivered a further twelve information sessions to community organisations such as Carers ACT, The ACT Multi Cultural Forum, Council of the Ageing ACT (COTA), and Belconnen Lions Club. PC ACT hosted a stall at the Q Theatre's production of 'The Magnolia Tree' where we talked with patrons on palliative and end of life choices.

In April, PC ACT volunteer, Brendan Moran, cycled from the source of the Murray River to its mouth raising awareness of palliative care and PC ACT. Brendan's daily reflective posts on our Facebook page were liked and shared by many new followers.

Digital Platforms

PC ACT launched a new website in late 2017. The website is easy to navigate, information rich and reflects the perspective of people accessing it. The complementary application is still in development and will be launched in 2018. Our presence on social media has extended our messaging to different audiences, and this year reached 38,456 people.

Directory of Assistance and Information Services for You at end of life: D.A.I.S.Y

D.A.I.S.Y, a database hosted on PC ACT's website, was launched in January 2018. D.A.I.S.Y includes information on support services, specialised services and services relevant to clinicians, patients, carers and families. Feedback has indicated that D.A.I.S.Y is

a comprehensive useful guide and has been well used by the public and professionals. We are grateful to the ACT Government for financially supporting this project.

Margaret Corden Scholarship

In 2017-18, this annual scholarship was used in a joint project with Clare Holland House to develop a short video for newly referred patients to the Out-Patient Clinic of Community Specialist Palliative Care. The video reduces patient and carer uncertainty and anxiety and makes their first visit more effective.

/ SERVICE

PC ACT manages palliative care volunteer services for people with life-limiting illness in the ACT and surrounding community. This year volunteers gave 11,669 hours of palliative support through:

- Home-based support - 2,188 hours to 91 clients
- Residential aged care facilities - 1,836 hours to 60 clients
- Clare Holland House patient support - 6,694 hours

- Clare Holland House reception - 410 hours
- Clare Holland House bereavement care - 405 hours
- Clare Holland House music team - 59 hours
- Motor Neuron Disease clinic - 44 hours
- Life Stories - 33 hours (face to face recording only)

This year saw a significant increase in the demand for volunteer services in residential aged care facilities, the continuing demand for palliative volunteer support resulted in PC ACT training and inducting 32 new volunteers in 2017-18. Each new volunteer received 22 hours of face-to-face training. The nine training modules included: the role of a volunteer, diversity, spirituality, self-care and volunteers, grief and loss, and death and dying. It was also pleasing to see that all our volunteers passed the mandatory annual on-line training.

Life Stories

The Life Stories program was relaunched in August at a breakfast emceed by former Australian Rugby Union player, Clyde Rathbone, with comedian and Palliative Care Nurses Australia Ambassador, Jean Kittson as guest speaker. The telling of your

life story has therapeutic value. The opportunity to reminisce and validate your life very often provides physical, mental and emotional benefits. In 2017-18 twelve volunteers completed Life Stories writer training, they went on to deliver eight personal narratives. PC ACT acknowledges Suncorp and their ACT-based staff, who in May 2018, elected to support the Life Stories program as their corporate charity.

Massage Program

Palliative care massage brings significant changes in pain, anxiety, relaxation and inner peace of patients, decreasing both pain intensity and anxiety while increasing patient's sense of relaxation and inner peace. PC ACT's fund raising initiatives support a qualified oncology massage therapist for patients and carers at Clare Holland House, for clients at home and in residential aged care facilities. Volunteers receive training in hand and foot massage. This year 171 massages were provided.

Volunteer Engagement

During 2017-18 PC ACT continued to grow its professional, committed, responsive and compassionate volunteer workforce. PC ACT's community

work depends upon this volunteer workforce. In addition to palliative volunteers, PC ACT volunteers contributed through fund raising, administration support and the choir, The PallCare Singers, and as members of governance bodies.

PC ACT is fortunate to have committed and long standing volunteers. At the Annual Volunteer Appreciation Event, we gratefully acknowledged and thanked 9 volunteers with 5 years services, 5 with 10 years, 1 who has given 15 years, and 2 who commenced volunteering with PC ACT in 1998 have 20 years' service under their belt.

PC ACT also recognises the work of the Volunteer Advisory Committee that provided valuable and practical information.

Staff Development

PC ACT is committed to supporting its staff to develop their careers and enhance their professional knowledge. In 2017-18 PC ACT staff attended:

- Australia Palliative Care Conference, 'Connection with Community', and
- National Volunteering Conference, 'Ignite, inspire, Invigorate'.

Advocacy and Representation

At all levels PC ACT engages with Ministers, government, and not for profit and community organisations. In 2017-18 PC ACT was an active participant in:

- ACT Bereavement Group
- ACT Cancer Psychosocial Network.
- ACT Capital Health Network
- ACT Palliative Care Clinical Network
- Calvary Community Advisory Committee
- Health Consumers Care Association

PC ACT worked with Palliative Care Australia and other state and territory palliative care peak bodies to inform and support the development of the National Palliative Care Strategy. Launched in February 2018, it provides a shared direction, and will ensure the highest level of palliative care is available to all people.

Research

PC ACT worked in partnership with ACT Government and Commuio Group in developed of a research report, Supporting People for Their End of Life Care. The key findings from this research was that most people want to die at home, but many do not. This wish is hampered by carer fatigue, transfer to home not being possible at the time, or no suitable home-based treatment option being available, and the person's preference not being known. The research also showed that carers would like:

- Information on available services
- 24 x7 telephone support service for advice and to organize support
- Access to specialist support when necessary, and
- Information about death and dying.

These findings reinforced the need for the D.A.I.S.Y database.

Submissions

In 2017-18 promoting the voice of palliative care in the ACT, PC ACT made the following representations for consideration:

- A submission to the ACT Government's Select Committee on End of Life Choices in the ACT. PC ACT was subsequently asked to meet with the Select Committee on End of Life Choices.
- Along with other state and territory peak bodies, PC ACT provided input into Palliative Care Australia and Dementia Australia's joint Policy Statement on Palliative Care and Dementia.
- Input into Community Based Health services framework for the ACT
- Input into Palliative Care Australia's submission on respite care and aged care
- Provided palliative care case studies for Volunteering Australia's submission on Australia's progress towards achieving United Nations Sustainable Goals.
- Recommendations on priority actions for the ACT Government in relation to volunteering

/ Sustainability

In 2017-18 PC ACT continued to operate as a professional, respected and financially robust organisation.

/ FUND RAISING

In order to support our palliative care programs, PC ACT conducted a substantial fund raising program. A Fund Raising committee that comprised of volunteers, staff and Board members was established to develop and implement the program, which included:

- A premier screening of movies Victoria and Abdul and The Bookshop,
- The Annual Fund Raising Dinner, and
- Bags, Beauty and Bling

Additionally, PC ACT gratefully received several Community donations from organisations such as Belconnen Lions, Ainslie Football and Social Group, and from Grill'd Manuka.

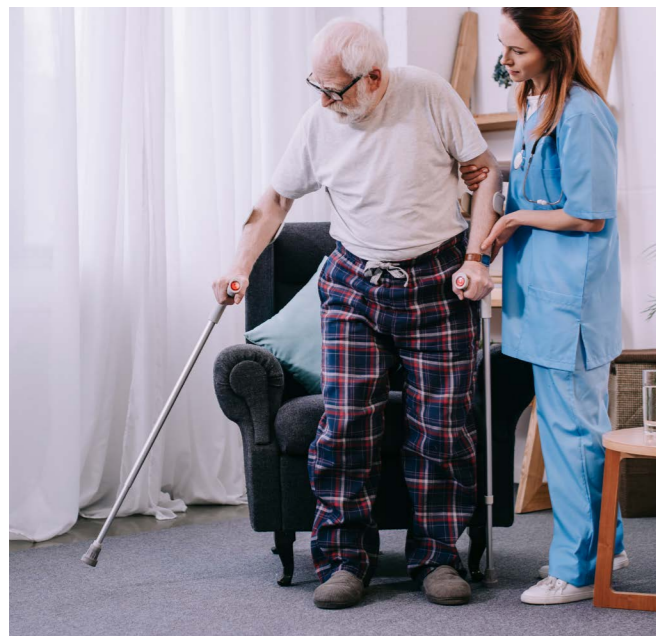


/ Partnerships

As in previous years, PC ACT has worked closely with Palliative Care Australia. The new *National Palliative Care Standards and Palliative Care Service Development Guidelines* were launched in January 2018. PC ACT was integral in their promotion in the ACT.

/ NATIONAL PALLIATIVE CARE WEEK

Palliative Care Australia invited PC ACT volunteers, Board members and staff to the launch of National Palliative Care week at Government House. This was followed by breakfast with the Commonwealth Parliamentary Friends of End of Life Care Group, at Parliament House. In conjunction with Goodwin Village Ainslie, PC ACT hosted a Death Café, where, over coffee and cake we talked with residents about the importance of 'starting the conversation' on palliative care and Advance Care Planning with their family.



/ NATIONAL ADVANCE CARE PLANNING WEEK

An initiative of the Commonwealth Government, PC ACT's CEO was an Ambassador for this inaugural awareness week which encourages all Australians to make their future health care preferences known.

/ CANBERRA QUILTERS

PC ACT received several dozen beautifully crafted quilts from Canberra Quilters in 2017-18. The quilts were very much appreciated by patients at Clare Holland House and in residential aged care facilities.



/ Financial Report

INCOME AND EXPENDITURE

Revenue	747,714
Audit Fee	(6,400)
Client support services	(8,970)
Employee benefits expenses	(519,581)
Covenant Care expenses	(3,680)
Volunteer Program expenses	(2,188)
Depreciation	(14,414)
Other expenses	(121,671)

Net current year surplus \$70,810

TOTAL COMPREHENSIVE INCOME ATTRIBUTED TO MEMBERS \$70,810

FINANCIAL POSITION

/ ASSETS

Current Assets

Cash and equivalents	930,763
Accounts receivable & other debtors	3,038
Other current assets	8,504
Short term investments	129,955

TOTAL CURRENT ASSETS 1,072,260

Non-Current Assets

Property, plant and equipment	35,526
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TOTAL NON-CURRENT ASSETS 35,526

TOTAL ASSETS \$1,107,786

/ LIABILITIES

Current Liabilities

Accounts payable & other payables	33,752
Other liabilities	113,012
Employee provisions	33,249

TOTAL CURRENT LIABILITIES 180,013

TOTAL LIABILITIES 180,013

NET ASSETS \$927,773

/ EQUITY

Retained Surplus	\$927,773
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TOTAL EQUITY \$927,773

For complete financial records please go to www.pallcareACT.org.au

/ Our Supporters

The generosity of supporters and members has enabled PC ACT To represent palliative care services, increase community awareness, create resources, and to deliver quality volunteer services to the ACT community. PC ACT sincerely thanks all who supported us in 2017-2018.

Allegra Wealth	BWS	Devine Goddess	H2O Spa	Law, M	Mylonas, J	San Churro	Twiss Fisher, R
Anderson, G	Byrne, R	Doma	Haddad, L	Leafy Sea Dragon	Nail Designz by Kerrin	Sando, J	Urbanski, G & T
Anytime Fitness	Calder, B	Droop, J	Hadfield, M	Leonard, A	Nairn, K	Scissor & Roc	Van Den Heuvel, S
Armstrong, R	Campaign, J	Dubbo Zoo	Hanks, J & J	Leys, J	National Gallery of	Scott, J	Van Laerschot, R
Arnold Jewellers	Campfire Escapes WA	Dunkley, M	Harrington, P	Lindt & Spungli	Australia	Sfyris, C	Vangelov, B
Balanzategui, M	Canberra Holistic Health	Dowling, A	Hatch, J	Lions Club of Canberra	National Zoo & Aquarium	Sheedy, D	Vikings Group Canberra
Balogh-Coulson, J	Canberra Mower Centre	DXC	Hatchett Books	Belconnen	Canberra	Sloane, M	Virgin Airlines
Bamford, S	Canberra Southern Cross	Eat Your Words Catering	Hearfield, L	Little, K	Nous Group	Smith, D	VMWear
Bampton, J	Club	Eightysix	Heartstory Photography	Lloyd, B & K	O'Brien, Mary	Smith, J	Wallace, S
Barlens Hire	Carling, T	Elliott, J	Hickey, L	Loncar, Z	O'Brien, Maureen	Stachurski, M	Waterhouse, J
Bar Rochford	Carlton, A	Ellis, A	Hill, W	Love Emma	O'Keeffe, P	Stals, J	Watson Blinds & Awnings
Bateman, R	Cass, L	Ellis, R	Hillery, D	Lundy, J	Optus	Stanhope, R & J	Weston, J
Beacon Lighting	Cataldos	End 2 End	Holland, P	Macquarie	Osborn, C	Stevens, G	Whitfield, L
Beaumont, J	Chapman, J	Ephraums, C	Holy Trinity Primary	Telecommunications	Parsons, S	Stott, J	Wild Brumby
Beaver Galleries	Ciempka, S	Escape Rooms Canberra	School, Curtin	Mahmood, M	Pearson, A	Strangman, D	Williams, R
Beaver, H	Circula	Essential Elements	House of Bubbles	Maliganis Edwards	Penguin Random House	Styling You Nikki	Wilson, L
Benchmark Wine Bar	Cisco	Celebrancy	Huet, P	Johnson	Peter Blackshaw Manuka	Supabarn Express Florey	Winter, C
Bendigo Bank	Clear Complexions	Eyers, J	Hume, M	Mantra McArthur Hotel	Pickering, E	Sutton, S	Woolley, M
Biggs, J	Clements, M	Eyrka Garbutt Designs	Ingenium Group Pty Ltd	Martin, S	Pilkinton, H	Swimart Erindale	XO
Birdsnest	Coles, A	Fitzgerald, W	Jarvis, C & D	Maxwell, A	Pleass, J	Taste Buds	Yarnold, S
Blackmore, M	Contentious Characters	Fowler, J	JoMel	Mayo, L	Pletzer, R	Tex Automotive & Marine	Yarralumla Café
Blessington, M	Corporate Air	Fraser, G	Jones, G	McDonald, B & J	Pod Food at Pialligo	Service	Yarralumla Nursery
Bohm, C	Coyne, C	Gecko Gang	Just, A	McDonnell, M	Potter, M	The Federal Monday	Yeatman, F
Booktopia	Creations Jewellers	Gillian Beaumont Legal	Kelly, M	McKnown, K	Pulp Kitchen	Games Group	
Boston, T	Creative Image Hair Studio	Gillmore, J	Kilgore, B	McLean, K & H	Rainbird, R	The Source	
Brady, N	Curtin Turns 50	Gordon, I & U	King, B	McMullan, J	Ramadge, J	Thomas, R	
Brennan, M	Daly, M	Gourmet by Design	Kitchen, M-A	Members of Lodge	Rankin, R	Thomas, W	
Brindabella Hills Winery	Davidson, M	Graham, P	Korodaj, L	Canberra Unity	Reis & James Travel	Thompson, V	
Brooker, B	Debenham, M	Greenwood, P	Kylie Fogarty Art	Middleton, Z	Associates	Toast AV	
Brownlee, J	Delv	Grierson, J	Lake George Hotel	Milton Park	Richards, C	Toyworld	
Bunnings	Dendy	Grill'd	Landy, D	Momento & Frockaholics	Riggs, D	Trinity Law	
Burggraaff, S & K	Denman, I & L	Guy, D	Lane, R	Moran, B	Robinson, D	Tripovich, M	
				Mortimer, M	Roffey, C	Troy, M	
				Moss & Metal	Rolfe Classic BMW	Turnbull, S	
				Mouatt, R	Rouge Wines	Tweak Home Staging	