



PalliativeCare
AUSTRALIAN CAPITAL TERRITORY

2021-2024 STRATEGIC PLAN



Palliative Care ACT

Palliative Care ACT (PACT) is a 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 operate across a range of settings, including in clients' homes, residential aged care facilities, the Canberra Hospital, Clare Holland House (a hospice run by Calvary Health Care ACT) and Leo's Place, our non-clinical home-away-from-home for people with a life-limiting illness.

Our Mission

Our mission is to influence, foster and promote the delivery of quality care at the end of life for all and to offer compassion and support for people with a life limiting illness, their carers and families.

2017-20 Strategic Plan

The basis of the 2017-20 Strategic Plan was to build PACT's capacity to deliver professional non-clinical end of life support services. The Plan identified four objectives:

1. Access
2. Service
3. Sustainability
4. Partnerships

The four objectives remain relevant and appropriate, and are maintained in this plan.

During the 2017-20 period the organisation achieved in three core areas: continuing to provide quality support to people with a life-limiting illness through our programs; building our financial resilience; and exploring solutions to address the barriers to people staying at home as long as they wish.

In 2018 research began on these barriers and at the fundraising dinner that year, PCACT launched 'the HUB'. Research indicated families / carers looking after loved ones at home were becoming isolated and fatigued. The HUB model proposed establishing a non-clinical, home-away-from-home where people with a life-limiting illness can come for a supported stay. Under this model in-home carers / families would have time to attend to other responsibilities, or to take time for themselves, enabling them to continue to care for their loved ones at home.

Changing Operating Context

During the last strategic planning period there were significant events that impacted on our work in palliative care:

- in October 2018, the Australian Government launched the Royal Commission into Aged Care Quality and Safety;
- in March 2019, the ACT Government released the Select Committee into End of Life Choices in the ACT;
- in March 2020 the World Health Organisation declared COVID-19 a pandemic;
- in May 2020, KPMG released Investing to Save – the economic impacts of increased investment in palliative care in Australia; and
- prior to the 2020 ACT election, PCACT received commitment from all three major parties to support the HUB.

PCACT worked with the federation of palliative care peaks to provide input to the Royal Commission, with the Commissioners delivering an interim report in October 2019, a special report on COVID-19 and aged care in October 2020, and a final report in February 2021. PCACT has MOUs with all providers of residential aged care in the ACT and will continue to work with them to improve support to palliative residents in line with the final report recommendations and the Australian Government's response.

The ACT Government Select Committee report made 24 recommendations, including to increase community awareness and education, and to investigate respite options available to families providing in-home palliative care. These are two priority areas for this strategic period. Care in the home was also supported by the first recommendation of the KPMG report to "improve access to home and community-based palliative care services".

During the pandemic, PCACT adapted a number of services to meet changing requirements, including extending the hours of our information line and using technology to connect families and share stories. During this next period, the ACT Government is implementing a commissioning approach to community health funding, commencing in 2022, to identify the services people need and how they are provided. The aim is to ensure services are client-centred, outcomes focussed and involving all stakeholders.

Palliative Care ACT continues to examine its activities to ensure continued provision of high quality, non-clinical palliative care support services – with the client at the centre of everything we do.

OUR OBJECTIVES

OUR STRATEGIES

OUR 2021-2024 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 die with dignity and respect at the place of their choosing

- Build on existing and future research to increase our knowledge and awareness of the need for more, or different types of, palliative support services
- Increase the proportion of palliative care patients receiving support from PCACT to die in the place of their choosing
- Provide further support to ensure that palliative support services better reflect the diversity of the community in the ACT and surrounds

Service

PCACT provides the ACT's pre-eminent non-clinical palliative care support services

- Highlight inequalities and inequities in access to and outcomes of support care
- Review and continuously improve the quality of our services to meet community needs, including assessing our new service at Leo's Place
- Support for the community's awareness of, and access to information about, palliative care

Sustainability

PCACT continues to operate as a professional, respected and financially robust organisation

- Help to detect barriers to and facilitators of the uptake of clinical and non-clinical care
- Recognising changes in the public, private and not-for-profit sector and consequential changes in economic and financial outcomes
- Review and continuously improve our governance processes

Partnerships

PCACT develops and sustains strong partnerships and relationships with key stakeholders to:

- advocate for high quality end of life services
- ensure efficient and effective use of government and community expenditure on end of life services

- Partner with the ACT Government, Capital Health Network, ACT Palliative Care Network, Palliative Care Australia and other state and territory-based palliative care organisations, providing information and the ability to make appropriate decisions to provide high-quality end of life care
- 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 values:

being respectful, ethical, professional, accountable, collaborative and compassionate, while maintaining a strong commitment to service.

Our Guiding Principles

- Build and sustain inclusive relationships and partnerships with Government, key stakeholders and service providers.
- Work collaboratively with organisations and individuals in the health care and palliative care sector 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 and respite services to our clients, their families and carers.



GET IN TOUCH



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