

ANNUAL REPORT 2021-2022

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/ About Us

Palliative Care ACT is a non-government not-for-profit organisation, a registered charity and a founding member of the national peak body Palliative Care Australia.

Formed in 1985, we are a representative voice for palliative care in the Australian Capital Territory. Our staff and volunteers operate across a range of settings, including in clients' homes, in our non-clinical respite facility, in residential aged care facilities and in Clare Holland House (Canberra's only hospice run by Calvary Health Care ACT). Our mission is to influence, foster and promote quality palliative care by offering a range of support to people with a life-limiting illness, their carers and families.

Our aims are to:

- advocate for, and promote provision of, high quality palliative care services
- deliver volunteer services to support clients and their families with care, compassion, respect and dignity
- provide education on the non-clinical aspects of palliative care
- promote palliative care in the community
- support other like-minded organisations through partnerships and collaboration.

/ Major Supporters























/ Message from the President and CEO

On behalf of the Board and team members, we would like to acknowledge and thank our community who have supported our organisation over the past 12 months. Like it has for all organisations, this last year has been challenging. As a sector, we have faced unprecedented pressure due to the COVID-19 pandemic, facing challenges unlike any others we have seen.

However, in the face of such challenges, we have risen as an organisation to continue to provide outstanding care and support to those living in the ACT and surrounding region experiencing serious illness, dying, death and grief.

For Palliative Care ACT, the past year has been one of considerable achievement. We have focused on our strategic priorities, staying true to our vision and mission, to ensure that every person living with a life limiting illness in the ACT has timely and equitable access to palliative care services and support.

Our volunteer services were restricted while society continued to deal with the virus and our opportunities to come together for training, education and fundraising continued to be curtailed in the first half of the financial year. However, we continued to provide our services to the greatest extent possible, with our 154 volunteers providing over 10,000 hours of support during the year. Our team at Leo's Place also provided over 15,500 hours of respite to people living with a life-limiting illness and their loved ones.

Despite the significant challenges we all faced, the Canberra community – local businesses, philanthropic organisations and individuals – all came to the party. And speaking of parties – our fundraising dinner in June – the first major event since 2019 – made up for lost time by raising over \$180,000!

We have represented our sector – listening, consulting, providing support services and collaborating with our community to share insights, and innovations. We focused on providing a collective voice on the issues that matter to our sector and those who we support.

None of these achievements would be possible without the resilience of the Palliative ACT team, our volunteers and supporters, all who have navigated and adapted with us as we have faced these challenging circumstances, continuing to commit to our organisation, sector and goals.

As we look forward to the year ahead, we know that whatever obstacles we face, our team will be ready to overcome them and grow.



Dr. Louise Mayo, AM President Palliative Care ACT



Tracy Gillard
Chief Executive Officer
Palliative Care ACT

/ Year in Review

311 DONORS/
CONTRIBUTORS



\$83,892

DONATIONS RECEIVED



\$167,540

FROM FUNDRAISING & MEMBERSHIP

246 enquiries made for our

support services

169

clients and families helped in the community plus many more through Clare Holland House



154 AMAZING VOLUNTEERS

10,012 HOURS

OF PALLIATIVE SUPPORT BY VOLUNTEERS

15,742 HOURS

OF RESPITE AT LEO'S PLACE

2,104

SOCIAL MEDIA FOLLOWERS



75,000+

ONLINE ENGAGEMENTS

/ Our Patron

Most people who know our organisation know Shirley Sutton, AM, PSM. This amazing woman started the movement for quality palliative care in the mid-1980s with her husband Leo by her side.

These two people are the undeniable foundation of the palliative care movement here in Canberra, so much so we named our first non-clinical respite facility in Leo's honour, as he sadly passed away in 2017.





/ Our Board

Palliative Care ACT is governed by a volunteer board of directors who set the overall strategic direction of the organisation and are responsible for its financial management. Board members are elected at each annual general meeting (usually held in November) on a skills basis and serve for three-year terms, with the option to extend. Board meetings are held monthly, and outcomes of each meeting are available on our website.

Board members for this period included:

- Dr. Louise Mayo AM President
- Con Sfyris Vice President
- Jenni McMullan Secretary
- Wayne Bolin Treasurer Co-opted July 2021
- Luke Sheehy Public Officer
- Carolyn Smith Director
- Matt Reid Director
- Vicki Thompson Director
- Vlad Aleksandric Director

The Board is supported by four full-time and five part-time staff responsible for the day-to-day management of our activities.

/ Our Staff

Palliative Care ACT's small team of dedicated professionals is committed to supporting the strategic directions of the Board, our volunteers and most importantly, our clients.

Our team this year included:

- Tracy Gillard, chief executive officer
- · Ann Monahan, manager respite services
- Julie Elliott, general manager of the volunteer program
- Ann Anderson, Liz Rhodes and Ruth Kinlyside, volunteer coordinators
- Andrea McDermott, bookkeeper/office manager
- · Dave Burnet, engagement manager
- Isaac Frawley, administration assistant.

While this report is written with the financial year as its timeframe, we thought it important to make a special mention of our General Manager, Julie Elliott, who resigned in September. After more than seven years with Palliative Care ACT, Julie is now working with the Southern NSW Primary Health Network on the *Greater Choices for at Home Palliative Care Measure* supported by the Federal Department of Health. We wish Julie the very best and thank her for her significant contribution over many years.

/ How We Support Our Community

Palliative Care ACT advocates for all members of our community to have access to quality palliative care and end of life support, so they can die with dignity and respect, at a place of their choosing.

/ RAISING AWARENESS

Again, with pandemic restrictions, we were only able to host a small number of activities to raise awareness of palliative care and offer information and resources about our services. These events and activities included:

- Volunteer Expo in Kingston
- media coverage in Her Canberra, RiotACT, ABC News, City News, Capital Health Network News, Catholic Voice & Capital Chemist newsletter
- presentations to Canberra Lung Life, Bosom Buddies, Parkinson's Support, Probis, Community Nursing, Northside Aged Care, University of Canberra Occupational Therapy Students
- attending the Snow Foundation 30th anniversary event
- guest speaker at PCTAS event on our workplace toolkit.

Awareness raising is a critical issue for palliative care, as debunking myths, increasing awareness and understanding and making conversations about death and dying more acceptable all assist in increasing access to the quality palliative care available in our region



/ LIFE STORIES PROGRAM

In 2021/2022 we undertook a comprehensive review of this program, with a focus on increasing the use of technology to assist in its efficiency and connecting the program more closely with our volunteer support streams.

The opportunity to take the time to reflect on a life when it is nearing its end often provides physical, psychological and emotional benefits. During 2021-22, 15 referrals were received for the Life Story program, with our trained volunteers donating many hours to listen and record clients' stories.

Palliative Care ACT's Life Stories program was supported with funding from Lodge Canberra Unity and the Snow Foundation, enabling this valued program to continue

/ MASSAGE PROGRAM

Post the halt in massage services due to pandemic restrictions, our investment in a massage program was recommenced at Leo's Place, with 23 massages provided in 2021-22. Additionally, all our volunteers are trained in hand and foot massage, so they are able to offer them to clients in all settings.

/ SUPPORTING THE MENTAL HEALTH OF CARERS

The Mental Health and Wellbeing Grant, awarded to Palliative Care ACT by the ACT Government in October 2020, has enabled us to support carers in their role, assist families to prepare for the grief of losing a loved one and support carers in their initial grieving process post death.

The conditions of the grant allowed carers to tell us what assistance would help them most to relieve some of their stressors. Many, understandably, asked for professional grief and bereavement support – a service that often takes a financial back seat to other expenses.

Other requests were very personalised – from helping to arrange an urgent wedding, to visiting the zoo, to covering the costs of petrol for a daughter who wanted to visit her mother but was limited because of the cost of fuel. The positive feedback from social workers, counsellors and others involved has been wonderful and early results from participant surveys shows that this assistance has helped with carer recovery.

Since receiving the grant, we have received 58 referrals and the success of this program has been immeasurable.

A referring Social Worker expressed this in her own words, "We have been so privileged...to access the Carer Mental Health and Wellbeing Grants through Palliative Care ACT, that have been efficiently, creatively and compassionately facilitated..."

The grant finishes at the end of October 2022 and client data collected will be analysed for a report back to government on the success of the program.

/ Our Volunteers

Palliative Care ACT recruits, trains and manages palliative care volunteers, who are entrusted to assist people with a life-limiting illness in the ACT and surrounding community.

In addition to our palliative-trained volunteers, Palliative Care ACT has other volunteers who contribute to fundraising, provide administrative or policy support, are part of our Pallcare Singers choir, and are members of our various governance bodies, including the Board.

Our Annual Volunteer Appreciation Event was held at the Kamberra Function Centre during National Volunteer Week in May 2022 – a venue chosen to meet the pandemic restrictions.

During the ceremony we acknowledged and thanked four volunteers with five years' service, one with 10 years' service, one with 15 years' service, and one extraordinary volunteer who has 20 years' service with Palliative Care ACT.



During 2021-22 Palliative Care ACT's committed, responsive and compassionate volunteer workforce continued to grow, albeit slowly due to pandemic restrictions. Over the year Palliative Care ACT trained and inducted 20 new volunteers, providing 18 hours of training to each trainee.

The training modules included: what is palliative care, the role of a volunteer, communication skills, diversity, spirituality, illnesses and care, death and dying, grief and loss, self-care of the volunteer, as well as basic hand and foot massage and our mandatory training modules – professional boundaries, infection control, safe food handling, work, health and safety, compulsory reporting of assaults and conflicts of interest.

All active volunteers complete annual mandatory training which includes an online assessment. To remain current and ensure full competency, volunteers were also supported with in-service sessions on various topics relevant to their work, including a popular 'behind the scenes' visit to Norwood Crematorium.

During this year volunteers gave 10,012 hours of palliative support through:

- 2,920 hours supporting patients at Clare Holland House
- 2,734 hours of home-based support to 51 clients
- 1,304 hours to 43 clients in residential aged care facilities
- 1,376 hours work on the Life Stories program
- 1,346 hours supporting clients staying at Leo's Place
- 300 hours of bereavement card writing for Clare Holland House
- 8 hours of reception support at Clare Holland House
- 24 hours at the Motor Neuron Disease clinic.



/ Innovation

/ LEO'S PLACE

In December 2020 we opened the doors to Leo's Place, a non-clinical home like respite house, for an 18-month proof-of-concept, with funding from the ACT Government. This model, based on respite models in other care systems, is seemingly a world first in palliative care. From opening until the end of June 2022, we have provided 16,702 hours of respite for people living at home with a life-limiting illness and/or their carers. The University of NSW was engaged to measure the success of our innovation and a report on the trial was submitted to the government in March 2022.

Based on this report, and the very positive feedback from all guests, families and our staff, a submission was made to continue operating Leo's Place. The ACT Government has since committed to funding the initiative for another four years. However, funding should not be the sole responsibility of government. Local businesses, philanthropic organisations and community members also contribute – doing so by providing discounts, donating goods, and with cash donations – all

contributions are important investments in this unique model of care.

During the proof of concept many valuable lessons were learnt, and the feedback from our guests was invaluable and overwhelmingly positive. The most important part of the model of care is for it to be client-centric, so being adaptable to our guests' individual needs is something our staff focus on every day. Our current accommodation isn't purpose built, so it has some limitations such as step-in showers, but it is a wonderfully tranquil sanctuary, with calming interiors and lovely, lush gardens, demonstrating how important an environment can be to genuine restorative rest.

The next phase is to build our client base through promotion and widespread education. We will also be looking to invest in a purpose-built facility – with the support of our community.

If you'd like to know more about Leo's Place, see more pictures and/or read testimonials from guests and their families, have a look at our new 'purposebuilt' website: www.leosplace.org.au









/ TECHNOLOGY

The pandemic certainly accelerated the use of communication tools and mobile workplaces. This year, Palliative Care ACT invested in an upgrade to its information technology – including the phone system – enabling staff to work remotely when required. Our IT provider, Blue Arc IT Solutions, provided staff support and training throughout the rollout.

The next step on the technology front is to improve our data collection and analysis, and ensure volunteers are supported to use technology to manage their participation and engagement.

/ SUPPORT ACROSS THE BORDER

During the year, in close partnership with Palliative Care NSW and the Southern NSW Local Health District (SNSWLHD), Palliative Care ACT participated in a proof of concept for a Queanbeyan Regional Palliative Care Volunteer Service.

Palliative Care ACT employed Ruth Kinlyside as a coordinator to focus on this project and build on the ACT's successful, highly regarded and longestablished palliative care volunteer program.

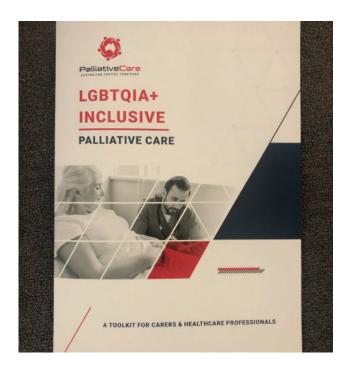
Recruitment, training and volunteer management was done through Palliative Care ACT and following a successful trial, the program is now funded to fully operate in NSW through the SNSWLHD.

/ Research and Advocacy

/ MARGARET CORDEN SCHOLARSHIP

During the year a doctoral candidate, Alicia Hind RN MGer, a Nursing Academic at the University of Canberra worked on drafting the fourth in our series of 'toolkits' and, as with the other three, LGBTQIA+ Inclusive Palliative Care – a toolkit for carers & healthcare professionals was launched in national palliative care week.

This toolkit gives an insight into challenges for people from LGBTQIA+ communities and proposes that one of the critically important areas where our support can make a difference is language. We can always adapt our language to be more inclusive and the toolkit provides readers with some questions adapted to suit everyone, so we can all be more inclusive, no matter who we are speaking with.



/ ADVOCACY AND REPRESENTATION

Palliative Care ACT engages with stakeholders at all levels – with Ministers, government officials, businesses and not-for-profit health and community organisations.

In 2021-22, Palliative Care ACT was an active participant in the:

- ACT End of Life and Palliative Care Forum
- ACT Palliative Care Operations Management Committee
- ACT Palliative Care Research Meeting
- ACT Capital Health Network
- NSW Network of Palliative Care Volunteer Managers
- Health Consumers Care Association of the ACT
- ACT Bereavement Network
- ACT Cancer Psychosocial Network

Palliative Care ACT also supported a workshop run at the University of Canberra looking to improve the health of people experiencing homelessness early in 2022.

/ Our Partners

/ FUNDRAISING

Palliative Care ACT hadn't been able to hold its major fundraiser event – the Black & White Dinner – since October 2019. Thankfully – after a couple of deferred dates – it was held in June 2022 with great success. With over 500 gathered at the QT Hotel in the heart of town, supporters made up for lost time and snapped up all prizes on offer. The dinner turned out to be our most successful yet, with over \$180,000 raised.



During 2021-2022 Palliative Care ACT worked closely with state and territory palliative care peak bodies and Palliative Care Australia to lift the profile of palliative care, particularly around the impact of the COVID-19 pandemic on palliative care patients and their families.

While everyone understood the need for restrictions in health and aged care facilities, the impact these restrictions had on families when a loved one was dying was immense. It raised serious issues that must not be forgotten as restrictions lift. This challenge will be an area of interest and study for some time.

We would like to acknowledge and thank Carers ACT for their support in setting up Leo's Place in early 2021. By sharing their experience and knowledge, Palliative Care ACT was able to employ staff directly to run the service independently by the third quarter of the year.

Partnerships across sectors and borders are essential to the provision of quality palliative care.

/ NATIONAL PALLIATIVE CARE WEEK

The theme for National Palliative Care Week this year was *Palliative Care - it's your right*.

During the week 22-28 May 2021, Palliative Care ACT launched the fourth in its toolkit series – *LGBTQIA+ Inclusive Palliative Care – a toolkit for carers & healthcare professionals*.



Palliative Care ACT also invited His Excellency the Governor-General and Mrs Hurley to visit Leo's Place. It was a privilege to have their Excellencies enjoy afternoon tea with guests and staff. They were both very impressed, staying beyond their scheduled time, showing again how passionate they are in their support of quality palliative care.



To highlight the week, several national landmarks were lit up, including Old Parliament House and the Carillion

We also delivered 'treat packages' to our stakeholders, many of whom deserved extra recognition this year, after a couple of very trying



years for everyone, but particularly those in the health sector.

/ COMMUNITY PARTNERS

The National Wine Show of Australia continues to support the Palliative Care ACT Wine Trolley that does rounds at Clare Holland House around 4.30pm every afternoon. This service allows patients who choose to partake, a moment of normality with their loved ones over a glass of wine.

Palliative Care ACT is always impressed by the fine work that goes in to making beautiful, handcrafted quilts donated by Canberra Quilters. This year they provided quilts specifically made for young people – children and teenagers. The designs were exquisite and gratefully received.

As well as the beautiful quilts, the Araluen Village residents made lovely and practical heat packs and syringe driver bags for use by patients supported by the Community Specialist Palliative Care Team.

These community partners continue to generously invest their time and care in providing consumables that are gratefully received by our clients – thank you.

/ Our Supporters

During this financial year, with COVID-19 continuing to impact our operations, we are so thankful for the continued generosity of our supporters. Every dollar donated helps Palliative Care ACT to continue and build our valued work in the community.

For their valued support in 2021-22, we thank the following individuals and organisations:

22 Degrees Knife sharpening Bourchier, D Charls, K
ACT Health Bower, S Chief Minister's Charitable Fund

Addinell, C Boyer, B Chilman, R Addison, L Brady, S Chipperfield, K Adelaide Crowe Supporters Brazil, SJ Clunies-Ross, I Group ACT Region Brewer, G Coghlan, J & J Cohen, N Aguilera, M Briggs, M Aleksandric, V Bright, M Cole, E Allegra Wealth Brown, T Connery, D

Anderson, A Bruce, M Content Grasshopper

Andrews, H

Armstrong, K

Bruce, N

Brumbies Rugby

Crane, M

Ashford, J

Bull & Bear Special Assignments

Crawford, J

Astral Float Studios

Bunnings Majura

Crisp, K

Banks, A

Cairns, G

Crowley, M & Crowley, M

Barge, RCalder, BCrowley, M & PBarker, SCalder, S & CCurnow, CBarr, SCalliess, ACusacks Furniture

Barrett, JCampbell, IDaley, DBarson, MCanberra BMWDaly, MBeaver, H & BCanberra CentreDavidson, MBellchambers, SCanberra City Health NetworkDeerain, M

Bennett, S Canberra Raiders Delv

Bergin, C Canberra Southern Cross Club Dendy Cinemas Canberra Centre
Beyond Bank Canberra Toyota DISER - ICT Operations Branch

Bilk Gallery
Capital Chemist Charnwood
CIO Group
Birdsnest
Capital Chemist Pty Ltd
DNA Architects
Black, P
Carling, T
Donaven, D
Black, R
Carter, D
Dorsett, B
Blain, S
Cataldo's Salon
Drummond Golf

Blain, S Cataldo's Salon Drummond Golf
Blue Arc IT Solutions CDFS Eat Your Words Catering

Boesen, B Chairman and Yip voucher Efkarpdis, A Bolin, W Chapman, M Eldon, P

Escape Rooms Canberra Hunter, D McMullan, J Evri Group Pty Ltd Hurley, L Meagher, B Farrah's Liquor Collective Hyde, G Medley-Brown, G Farrin, L IGA Ainslie Meils-Barrett, B Inveen, W Feeney, J Menchin, C Felton, H Jach, B Merrigan, T & A Fien, G MGI Joyce Dickson Accountants Jackson, G Fitzgerald, T Jeffrey, A Michelle, I Forster, P & A Michelle, S Jessen, J Jet Flight Simulator Canberra Four Winds Vineyard Miles, A John James Foundation Miller, S Fox Antiques Frawley, S & S Katsanevas, T Mills, L Froud, A KDN Group Pty Ltd Moorfoot, C Galvin, G Kelly, F Morgans Foundation Ltd George, N King & Wood Mallesons Mulhall, D Gillard, T Kneebone, P Multideck Giurgola, P Knight, R Mutton, G Glare,L Knudson, D N21 Events National Convention Centre Gliddon, G Kok, K Gliddon, N Korbel, P Canberra Good 2 Give National Gallery of Australia Kurrajong Hotel Goode, C Laker, L National Portrait Gallery Gordon, I Law, M National Zoo and Aquarium Gourmet BY Design Nimbo Fork Lodge Leahy, F Grohmann, L & G Lee, A Noda, H H2O Spa Pty Ltd Lee, M Notaras, E & J Hancock, A Leggo, P Nougher, M Hands Across Canberra Leyne, G Noveras, E Lions Club of Canberra Lake Hanlon, B Oclery, P Hansen, R Tuggeranong O'Connell, D Harlovich, B Lodge Canberra Unity O'Connell, L Harnan, G O'Keeffe, Y Lowrey, P Harrington, P Lubbock, G O'Reilly, S Hatcher, M Mackenzie, I Osley, D Haverfield, B Major, S Pearson, A Hawkins, W Peter Blackshaw Charitable Fund Makepeace, J Petroff, L Hedges, T Makin, S Hefferman, G Maple, T & M Phillips, T Hind, P Marchand, C Poachers Pantry Hinde, M Marshall, V Poulton, D Hledik, R Poulton, W Mayo, L

Hood, G

Hull, T

Horton, D

Hotel Realm

McEwen, M

McGregor, A

McKay, P

McInnes Wilson Lawyers

Powell, K

Power, P

Prendergast, S

Priority Tree Care

Prowse, H Psilopatis, M QT Hotel

Ray White Canberra Recruitment Hive

Reid, J Reid, M Riley, J Roberts, C Roodenrys, M

Rotary Club of Jerrabomberra

Rowan, S
Rowland, C
Russell, L
Sag, D
Samara, J
Samson, J
Satsia, S
Scheetz, K
Sengelman, J
Sexton, I
Sfyris, C
Sharp, G
Shaw Wines
Sheehy, L
Smair, S

Spaarks Pty Ltd

Smigielski, L

Smith, C

Spiden, M Staffing and Office Solutions Pty

Ltd

Stangio, G

Stephen-Smith, R

Stewart, M Stoker, N Stothart, W Sundar, V Sutton, S Sydlarczuk, K Tall Foundation Tarrant, G Tayler, R Taylor, J

Tharwa Valley Forge

The Canberra Distillery
The Snow Foundation

Thew, L

Thompson, M Thompson, V Tindale, M & R Toepfer, C Tooth, G Traynor, I

Trek Bicycle Trpeski, T

Urban Jungle Canberra

Van de Voorde, M Vanilla By Design

Varma, Y

Vishwanathan, D

Walker, E Walters, R Ward, K

Watsons Blinds

Way, S

Websdane, F

Weiss, O

Wells, T

Whigham, A White, L Wickman, P

William Coles Funerals

Williamson, L Winslade, E Woolley, M Wow donuts Wright, M

Yates, P & E

/ Thank You

Palliative Care ACT could not do what it does without the generous support of our partners and the local community.

In 2021-2022 a combination of government support, partnerships, fundraising, donations, philanthropy and good governance has helped us to secure \$1,538,521 in equity, adding to our sustainability as a valued organisation, offering much needed support to our community.

Despite the challenges this year has brought, our equity has grown, and it puts us in a good position to meet our strategic objective of developing a permanent respite centre, as well as enabling us to continue providing services to more families in Canberra and the surrounding region.

/ Financial Summary

INCOME AND EXPENDITURE

Revenue	1,636,295
Employee benefits expense	(1,003,694)
Depreciation expense	(15,951)
Volunteer Program expense	(2,977)
Audit and consultancy expense	(27,150)
Rent and utilities expenses	(124,936)
Funding and program expenses	(128,735)
Investment expense	(120,243)
Vehicle expense	(9,328)
Insurance expense	(14,803)
Advertising and promotional expenses	(24,355)
Minor equipment and computer expenses	(67,198)
Other expenses	(34,504)
Net current year surplus	\$62,421

TOTAL COMPREHENSIVE INCOME

ATTRIBUTED TO MEMBERS \$62,421

FINANCIAL POSITION

/ ASSET

Current Assets	
Cash & equivalents	782,166
Accounts receivable & other debtors	42,596
Financial assets	1,159,164
Other current assets	16,603

TOTAL CURRENT ASSETS	\$2,000,529

Non-Current Assets

Plant and equipment 48,258

TOTAL NON-CURRENT ASSETS \$48,258

TOTAL ASSETS \$2,048,787

/ LIABILITIES

Current Liabilities

101,788
53,306
355,172

TOTAL CURRENT LIABILITIES \$510,266

TOTAL LIABILITIES \$510,266

NET ASSETS \$1,538,521

/ EQUITY \$1,538,521

Retained Surplus \$1,538,521

TOTAL EQUITY \$1,538,521

For complete financial records please visit www.pallcareact.org.au

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