PalliativeCare
AUSTRALIAN CAPITAL TERRITORY

2025-29 Strategic Plan



Palliative Care ACT

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

Our staff and volunteers operate across a range of settings, including Leo's Place, our non-clinical home-away-from-home for people with a life-limiting illness, in clients' homes, residential aged care facilities, the Canberra Hospital (TCH) and Clare Holland House (CHH).

Our Mission

Our mission is to advocate, 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.

Our 2025-2029 Strategic Plan

Palliative Care ACT has continued to receive recognition and support from the ACT Government which is a vital factor in enabling our organisation to provide the services that the Canberra community expects and deserves.

Since the last strategic planning period there were a number of significant events that impacted our community and our work in palliative care. The demand for flexible home-based palliative care services was accelerated in response to COVID19 as we adopted new delivery models and ways to engage with our clients, carers and volunteers.

- In 2021, the ACT Government commenced the development and implementation of the framework to provide greater funding certainty with longer agreement terms and to clarify the advocacy scope and potential for impact
- In June 2024, the ACT Government passed Voluntary Assisted Dying (VAD) laws which come into effect in November 2025
- PCACT has partnered with the John James Foundation to build a purpose-built Leo's Place. This brings the vision of a purpose built six bed respite facility in Garran
- We continued to build our capacity of PCACT in terms of our peak work through continuing engagement with the University of NSW to develop and report on best practice design principles for non-clinical respite care
- We continued to partner with the University of Canberra to undertake the ongoing evaluation of the benefits that Leo's Place is providing to clients and carers living with a life limiting illness
- PCACT continued to strengthen its dedication to community engagement through a series of impactful presentations and workshops
- We strengthened our role in education and community awareness by facilitating online learning sessions to help our community better understand palliative care.

OBJECTIVE

ADVOCACY

Providing advocacy for, and support to, those people with a life-limiting illness, their families and carers.

STRATEGY

Proactive engagement and development of strong partnerships with key stakeholders to influence issues, policies and programs affecting the delivery of palliative care services.

Focus

- Engage in highlighting and advocating palliative care issues resulting from VAD implementation
- Develop and promote policy positions in agreed priority areas to improve integrated system-wide service delivery (right care, right place, right time)
- Maintain membership in and contribute to key ACT Health palliative care forums
- Engage with ACT Health and other stakeholders on implementation priorities emerging from the 2023 ACT Palliative Care service function review (Bold Delivers)
- Facilitate the effective operation of the Clinical Advisory Committee and the Consumer Reference Group to inform advocacy on emerging unmet needs.
- Maintain regular contact with key ACT Health decision makers

OBJECTIVE

COMMUNITY AWARENESS

Increasing community and health professional awareness of palliative care to ensure that the specific needs and preferences of people with a life-limiting illness, their families and carers are identified and acted upon

STRATEGY

Support for the community's (individual, organisational, business) awareness of, and access to information about palliative care

Support the awareness of health professionals on the need for and availability of palliative care services

Focus

- Develop high profile awareness raising events as part of National Palliative Care Week in collaboration with PCA
- Undertake forums for health professionals to showcase innovation and emergent issues in palliative care service delivery
- Develop a strong social media presence to promote contemporary understanding of and drive the narrative around palliative care
- Promote a clear understanding about the relationship of palliative care and VAD

OBJECTIVE

SUPPORT SERVICES

Delivering high quality non-clinical palliative care services in a range of settings to support people with a life-limiting illness and their families and carers

STRATEGY

Continue to develop and deliver a high quality cottage based respite care service

Continue to provide a high quality Volunteer support program that meets emerging needs in the community

Explore and assess future opportunities for support service development informed by our advocacy and service delivery

Focus

- Undertake the functional development and commissioning of a purpose built facility for Leo's Place
- Review and continuously improve the quality and relevance of our services to meet diverse community needs including through the improved use of data
- Ensure that our palliative support services better reflect the diversity of the community in the ACT
- Expand the volunteer service in association with the palliative care ward at The Canberra Hospital
- Review and further develop volunteer services in residential aged care in line with the emerging palliative care focus

OBJECTIVE

SUSTAINABILITY

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

STRATEGY

Develop a self-sustaining multi-faceted fund raising program

Maintain proactive engagement and development of strong partnerships with key government and private sector stakeholders to continue to support PCACT and its services.

Regularly review and continuously improve our governance processes

Focus

- Develop a Board Director recruitment strategy
- Undertake a structured annual review of Board and sub-committee effectiveness
- Develop and maintain a fit for purpose internal controls process through the Risk and Audit Committee (RAC)
- Proactive monitoring of government and private sector grant opportunities matched against priority projects
- Develop a proactive program of engagement with key donors
- Develop and undertake fund raising initiatives emphasising initiatives with low resource requirements and high return on investment
- Develop clear budget rules on types of funding, usage and accountability
- Proactive engagement with ACT Health Minister and key policy and program staff and forums

Our Guiding Principles

- Advocacy for people with life limiting illness, their families and carers, to influence policies and delivery of person-centred, accessible palliative care services, through evidence-informed engagement.
- Develop and sustain strong collaborative relationships and partnerships with Government, key stakeholders and service providers in the health and aged care and palliative care sectors to advance our mission.
- Work collaboratively with organisations and individuals in the health care and palliative care sector to further the achievement of our mission.
- Exercise integrity and good governance in carrying out our strategic and service delivery role.
- Deliver high quality volunteer support and non-clinical palliative care services to our clients, their families and carers.
- Value, support and empower our staff and volunteers.

Our Values

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

- **Respect -** Treating others with courtesy, consideration, and valuing their opinions.
- **Ethical behaviour -** Being truthful, forthright and transparent in all dealings.
- **Professional conduct -** Possessing the necessary knowledge, skills, and abilities to perform one's duties effectively and striving for excellence.
- **Accountability –** Taking responsibility for one's actions and decisions, along with the willingness to be judged on performance
- **Collaboration –** Working together within the organisation and with our stakeholders and clients to achieve common goals.
- **Compassion –** Showing understanding and empathy for the welfare of others without judgement to improve their wellbeing.

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