



Palliative Care
South East Ltd

Annual Report

2019-2020

About Palliative Care South East

Palliative Care South East (PCSE) provides specialist palliative care services to people across the South Eastern region of metropolitan Melbourne. We support people with a life-threatening illness to live well by providing support at home to improve the quality of life of individuals, carers and families.

Vision

Our vision is to support people with a life-limiting illness to live well.

Mission

Our mission is to provide comprehensive, collaborative, integrated care and specialist support.

Values

This year we updated our values to reflect our client, carer and staff focus. These guiding principles are at the heart of everything the PCSE team does, shaping our culture and ensuring we continue to work towards common goals.

- **Responsiveness**
- **Empowerment**
- **Collaboration**
- **Kindness**

At PCSE we offer:



Medical and
Nursing Care



Counselling



Social Work



Occupational
Therapy



Music Therapy



Art Therapy



Volunteer Support



Spiritual Care



Message from the Board Chair

I want to express my appreciation for the great contribution that Kelly Rogerson has made in her first full year as CEO of PCSE. Kelly clearly brought the benefits of her wealth of clinical and management skills and experiences, which in turn has exemplified the values of being a specialist palliative care provider, values that have been with this organisation since its foundation.

This year's PCSE's major achievements include:

- the reduction in our waiting lists from over four weeks to less than one day and growing our service (i.e. contacts) by 20%
- the renewal of our management team, bringing in new people with improved skills
- the hiring of more permanent Clinical staff replacing the temporary contract staff
- successful introduction of 'telehealth' delivery method for some of our services

And all of this during a pandemic year, where the demand for our 'at home' service dramatically increased the requests for our services.

Kelly is committed to delivering our strategic direction and does so with confidence as we face the many anticipated challenges in the future.

The Board renewal process is ongoing. This year we expanded our range of Directors skills with the introduction of a Medical Doctor and an expert Marketing Director. We also began to transition our method of operating, from a Committee of Management to a forward looking and increasingly Corporate Governance focused Board. Next year we plan to introduce Directors with Legal and Consumer experience.

Next year we have plans to introduce additional medical specialist support to enhance our service and support our nursing staff in a timelier manner. We are also planning for an increased focus on bereavement care.

I'm pleased to work with Kelly in my role as Board Chair. I believe that her leadership to the team in general, specifically during this COVID-19 year, has been fantastic and I extend my best wishes to her as she opens herself to all that the future holds.

I also make a special welcome to our two new Directors, Dr Sally McDonald and Dan Woods who joined the Board during the year.

I'm grateful for the diligent manner in which all of our fellow Directors have carried out their duties entailed in a very big year of strategy and governance work.

I'm excited to advise that we are working on a new home for PCSE. We have purchased land in Narre Warren with the plan to build our new home. I look forward to sharing more about it's development next year.

I have left my biggest thank you until last, that is, to thank our staff, volunteers and the Board for their hard work and commitment to our community PCSE's service.

Michael Whelan
Board Chair





CEO report



The 2019-2020 financial year saw significant growth for PCSE as we expanded our workforce and refined our strategic direction. The growing demand for palliative care services has seen our staff continue to provide the highest level of support for people navigating their end of life, across Cardinia, Casey and the Greater Dandenong and parts of Kingston. Our commitment to providing comprehensive, collaborative and integrated care has seen 840 clients and carers access our services this year, an increase from 655 in 2019. Looking forward we will continue our work as a leader in specialist palliative care and advocate for our most vulnerable members of the community.

Working with the Board of Directors, PCSE established a new strategic direction, with an emphasis on expanding our services and streamlining the focus of our work. The plan aims to ensure our organisation is future ready by identifying opportunities for growth and increased sustainability. This includes developing consumer partnerships, expanding our workforce and upgrading facilities to ensure PCSE can continue providing the highest level of care to clients and families. We will embark on the development of a new community facing home for PCSE in 2020.

The new strategic plan has involved updating our values to ensure they reflect our client, carer and staff focus. This has been at the forefront of our agenda throughout the year as we work to create systems that support us in efficiently directing care. Dr Ruth Redpath has an ever present influence on our organisation as we strive to continue her vision and commitment to providing palliative care in people's homes.

Streamlining our services has allowed for significant reductions to our waiting lists and improvements in our response times. Reviewing and re-focusing our roles and models of care have also contributed to improving the timeliness of care, meaning

we can meet the needs of our clients and carers quicker, and more often. Our client contacts grew to the highest level on record to 54,418 (up from 47,177 in 2018/19) and we are set to continue the trend as there is an increasing need for our services from the community. We are expecting our client contacts to grow to approximately 60,000 contacts and maybe more, as clients prefer an 'at home' service to an 'in hospital' service.

In 2019 we were very fortunate to receive grant funding from the Department of Health and Human Services. The funding has improved our capacity to achieve client care, whilst supporting the implementation of our updated strategic goals and objectives.

The successful application saw the renewal of our car fleet, increased our information technology capacities, staff training and additional support to mobilise the workforce, all of which became invaluable in our pandemic response. The funding was focused toward clinical care services, contributing to the streamlining of operations which has reduced our costs and enabled an increase in our number of contacts well above expectations.

The team's response to the COVID-19 pandemic displayed an adaptability and commitment that illustrates their level of professionalism. You will see through details in this report that they were agile and continued to deliver their work to ensure the safety and wellbeing of our clients, with the quality of our service ever present.

This year's success would not have been possible without the ongoing commitment and support from our Board of Directors and our extraordinary staff and volunteers. I

would like to thank the team that contribute each and every day to the outcomes of PCSE. I would also like to acknowledge the hard work of our volunteers whose continued support is invaluable across the service.

A team needs leaders and my sincere gratitude goes to our leadership team, our General Managers who oversee the Corporate and Clinical teams and present each day, with enthusiasm, commitment and absolute alignment on our commitment to our clients and carers. Julie Murphy and Chris Lean, the outcomes this year are testament to you both, thank you. We have been fortunate to recruit successfully to the team and I'm so grateful for the leadership of Joy Jarratt who was instrumental in the re-alignment of the team's focus and the sustainable removal of the waiting list. Each member of the team has such an important role to play, and I'm grateful to you all for continuing to fulfil our goals and for creating the team that we all can be proud of.

Finally, I would like to thank the Board members for volunteering their time to govern and oversee our organisation. I would especially like to acknowledge the contributions of our previous Chair Barry Small and Michael Whelan who provides mentorship and support as I have navigated my first year as CEO.

We are incredibly proud to be a part of such a kind, vibrant and considerate team. We have achieved so much this year and together we will continue to deliver the highest level of palliative support for our community. Thank you for your ongoing contributions to PCSE and I look forward to working with you to continue our vital work in

The team's response to the COVID-19 pandemic displayed an adaptability and commitment that illustrates their level of professionalism.

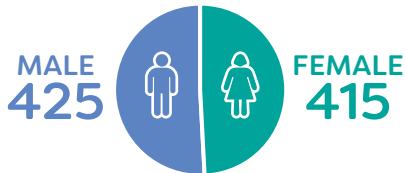


Our impact at a glance

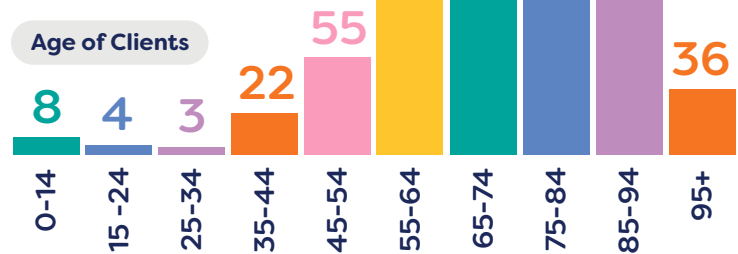
840

No. of Admissions 2019-2020

Gender of Clients



Age of Clients



DHHS target: 3722 pcm

Number of contacts

	FY18/19	FY19/20
Jul	4208	4769
Aug	4084	4603
Sep	3479	4525
Oct	4370	5138
Nov	4013	4482
Dec	3731	4421
Jan	3811	4156
Feb	4200	4431
Mar	3617	4622
Apr	3718	4987
May	4411	5114
Jun	3535	5303
Total	47177	56551

PCSE has seen a

20%
increase in contacts in the 19/20FY

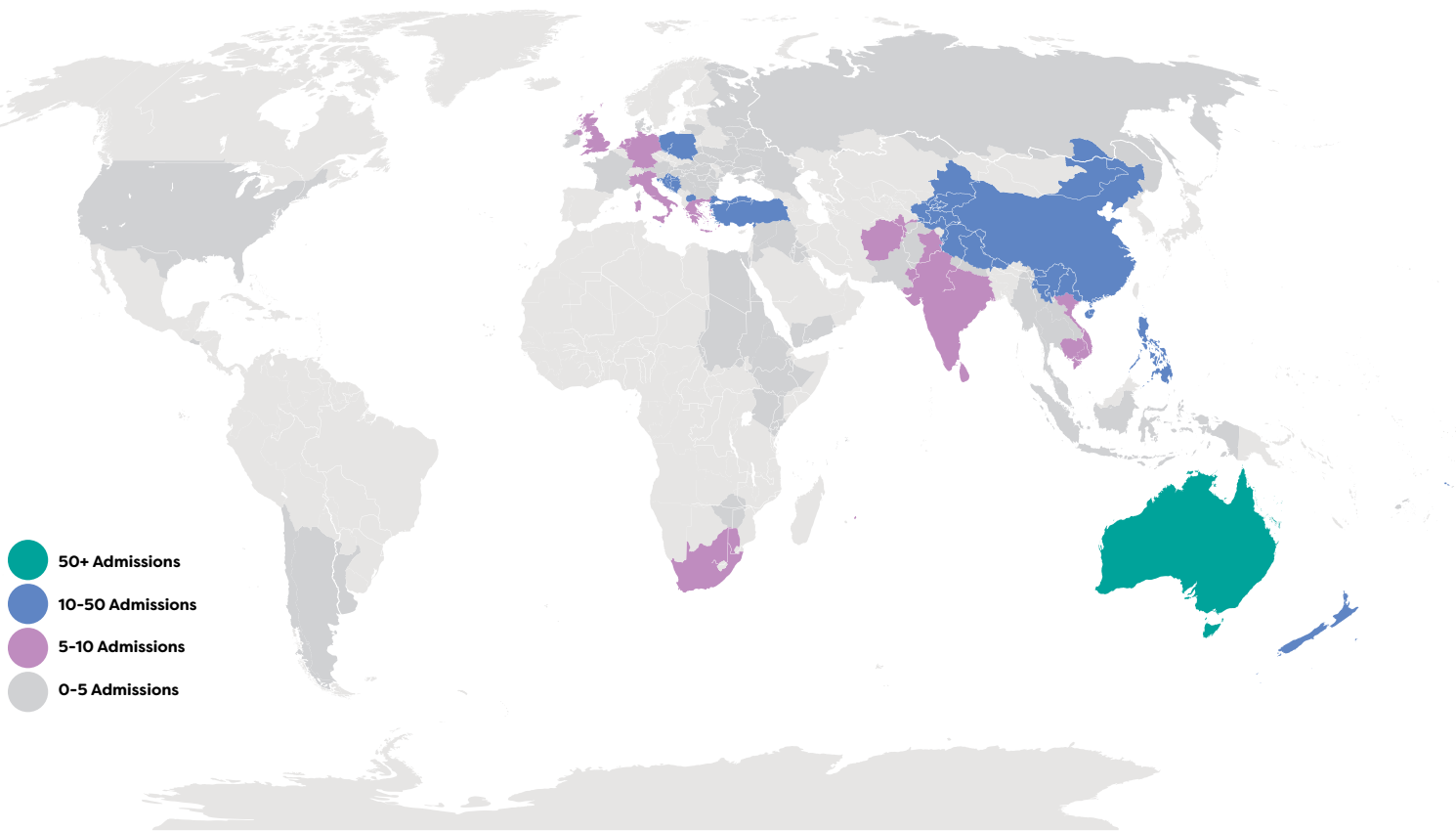
and

15%
increase in referrals the 19/20FY

Number of referrals per month

	FY18/19	FY19/20
Jul	90	97
Aug	102	105
Sep	80	89
Oct	93	106
Nov	90	101
Dec	85	92
Jan	81	108
Feb	67	97
Mar	85	94
Apr	84	94
May	94	105
Jun	84	101
Total	1035	1189

Birth Country of Clients



Afghanistan	11	France.....	1	Romania	3
Argentina.....	3	Germany	14	Russian Federation	3
Australia (includes External Territories)	13	Greece.....	21	Samoa.....	7
Australia.....	368	Hong Kong (SAR of China).....	1	Samoa, American.....	1
Australian External Territories	1	Hungary	5	Serbia	5
Austria	4	India.....	19	Seychelles.....	2
Bosnia and Herzegovina	6	Indonesia	2	Singapore	1
Bulgaria	1	Iraq.....	1	Slovenia.....	2
Burma (Myanmar).....	2	Ireland	3	South Africa.....	12
Cambodia	13	Italy	32	Sri Lanka	16
Chile	3	Jordan.....	1	Sudan	1
China (excludes SARs and Taiwan Province)	9	Kenya.....	2	Syria	2
Chinese Asia (includes Mongolia).....	1	Laos	2	Scotland.....	15
Cook Islands.....	2	Lebanon.....	1	Thailand.....	2
Croatia	7	Lithuania.....	1	Turkey	6
Denmark	1	Malaysia	2	United Kingdom	14
East Timor.....	4	Malta	7	United States of America	2
Egypt	5	Mauritius.....	18	Ukraine.....	1
El Salvador	2	Nepal	1	Vietnam	21
England.....	44	Netherlands	20	Wales	2
Eritrea	1	New Zealand.....	9	Yemen	2
Ethiopia.....	3	Northern Ireland	1	Zimbabwe.....	1
Fiji	5	Pakistan	3	Not Stated	24
Former Yugoslav Republic of Macedonia (FYROM)	6	Poland	6		
		Philippines	7		



Clinical Services

Scheduling: Client focused visits and the move to text confirmation

In line with ensuring that the PCSE's service is client focused, several processes relating to service delivery were reviewed during 2019 – 2020. One of these included the revision of how client appointments were confirmed with clients, to not only ensure that they were involved in determining their appointment times but also to maximise the time clinicians spent undertaking care as opposed to contacting clients and confirming appointments or attending a home to find that the client was not available.

Through having a process that reminded clients of their upcoming appointment, it prompted them to contact PCSE if they needed to change their appointment the day prior. If there were any cancellations to appointments, then this allowed the team to undertake other visits or new admissions to the service. By having the Administration Team involved in sending and responding to the text messages it also allowed for the clinicians to commence their client visits earlier in the day as confirmation telephone calls were no longer required.

The text appointment system is part of the palliative care database and is attached directly to the client's medical record. The text confirmation system commenced in January 2020 and between then and the beginning of March a total of 1,363 text messages have been sent out to clients. Of these only 9 clients (0.6%) were not at home when the clinician attended the home to undertake the visit.



Unfortunately, with the development of the COVID-19 pandemic how and who we undertook direct care to was revised, with the majority of care being undertaken via telephone call or telehealth consultation. For those clients for whom we continued to visit, the clinicians were required to undertake a telephone call before the visit to complete a COVID-19 screening tool to ensure that it was deemed safe to progress with direct care. Given this need to initiate a telephone call, the text messaging program was placed on hold and currently remains so.

The Implementation of Voluntary Assisted Dying Client Choice



Since June 2019 the Voluntary Assisted Dying Act has been in operation throughout Victoria.

This enables eligible patients to request an assisted death and make their own decisions regarding self-determination at the end of life.

At PCSE we have introduced a model of care to enable this choice for our clients, ensuring our community and staff are prepared to respond to requests. Kellie Bradley has played a significant role in this process, chairing the Steering Committee which determined how Voluntary Assisted Dying (VAD) would be implemented in our palliative care services.

“Our position is that the VAD process is very client-driven and the client’s choice,” she says.

“Our core business is providing palliative care, but this is another pathway our patients may wish to choose. If a person is considering VAD and they approach one of our clinicians, we very much support their request. Although we don’t take clients through the whole process, we assist them by sharing relevant resources and establishing partnerships with other services.”



Palliative care services can be provided in conjunction with the VAD process and clients have provided feedback that the services of PCSE have aligned to ensure the client has the opportunity to fulfil their desired end of life experience.

As well as ensuring that the implementation of VAD is client driven, PCSE has established clear levels of participation for all employees. This guarantees that staff members only participate in the conversations or processes they are comfortable with before referring to someone else in the team. We fully comply with the intent and elements of the legislation.

“I think that we as an organisation have shown great leadership and professionalism in terms of our approach to implement VAD within our service,” Kellie says.

“The Steering Committee did a fantastic job, collaborating and having ongoing conversations to determine our position in the process.”

“As always, our clients come first, and it is about supporting them in their choices the best way we can for the level of participation that we choose. Our approach and model of care is something to be proud of,” she concludes.



Client Story: Penny Haringsma



Penny Haringsma was a beautiful wife to her devoted husband Michael, and a proud, dedicated and loving mother to her children Zoe and Riley. She beamed with positivity, loved to laugh and valued time with her friends and family above anything. Her ability to embrace hardship with a positive outlook was to be admired, with her determination to live well reflected in the impact she has made on so many people's lives.

Penny began her journey with PCSE three years ago after being diagnosed with a terminal illness. Initially she received nursing care in the home, but after treatments at Monash Health under the care of Dr. Michelle White, her symptoms reduced and she was able to return to many of her favourite activities.

As she recovered our support began to change, transitioning from medical care to monthly visits which provided emotional and psychological support. During this time Penny's lust for life was as strong as ever, allowing her to get back to the things she loved the most, traveling and spending time with her family.

In 2016 and again in 2018 she travelled around Australia extensively, riding rollercoasters, climbing Katherine Gorge and

making it to the top of Kakadu. She didn't let her illness control her, pushing aside any fear to make wonderful memories with her husband and children. Throughout this time, Penny continued to access support from PCSE.

As well as having the opportunity to travel and explore Penny re-entered the workforce as a ward clerk at St John of God. Her bright


and approachable personality was well suited to the role as she loved interacting with everyone who crossed her path.

While Penny focused on living well, PCSE continued to provide her with ongoing support. She regularly visited our Early Palliative Care Intervention Clinic (EPIC) to understand and manage her symptoms, embracing our holistic approach to care. In particular, she loved

massage therapy and found it a valuable tool to relieve both physical and emotional stress.

Penny's long-term commitment to our services in combination with her positive outlook ensured she had the highest quality of life possible. Even through the difficult times she held onto her spark as a passionate, warm, thoughtful and fun-loving woman.





As Penny's condition began to worsen she returned to home care, making the decision to stop progressing with further medical treatment. During this time we ensured she had equipment available to help her from home, as well as regular nursing care and family support.

On the 6th of August 2020, surrounded by her family, Penny died in her place of choice. She is remembered for her strength, resilience and compassion, as well as how happy she was when spending time with family and friends.

Penny's vibrancy for life, energy and determination to embrace every moment, remind us all to focus on what really matters. She epitomised PCSE's vision to live well, making every moment of life memorable and full of joy.

We would like to thank Penny's friends and family for their generous support to our organisation. The outpouring of donations from her community will be used to create a 'Penny For Your Thoughts' area in our new premises at 80 Victor Crescent, Narre Warren. The space will honour Penny and reflect her legacy to improve wellness for families living with a life-limiting illness.

If you would like to learn more about our services or make a donation in memory of Penny, please visit our website.





Corporate Services

New IT, New Cars, New Systems



Over the past year the Corporate Services team has made tremendous progress, aided significantly by the additional grant funding allocated from the Department of Health and Human Services (DHHS) in 2019. The additional funds enabled PCSE to upgrade both our fleet and IT systems, ensuring team members can access client care information to support their visits.

We have replaced almost all of our existing laptops, increasing the overall numbers to ensure that our entire operational staff are allocated their own device. This has enhanced connectivity both on the road and when working from home, something which has proven to be increasingly significant during the pandemic. Our Clinical team have also been empowered with a set of robust software applications that integrate together well and provide a solid platform for their day to day activities.

The DHHS grant for upgrading our fleet has enabled us to replace ten of our existing vehicles, a target which we are close to achieving. We have chosen to purchase small SUV's to replace our Sedans as they are increasingly accessible and spacious for clients. Unfortunately, we have encountered some delays with supply due to COVID-19, however we expect to have all our shiny new fleet on the road very shortly.

Over the past twelve months we have strengthened the make-up of the Corporate Services team, enabling us to streamline and modernise a number of our back-office systems. We have also worked to re-organise and design roles that will support future growth and enhance productivity. This has included embedding the use of team cloud computing into the workflow of our organisation so that the majority of meetings are now video-based. An increased focus on digital communication has also improved our ability to efficiently share information between staff and clients, while also being paperless!

Looking forward, the Corporate Services team will continue to focus on adding value to every client visit and supporting the Clinical team to focus their work on our primary focus, our clients and carers.

Streamlining care: Reductions in waiting list and referral timelines



We've made some significant changes over the last year that have led to improved outcomes for our clients and carers. The implementation of video assisted admissions, to comply with restrictions put in place across Victoria, has been very successful. We can now undertake a client admission and ensure we prioritise their visits based on needs that have been identified in consultation with our highly skilled Clinical staff.

Our clinical rosters were amended in response to staffing requests and have further evolved to ensure we can improve the consistency, with clients and carers being visited by the same staff member. Our model of care now focuses on an interdisciplinary team-based approach so that the team of professionals are closely aligned to a group of clients, improving the overall consistent approach to providing care.

As we cover an 1800 square kilometre geographic area, this approach also reduces travel times for our staff which has assisted us in meeting the extra referrals and number of clients we can support. Our specialist staff further support the teams and are able to provide care across the catchment.

The wait time
between referral
and first contact has
been reduced by

80%
since the 2018/19
financial year

Clinical Care Improvements: There's no place like home



Thanks to a grant from the DHHS, PCSE has established a tiered admission strategy, prioritising the care of urgent referrals through the rapid response process. This initiative in combination with online referrals, seven-day admissions and electronic intake has streamlined our administrative approach.

Stakeholders making referrals have voiced their appreciation of the difference earlier access to our services has made on discharging patients quickly from hospital. The improvements have allowed clients to transition back to the home faster and be around family, something that is increasingly important as COVID-19 restricts visitation.

The EOFY saw
overall contacts

27%
above target



Reception: The voice behind the phone



Our reception team is crucial to the daily operation of PCSE. Often taking over 80 calls a day, they are the first point of contact for clients or carers seeking support. Sheri Lind-Hansen has worked as our receptionist for 13 years, answering phones, updating client files and directing many enquiries to their relevant departments.

“I really enjoy what I do,” she says.

“I love talking with people and working here is great because I know I can put them through to someone who can help them. It’s really important to be able to do that.”

Sheri has worked in healthcare for the majority of her life, training at the Shepherd Foundation straight after school and working in pathology labs across Melbourne. Her passion for people is evident throughout her career as she worked in social positions, including a role at Mt Martha Community Centre, before joining PCSE. Her favourite thing about this job is the opportunity to work with such a great group of staff and clients.

“You build connections with the clients and carers who remember you. They always say ‘Hi Sheri’. I know they are really grateful to be able to call and get someone they know,” she expressed.

We are very fortunate to have Sheri as a dedicated member of our administrative team. She provides valuable support to anyone who calls our office and is crucial to ensuring PCSE continues to provide the best service possible.

During the **19/20FY**,
PCSE undertook an average of

70 admissions
per month which is a

27%

increase in the number of
admissions when compared to
18/19FY

Our reception team
take approximately

800 calls
a week



People and Culture

Wellbeing of Staff and Volunteers

At PCSE the wellbeing of our staff and volunteers is at the heart of everything we do. To foster a supportive work environment, we have undertaken a series of initiatives to ensure the overall wellness of our employees is prioritised. This has been particularly important during such a challenging year. Some of the highlights include:



Celebrating International Year of the Nurse by hosting a virtual morning tea and providing our nurses with a presentation on nursing leadership.



We have partnered with the Australian College of Nursing to provide access to our team members to professional education and resources.



The CEO and HR department sending weekly updates which include links to support for the personal health and wellbeing of staff.



Celebrating Volunteer Week by hosting a virtual morning tea where our volunteers enjoyed a care package including a cupcake, coffee/tea, an insulated branded coffee mug and a thank you presentation from our team via video.



Celebrating Easter with the team receiving a chocolate treat in our first phase of the pandemic.



Sharing our stockpile of puzzles amongst employees during lockdown.



Holding fortnightly team gatherings to bring our staff together via Microsoft Teams or Zoom.



*Jo Kelly, Kelly Rogerson, Cherie Baxter,
Ken Parson*



*Celebrating our hard work throughout the year:
Paulette Alfaro, Michelle Clancy, Sam Stubbs,
Anne Clarke and Lynn Hutchison*











*Celebrating our Nurse Practitioners,
Robert Molenaar and Jo Kelly*

COVID-19

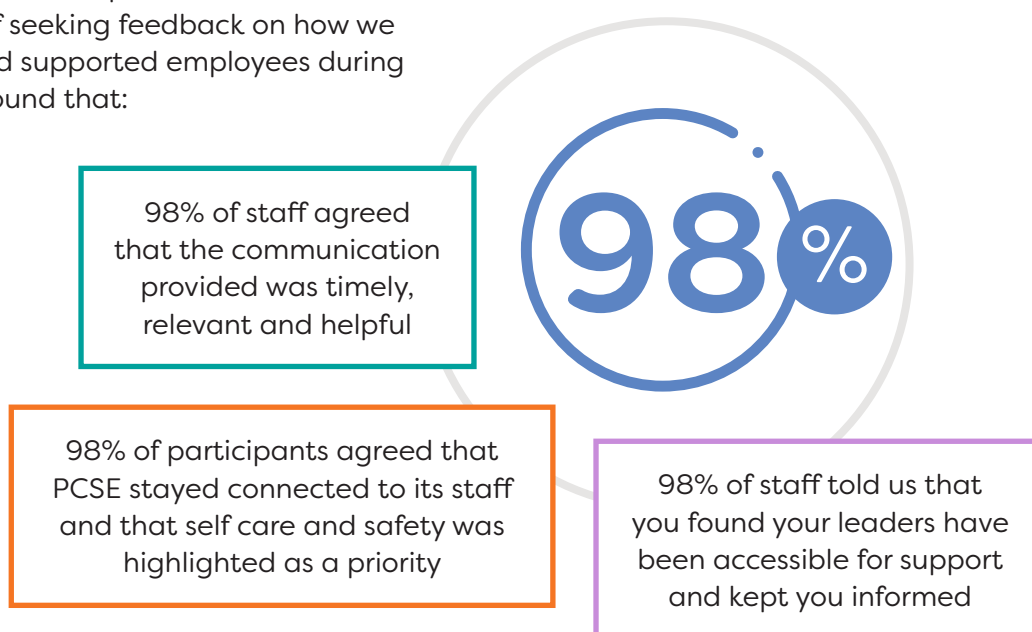


PCSE has implemented a series of workplace changes to ensure the safety of staff and clients during the COVID-19 pandemic. Our response includes:

 <p>Immediately transitioning staff to working from home and providing them with all relevant equipment and ergonomic assessments for their safety.</p>	 <p>Initiating mandatory COVID-19 training, including Hand Hygiene and Personal Protective Equipment education for all staff (not just clinical staff).</p>
 <p>Introducing the requirement for all staff to receive the Flu Vaccination. We set up accounts at local pharmacists and immunisation was offered onsite and at no cost to the staff and volunteers.</p>	 <p>Partnering with employee assistance provider Converge International to offer staff and volunteers access to Webinar series. This ensured our employees were supported both personally and professionally during the first lockdown.</p>
 <p>Providing all staff and volunteers with personal protective equipment including disposable and branded face masks.</p>	 <p>Introducing one on one informal Virtual Coffee Catch Up's for staff.</p>
 <p>Mapping out the office to ensure social distancing is adhered to.</p>	 <p>Fully implementing a COVID Safe plan.</p>

All of this was achieved while increasing our carer and client contacts to ensure we could continue to deliver the high quality of care we are so proud of.

As part of our COVID-19 response PCSE sent out a survey to all staff seeking feedback on how we had responded and supported employees during the pandemic. It found that:





Client Story: A letter from Lisa Giannopoulos



Lisa Giannopoulos's husband is a PCSE client currently participating in the 'Sharing My Story' program. This letter outlines her experiences working with one of our volunteers, Glenyse Duck, to put together his personal biography.

"I am writing regarding volunteer Glenyse Duck who is currently assisting my husband, Con, in completing his life story before he passes from his palliative care diagnosis. Glenyse has been amazing, there are no other words for it.

It started in December 2019 when my husband told me he would like to write his biography after talking about the volunteer 'Sharing My Story' program with one of the PCSE staff. The only issue was his limited English skills, but Glenyse said she was still happy to assist if I was able to translate.

We started with the home visitations which Con really enjoyed. Glenyse was even happy to come to the hospital at least two or three times when he was admitted. Then the pandemic hit. We were disheartened to hear that the visitations were to stop but relived when Glenyse told us she could still support Con to complete his biography in different ways.

Glenyse called us over the phone, sent emails and text messages but the greatest part was when she was able to help us (over the phone) to download and use Zoom. This was new to us, but she made us feel better when she said she

was also learning and that we could all learn together. To be able to see her face again and talk with her gave Con so much joy. It was also a bit of a relief for him to know he could still finish his biography by seeing Glenyse, not just talking over a phone call, as he really enjoys chatting with her and misses her visits.

Using Zoom has been great, Glenyse has been very patient and understanding, with no worries as to how much extra time it has taken to complete Con's biography. Glenyse has also gone way beyond what we expected. She now emails regular updates and progress of the biography instead of providing hard copies and she checks in with Con and I with text messages and scheduled phone calls. She always asks about the family and she even sent me a birthday card because I was sad that I could not celebrate with her.

We really miss what the visits gave us but having Glenyse make sure we got the next best options by using Zoom and doing whatever she can to support this has been indescribable. She is a wonderful person and we are so fortunate that she is helping Con. We would highly recommend her and the biography program at PCSE, especially with what Glenyse has done to make sure Con's biography can still be completed through this pandemic. Glenyse is someone I would consider calling a friend even when the biography finishes, and we are forever grateful for what she has done for our family."



New Enterprise Agreements



Our staff are our most valued resource at PCSE. To support their evolving needs we have successfully completed two new enterprise agreements. The PCSE Health Professionals and Support Services Enterprise Agreement and the PCSE Nurses Enterprise Agreement are now in operation after being finalised with the Fair Work Commission. The updated agreements aim to improve working conditions and reflect the value and support we have for our highly skilled professionals. Both enterprise agreements have resulted in improvements to our workforce, offering additional benefits to employees. This includes an increase in salaries to align with public sector wages. Employees covered under both agreements also have access to purchase additional leave to ensure work-life balance and transition to retirement clauses to support our valued staff.



Volunteers

PCSE is incredibly grateful for the ongoing support of our volunteers. We could not fully support our community without their help and would like to acknowledge their many contributions over the past year. These amazing people give their time, skills and energy to make a difference to the lives of our clients and their families.

3000

For the past 12 months our 52 outstanding volunteers have completed over 3000 hours of service

100

They have supported over 100 clients through companionship and biography support

30

They are actively supporting an average of 30 clients per month

Meet our Community Liaison Officer

This year we welcomed Rochelle Dullard to our team as PCSE's Community Liaison Officer. Since commencing her role in February she has effectively coordinated our volunteer program, engaging with consumers and adapting to the challenges presented by COVID-19.

The pandemic has seen significant modification to our volunteer program to ensure clients can continue accessing their services safely from home. Bereavement support, biography services and companionship are now available online, with volunteers using FaceTime, text and email to communicate with clients. Rochelle says watching volunteers embrace technology has been one of this year's highlights.



the

"The greatest success story is our volunteer's willingness to adapt and how quickly they adapted. They went above and beyond to teach themselves how to do things so they could continue providing emotional support for clients."

"It is an incredible testament to their commitment and shows how invested they are in figuring out what they can do to help," she says.

Looking forward we will continue embracing digital communication channels to provide alternative means of contact for clients. Rochelle is also planning to develop new programs, whilst continuing to grow our volunteer team and promote their services to the community once restrictions ease. She acknowledges how valuable every volunteer is in enabling PCSE to provide the complete service for clients and families.

“

These people are willing to support others at the end of life. They are so kind, compassionate and supportive. I feel very fortunate to be able to be a part of a program with such volunteers.

”

A Message from Our Volunteers: Glenyse's experience during COVID-19

Glenyse Duck is a biography volunteer who works with PCSE clients in the 'Sharing My Story' program. She is an exemplary communicator, going above and beyond to make sure clients feel safe and supported as they create their personal biography. This reflection outlines her experiences as a volunteer during the pandemic as she transitioned her services online.

"My biggest struggle during COVID-19 has been figuring out how to remain connected with my current "Sharing My Story" clients, as well as enabling new clients to join the program. Transitioning to new software such as "Zoom" and "FaceTime" has required not only myself but the client to familiarise with, download successfully then use the programs. Explaining this to a client who is not confident with technology is challenging.

One client and I 'FaceTime' weekly for about an hour, dependant on her energy levels. She tells her story while I dictate it, then type it into a document later. Another client and I connect using his landline speaker phone weekly as he is elderly, deaf, and not able to use technology.

Communicating with my clients, especially new ones, only by phone is very restricting so I have written a short profile about myself and my experience as a volunteer. This helps me to connect with clients and give them confidence that their story will still be completed in a confidential and timely way. I included a recent photo of myself to give a visual connection.

I send all information by email now, including a weekly draft of their story thus far for each client to amend and return for the following week's session. Sometimes I use text messages and phone calls to relay messages, receive change of dates, etc. from a client. I also use the internet to research maps, information and photographs of places that cannot be obtained directly from a client. For example, an old, fragile photo that usually I would scan whilst visiting in the home. Emailing enables a client to send me additions to their story in their own time, when they feel up to it.

I have two potentially new clients and they are very relieved to know that they can still tell their

story using technology through these challenging times.

When the wife of my client successfully connected Zoom not only was she pleased with herself but her husband, my client, was very impressed with her and really happy that we could all still see each other. He was worried that his almost completed story would not be finished. He has limited English, relying on his wife to interpret his story correctly.

Using FaceTime to communicate with clients gives us a visual connection, allowing them the confidence to share personal information and receive empathy from me, a visually powerful tool. It's much harder to relay this reassurance using words only by phone. However, we all still share laughter and tears no matter the medium.



My biggest challenge using these modes of communication is developing the initial trust and rapport with clients participating in the Sharing My Story Program. At first, I thought how could we even continue to offer this program to clients with a life-limiting illness, to leave their written story for family and friends?

Not being able to physically meet and share in this unique role was very challenging. Using these new ways to connect, however difficult at first, have been a very useful tool. I can see it being of use in the future for clients who have heavy demands on their home life. Not having to prepare for yet another visitor, just chatting by phone or by email whenever they feel well enough could be easier, especially once an initial relationship has been developed. In the future I can see these added tools enhancing the Sharing My Story program.

I am rewarded every time I connect and receive gratification from my clients and families, especially once they see their completed story in print. The thought of turning down a client, even in these daunting times, is unthinkable to me. I miss not being able to physically connect initially and then to personally present the completed biography to my client, but the fact I can still provide this service is indescribable. It remains a great honour for me to be part of PCSE volunteer program."

The “Sharing My Story” Program



Pam Glover has been a PCSE volunteer for the past nine years. She is passionate about providing emotional support, working to establish the ‘Sharing My Story’ program which allows clients to create personal biographies and farewell letters. It is an incredibly rewarding process that fosters reflection as clients look back on the most significant moments and memories of their lives.

“With the Sharing My Story program I see a lot of validation,” she says.

“Often people say, ‘oh I haven’t done much in my life’ and ‘no one would want to read my story’, but when it’s finished and they’re talking about it they can’t believe how much they have achieved. I feel very privileged that they’re prepared to tell me their thoughts and share the details of their lives, and that they have trust in me to be able to assist them.”

As well as providing validation for clients the program is extremely beneficial for families. Reading the biographies bring back a lot of positive memories and help them to reflect on the key moments of their loved one’s life.



“Families get a lot of personal support from the various aspects of palliative care, but with ‘Sharing My Story’ I’ve received messages years later from the family of people for whom I did a biography saying how wonderful it is to go back and read. They find a lot of joy and inner peace from the stories.”

In addition to pioneering the program, Pam has worked to memorialise PCSE’s story through a detailed booklet. The record includes our organisational history and recognises the efforts of people who worked selflessly to contribute to its evolution. She found the process extremely valuable as it highlighted the commitment from staff and volunteers to make our organisation what is today. The story of PCSE will be published and available to the public in late 2020.

“The book is an acknowledgment of the people who put in so much time to help others,” she says.



David and the wonderful volunteer choir at the Music Matinee



Kathy Langley and Betty Williams

Anne Van Son Celebrates 30 Years of Service



This year Anne Van Son celebrates her 30th year as a PCSE Volunteer. She began her journey in 1990, volunteering with Dandenong Palliative Care service after seeing the impact their support had on families facing serious illness. Whilst she worked in the office and nurses' home the majority of her time was spent visiting clients to provide companionship and carer relief.

"We provided care so that families had somebody there to fall back on," she says.

"I think it has helped them a lot because there was somebody there that they could trust and who would be there every time they needed support."



When reflecting on her time as a volunteer Anne is incredibly humble about the impact her three decades of work have had on the community. Instead, she is grateful for the opportunity to build meaningful relationships with clients, something she struggled with after immigrating from Italy.

"When I came to Australia I couldn't speak English and I was a widow. I had lost my confidence."

"Starting at Palliative Care was good for me to meet all sorts of people and feel a part of the community. I always say it was my lifesaver because I have no other family here."

"I would recommend it to anybody to become a volunteer, it's so rewarding and helps you see how lucky you are when you're healthy."

We are incredibly grateful for Anne's contributions and support over the past 30 years. Her positive outlook and appreciation for life is to be admired. We look forward to continuing to work together and acknowledge the significance of her service in helping PCSE become the organisation it is today.



Emeritus Professor Margaret O'Connor AM and Julie Murphy



Oceanic Conference

The inaugural Oceanic Palliative Care Conference was held in Perth over four days in September 2019, with over 900 delegates attending from around Australia and internationally. The theme of the conference was *Universal Access: Oceans of Opportunities*, with a focus on exploring palliative care as a human right and ensuring access for underserved populations. One of the conference streams was looking *To Infinity and Beyond: Future opportunities in palliative care* and it was in this stream that PCSE was successful in having a poster accepted for display. Our poster was focused on the development, implementation and outcomes of the PCSE EPIC clinic which commenced operation in May 2018. There were over 150 posters on display across the four days and awards were provided for various presentations.

We were incredibly pleased and proud that the conference panel awarded the PCSE-EPIC poster the 'Best Poster Presentation by a first time Presenter'. We look forward to being able to highlight PCSE's continued work at the next conference in Sydney in September 2021.



Scholarships

Gwen Moyes Scholarship Award

Gwen Moyes was the first paid Pastoral Care Worker to be employed by Dandenong Palliative Care Service. She worked tirelessly to help others with terminal illness, arriving at their homes with no medical aids, just her skill, sensibilities and strength to help them find peace in their own way. Gwen conducted many funerals for people with terminal illness with whom she had come to care for and know well, on one occasion postponing her own surgery to conduct another's funeral.

Gwen died in December 1993, but her work has made a lasting impression on the Dandenong Palliative Care Service. Her genuine concern for others and calm, gentle strength will always be remembered.

In honour of her, the Moyes family have made a generous donation to continue Gwen's efforts in the areas of counselling and pastoral care. This includes a scholarship award that has allowed Sue Treloar, a PCSE staff member, to complete further studies. As an employee committed to specialist palliative care the fund has enabled her to gain further professional knowledge and skills. We would like to thank the Moyes family for this contribution as they assist in the ongoing development of our staff and consequently our ability to deliver the highest quality service.

Dr Ruth Redpath Scholarship Award

In honour of Dr Ruth Redpath, the founder of our service, PCSE was proud to support Lisa Thornhill in completing further post-graduate studies in specialist palliative care. The scholarship enabled Lisa to enhance her professional skills in order to support PCSE's service, adding to our highly skilled workforce. We are incredibly grateful for Dr Ruth Redpath's contributions, recognising the power of knowledge and history in the palliative care journey.

Leadership Enhancement Scholarship Award

This year PCSE introduced a leadership award to recognise the value of emerging team leaders within the company. Taziona Banda was the recipient, undertaking an Emerging Leaders program with Women in Leadership. Utilising these skills she undertook a project reviewing feedback from the team to identify areas for improvement within our services. Congratulations to Taz!



Lisa Thornhill and
Dr Ruth Redpath



Sue Treloar and
Michael Whelan



Taziona Banda and
Emeritus Professor
Margaret O'Connor AM

Respect Award - Jo Kelly

As a nurse practitioner Jo Kelly strives to provide PCSE clients and their families with the best possible care. This includes respecting client's choices regarding end of life care, supporting them to receive treatment and die comfortably at their preferred site. She also makes time to listen and engage with what is happening for clients, demonstrating a willingness to become involved in problem-solving to meet their wishes.



Respect Award

Presented to: Jo Kelly
Presented by: Dan Woods

Enablement Award - Carolyn Ashton

As a social worker Carolyn Ashton provides a high level of support to clients, carers and family members. She goes above the expectations of her role, staying back to manage complex or urgent crises whilst maintaining a calm dedication at all times. Her ability to find a balance between providing clients with information and care provision whilst ensuring they are able to engage in decision making and personal autonomy demonstrates enablement.



Enablement Award

Presented to: Carolyn Ashton
Presented by: Dan Woods

Integrity Award- Jane McGrath

Jane McGrath demonstrates integrity in all aspects of her work as a Nurse at PCSE. She is always open, honest and kind to her clients, going above and beyond to provide the highest levels of care in every role.



Integrity Award

Presented to: Jane McGrath
Presented by: Dan Woods

15 Years of Service- Kellie Bradley

Kellie Bradley's contributions over the past 15 years have been vital to PCSE's success. Her tireless efforts to grow and develop the understanding and skills needed to navigate the complexity of the Aged Care sector are of such value to the entire team. We thank Kellie for the ongoing support and care she shows her clients, carers and their family members.



15 year service

Presented to: Kellie Bradley
Presented by: Barry Small



Quality and Safety

PCSE is committed to actively managing client safety, the quality of our processes, and care and risk, through an integrated governance system. This system aligns leadership behaviours and sets the overarching tone for planning, monitoring, and improving the safety and quality of healthcare for people with a life-limiting illness.



A key element of this is working in partnership with our clients, carers, consumers, staff, and volunteers to meet and exceed the requirements of accreditation against the Australian Council on Healthcare Standards, National Safety and Quality Health Service (NSQHS) Standards. These standards set the mandatory requirements that are required to be met by many public and private healthcare organisations.

In mid-2019, PCSE elected to transition from Equip6 to the NSQHS Standards 2nd Edition Accreditation Program, believing this to be better aligned with the organisation's quality and safety objectives.

Many of our efforts over the last 12 months demonstrate the organisation's renewed focus on clinical governance, leadership, and culture, whilst honouring the foundations that have supported individuals, carers, and families with practical and emotional support to live their lives as fully and as comfortably as possible.



We look forward to welcoming the assessors on site for our first organisation wide assessment against the NSQHS Standards 2nd Edition to showcase the work that we do every day to enhance care for our clients and their families.

One way that we demonstrate this commitment is through a continuous quality improvement strategy, which is in place across the organisation to improve the quality of care and service delivery. This strategy supports the continuous improvement framework as a cycle of Plan-Do-Study-Act and encourages a culture of ongoing improvement and evaluation in which we continually collect, review and analyse both qualitative and quantitative data to measure service efficiency and effectiveness, and plan and drive improvement.

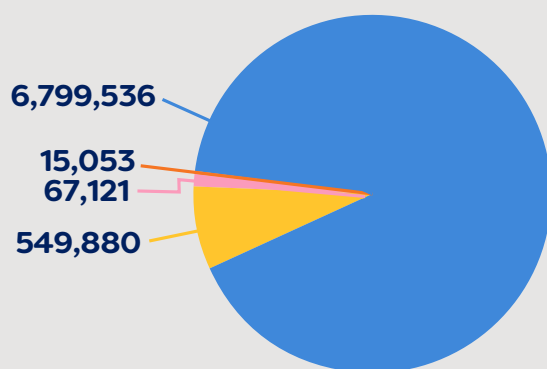
In achieving our vision, a number of actions have occurred to ensure that leaders, staff and volunteers across all levels of the organisation understand the governance processes in place and are committed to improving the safety and quality of care provided, such as:



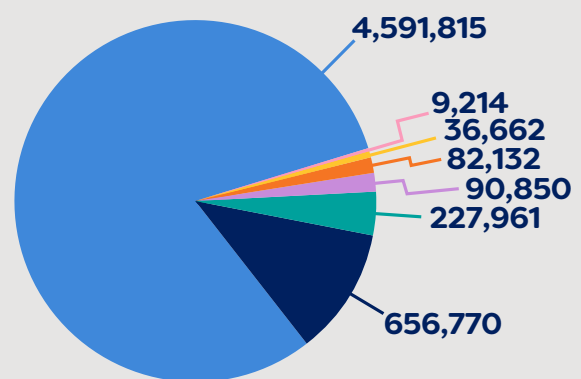
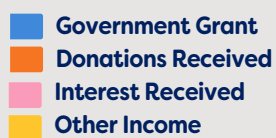


Financials

Revenue	FY2020	FY2019	FY2018	FY2017	FY2016
Government Grant	6,700,536	4,612,606	4,480,012	3,822,368	3,560,030
Donations Received	15,053	169,613	31,822	41,983	35,003
Interest Received	67,121	37,262	42,439	41,576	63,494
Other Income	549,880	306,469	297,125	273,809	66,600
	7,332,590	5,125,950	4,851,398	4,179,736	3,725,127
Expenses					
Employment Costs	4,591,815	3,982,669	3,551,351	3,303,074	3,166,246
Motor Vehicles	82,132	76,517	65,816	66,408	71,072
Occupancy	9,214	89,432	85,916	88,388	83,415
Training/Staff Support	36,622	43,383	28,883	32,484	62,514
Communications	90,850	78,935	69,450	55,553	47,919
Depreciation	227,961	159,064	126,148	102,187	85,511
Other	656,770	583,284	687,032	424,530	404,268
	5,695,364	5,013,284	4,614,596	4,072,625	3,920,945
Net Surplus/(Deficit)	1,637,226	112,666	236,802	107,112	(195,818)



INCOME BY SOURCE



EXPENSE BY SOURCE





Donors

Thanks to the generosity of our wonderful donors PCSE is able to extend the level of service we provide to our clients, carers and their families. We are most grateful for this support and encourage members of our community to help us in any way they can.

List of Donors

Berwick Opportunity Shop
Dr Hung Nguyen
Charles Reeler
Willow Lodge Dart Club
Jacqueline Hocking
Anita Clapperton
Mr & Mrs Lee
Carmel Corera
Joanne Remedios
Ruth Redpath
Christine Ritchie
Narre Warren North OP Shop
Theresa O'Loughlin
Gweneth Polhill
Rose C Hall
Elizabeth Bethune
Julie Salt
Karen Loudon
Thuan Luc
Mrs Helen Burns
Ian Denny
Ken Vella
Michelle Foster
Pamela Pollock
Tony Russell
Probus Club of Carrum Downs
Corera family

Make a Donation

Your generous donation, no matter how big or small, will help us to continue to support our community by providing care to those living with a life limiting illness and their families and friends. Our services are provided free of charge. You will be helping us to:

- Provide in-home specialist nursing care
- Provide 24 hour support
- Grief and bereavement counselling
- Occupational Therapy
- Social Work
- Music Therapy
- Spiritual Care
- Equipment
- Trained volunteers

Help us to do more by donating today.
There are many ways to donate:

- Single donation
- Donation in memory
- Regular donation
- Bequest in your Will

Go to our website

www.palliativecaresoutheast.org.au

or call 03 5991 1300 to donate today.

Palliative Care South East is a registered charity. All donations over \$2 are tax deductible.



Board of Directors



Michael Whelan
CPA, GAICD

Board Chair – since October 2019

Director – since May 2018

Member – Clinical Governance Committee

An experienced finance professional, senior executive and director, Michael started his career in local government before working across a diverse range of finance roles in various organisations, culminating in him serving as Chief Finance Officer at an ASX listed company. Michael has served as a non-executive director for several companies for 15 years and as Chairman of listed and non-listed companies. He has supported many volunteer organisations, including kindergarten and child care, as well as intervention services for young children with additional needs.



Emeritus Professor Margaret O'Connor AM
CF, FACN, MPCNA, MAICD, RN, DN, MN, B.Theol

Director – since April 2018

Board Deputy Chair – since October 2018

Chair – Clinical Governance Committee

Margaret began her career in palliative care as a clinical nurse caring for people in their own homes and was subsequently involved in developing a number of home-based services across Melbourne. Doctoral studies saw Margaret move into academic research and teaching in palliative care and she became the inaugural Professor of Palliative Care Nursing at Monash University. Margaret has served on many national and international boards and committees, including being a foundation member of the World Palliative Care Alliance, President of Palliative Care Australia and a member of the Executive Committee of the Asia-Pacific Hospice & Palliative Care Network.



Ken Parsons
CPA, BComm

Director – since May 2018

Chair – Finance and Audit Committee

Ken Parsons is a senior finance executive with more than 30 years of experience in financial leadership and management. Currently, Ken is a non-executive director on the Royal Women's Hospital, where he also sits on the Board committees of Finance and Information Technology, Audit and Corporate Risk Management and People, Culture and Engagement. He is also engaged by KPMG's CFO Advisory group to provide interim senior finance solutions to the corporate sector.



Barry Small
AMICDA GIA (Affiliate)

Director - since October 2017

Member - Finance and Audit Committee

An experienced risk management professional with an extensive background in board governance, strategy and process improvement in both the public and private sectors, Barry consults to small not-for-profit organisations. Barry is a past Board Chair at PCSE and is also a Director of a disability service provider based in the Mornington Peninsula.



Cathy Lengyel
GAICD, AFCHSM, MAASW

Director - since October 2017

Member - Clinical Governance Committee

With a career spanning 25 years in management and executive management roles in community, health, disability and aged care services in not-for-profit, government and private sectors, Cathy is currently the General Manager National Service Delivery with the Nextt Group. Cathy has substantial experience and skills in strategy, leadership, change management and the acquisition and integration of new businesses. She has lived experience with palliative care and is passionate about palliative care, advocating and promoting people's choice to live well and die where they choose.



Dr Sally McDonald
MBBS

Director - since October 2019

Member - Clinical Governance Committee

Sally is an experienced local general practitioner who has lived and worked in the City of Casey all of her life. Throughout her 35 years of general practice, Sally has maintained a passionate interest in palliative care, and has provided this service to patients within her practice. She has delivered services both in the community setting and in hospital and works closely with the staff of PCSE in her role as a GP. Sally has previously held roles on the Boards of the Sherbrooke and Pakenham Division of General Practice, Dandenong Division of General Practice and the South East Medicare Local.



Dan Woods
B.A. (Media Studies); Cert. Mktg. Practice; Cert. Brand Mgt

Director - since December 2019

Member - Finance and Audit Committee

Dan is an experienced senior executive with over 20 years of communication, marketing, and business development experience, having worked in senior executive roles for some of Australia's largest health and aged care companies. Dan is currently Chief Executive Officer of WE Communications (Australia), one of the largest PR and integrated marketing companies in the world. He also sits on the board of a privately-held biomedical company.

Volunteering

PCSE was founded by volunteers back in 1984. The philosophy of the early founders lives on in our volunteers. We could not fully support our community without the help of our volunteers.

Become a PCSE volunteer and help your community. We provide full training for all volunteers, with regular meetings and outings to provide ongoing support.

To find out more or to join our team, contact our Community Liaison Officer:

T: 03 5991 1300

E: reception@palliativecarese.org.au

W: www.palliativecaresoutheast.org.au
and follow the links to our Volunteers page.

Corporate Sponsorship

PCSE wants to partner with you to make our community stronger. By providing financial support, you can support our scholarship program, sponsor an event or make a regular donation to help purchase much needed equipment.

As a local business, your organisation can also provide non-financial support. We provide services to our clients and their families in their homes. Families caring for people with a terminal illness often do not have the time to carry out day to day activities that we take for granted. It could be lawn mowing, a haircut, cleaning, odd jobs – anything that will help our community to feel cared for.

Contact our office to discuss how you and your staff can help us to help our community.

Email: reception@palliativecarese.org.au
or phone 03 5991 1300



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www.palliativecaresoutheast.org.au



Palliative Care South East acknowledges the support of the Victorian Government, South Eastern Melbourne Primary Health Network and Better Care Victoria.



Palliative Care South East acknowledges the Bunurong and Wurundjeri people as the traditional custodians of the land and we pay our respects to the Bunurong and Wurundjeri Elders, past, present and emerging.