

Annual Report 2021-2022



Palliative Care
South East

Message from Our Chair

As the impact of the pandemic continued to be felt across the country, the team at Palliative Care South East (PCSE) maintained the provision of exceptional care to the community. The team's ongoing response to the pandemic has needed to adapt to the changes required, while consistently providing exemplary clinical care. All this achieved while wearing personal protective equipment and keeping themselves, their clients and significant others safe.

I am honoured to lead this organisation and thank Dan Woods for his contribution and support as Deputy Chair. Throughout the year, we were able to successfully recruit to our skills-based Board following a renewal process.

Anthony Boffa joined the team as an experienced accountant and Chief Finance Officer with skills in both commercial and not-for-profit corporate governance. Anthony's extensive executive and leadership experience in disability, home nursing, home and residential aged care support in the not-for-profit sector, has added to the Board's expertise. His appointment has strengthened our strategic focus and provided an enormous opportunity to refine our role and service profile.

As part of the Board's commitment to providing specialist palliative care services to the South East community, a new community-facing Palliative Care Hub is in the process of being completed at 80 Victor Crescent, Narre Warren. An extensive planning and consumer engagement process has ensured that the facilities reflect the diverse needs of staff, volunteers, clients and carers. This paves the way for PCSE to continue its strong focus on engaging our community and supporting the needs of individuals each and every day.

A life-limiting illness affects the whole person and their family and carers in many ways, and I'm often impressed at how well our teams work together to provide an interdisciplinary model of care that supports this holistic approach. They are dedicated to providing individualised care that is based on the goals, wishes and circumstances for each person and their carers.



This year, we reviewed our strategic direction and focus and identified opportunities for growth and increased sustainability to ensure we are future ready. These include developing consumer partnerships, expanding our workforce and upgrading facilities. I thank the Board for their foresight and skill which has enabled us to navigate the challenges, as well as continue to meet the demands and needs of the community.

The team was successfully appraised through an organisation-wide assessment against the National Safety and Quality Health Service Standards by the Australian Council on Healthcare Standards, in mid-July 2021. These nationally recognised accreditation standards, for healthcare organisations across the country, provide an opportunity to measure systems, processes, risk management and governance.

I thank the executive leadership team of CEO Kelly Rogerson, General Managers Joy Jarratt and Chris Lean and Executive Assistant Lynn Hutchison for their unwavering energy and effort to improve and deliver the services across the organisation.

The year ahead is an exciting one, filled with the promise of a new site and all the opportunities that will bring. From the Board of Directors, thank you to the PCSE workforce - both staff and volunteers, who are integral to the services so highly valued by our community.

A handwritten signature in black ink that reads "Margaret O'Connor".

Board Chair
Emeritus Professor Margaret O'Connor AM

Cover image: Rochelle Dullard



CEO Report

Record demand for our services continued to challenge us this year. The COVID-19 pandemic, along with our ageing population, was a key driver of the increased demand but our staff rose and rose again to continue providing extraordinary support to our clients, their carers, families and friends.



Every week, I am privileged to read comments like *“(the nurse) was one in a million, all your staff are phenomenal”; and “I would like to express my sincere heart felt thank you for all the help, love and support. Never was anyone too busy – or didn’t have time – to wrap your security blanket around us”.*

This is testament to the extraordinary team we have at PCSE and I am incredibly proud to be a part of such a kind, vibrant and considerate team.

Our work was featured in the mainstream media with a fantastic story highlighting our clients, carers, volunteers and staff on Channel 10’s *The Project* and PCSE client Julie Maihi-Taniora told ABC TV viewers: *“When I first heard that they wanted to put me into palliative care I went Whoa! That’s just end of life but it actually isn’t, it’s helping you enjoy life until the end of life.”* This illustrates the impact of our work at its best and showcased our focus on living well.

We are extremely grateful to our clients and their families for their generosity in telling their stories to highlight, to our funders and the community, the value of an investment in palliative care. It’s important to raise awareness of the positive impacts we have on clients’ quality of life and how we provide for a comfortable death in an individual’s place of choice, supported by our wonderful team.

Our fundraising hit new heights this year with superb efforts by volunteers and staff and you can read about them in this report. To all of our donors, big and small, thank you for every cent you send to support the work we do. It is all channelled directly into services, programs and support for those living with a life-limiting illness in the community. As demand for our services has grown, government funding has not increased sufficiently to meet the need so this shortfall needs to be met with fundraising, donations and bequests and your support is invaluable.

We broke ground on the capital works of our wellness centre and community hub and hope to move into our new site by the end of 2022.

This year’s success would not have been possible without the ongoing commitment and support from our staff. I would like to thank the extraordinary team of professionals and volunteers who contribute each day to the outcomes of PCSE and particularly acknowledge the executive team of Chris Lean and Joy Jarratt.

We said goodbye to some long-term staff members and I’d like to acknowledge Julie Murphy for her contribution to PCSE over her tenure, Leah Ebanks who has been a force of good at PCSE for over 10 years and Sheri Lind-Hansen who was the voice on reception for 15 years and supported fundraising and the clinical admin team. We wish them all the best in the future.

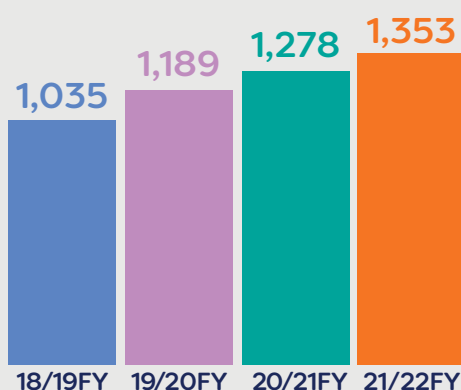
We have achieved so much this year and together we will continue to deliver the best palliative care for our community.

A handwritten signature in black ink, which appears to read 'Kelly Rogerson'.

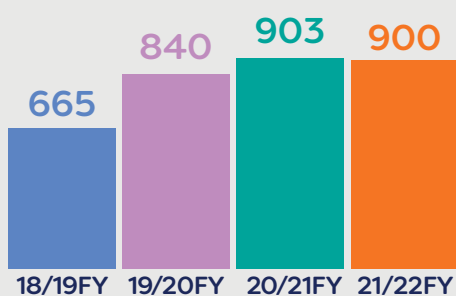
Chief Executive Officer
Adjunct Associate Professor Kelly Rogerson

Our Work

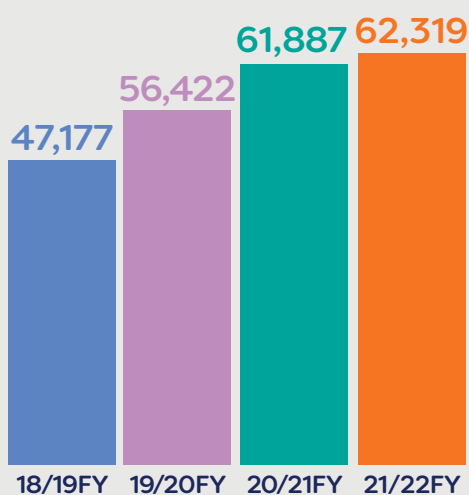
Referrals



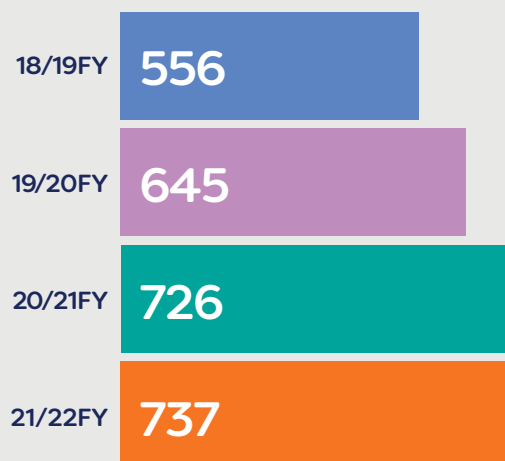
Admissions



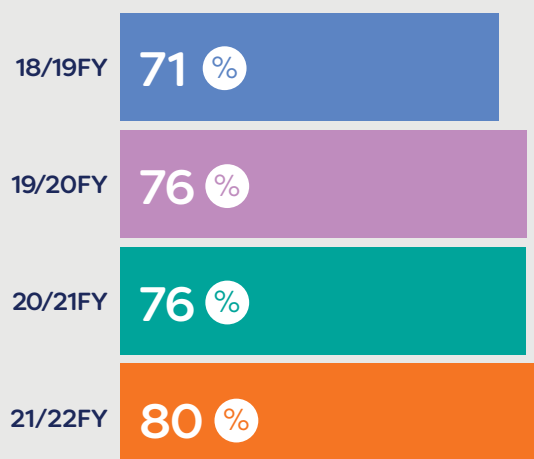
Contacts



Client Deaths



Death at Preferred Site



According to the Australian Institute of Health and Welfare less than 50% of Australians die at their preferred site

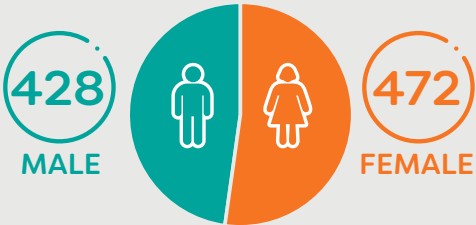


Our Clients

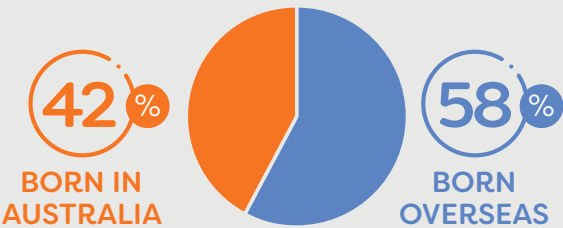
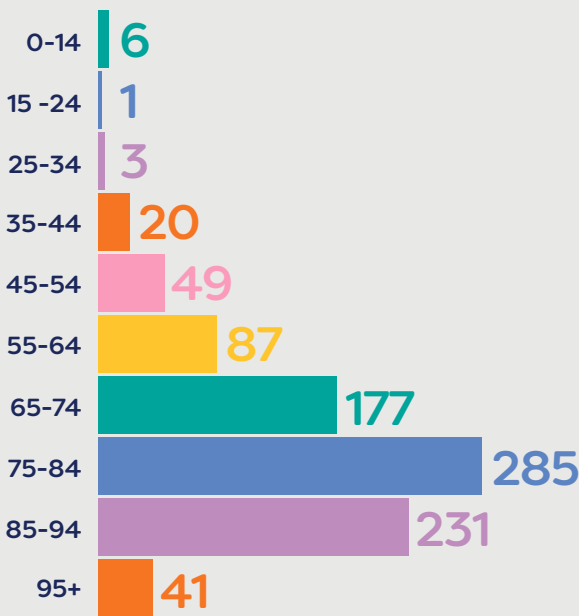
Top countries of birth

- 381 Australia including 8 First Nations Australians
- 68 UK
- 33 Italy
- 25 India
- 25 Sri Lanka
- 24 Greece
- 23 Vietnam
- 17 Netherlands
- 16 China
- 15 New Zealand
- 15 Cambodia
- 15 Mauritius

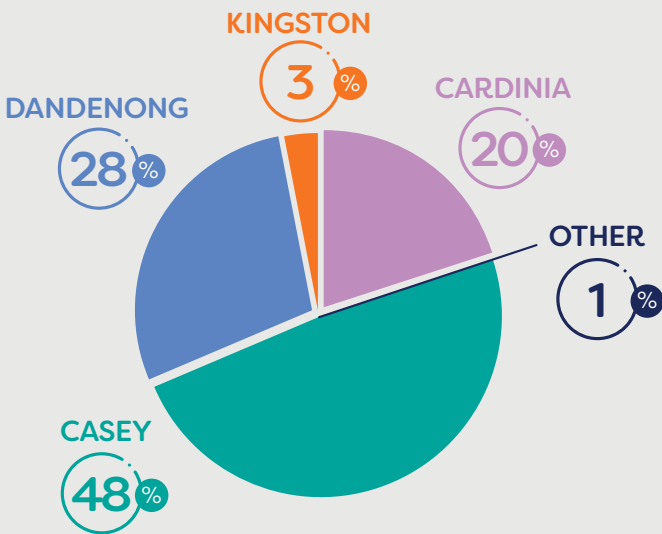
Gender of clients



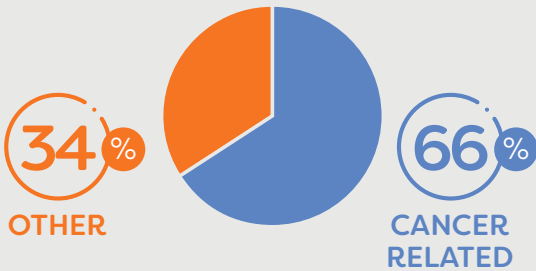
Age of clients



Local Government Area



Diagnosis



Clinical Services

Pandemic operations

Once again, COVID-19 restrictions prompted soaring demand for community based palliative care as more people, with a life-limiting illness, chose to be cared for at home, and to stay at home with relatives during the final stage of their illness.

This year, we admitted 900 additional clients to live their best lives in the comfort of their own homes. Our medical staff and allied health team has responded, to meet the increased demand and continue to provide extraordinary service in these challenging times.

Choosing to have symptom management and end of life care at home, rather than in a hospital, enables our clients to have increased family support and to spend more time with their loved ones but the pandemic also brings challenges for families and friends. One of the most significant is that many of them are unable to travel and meet up with the loved one who is dying to say their goodbyes. This causes a lot of grief. Our counselling team has shown true skill and commitment and responded to community need.

Over the past 12 months, the Palliative Care South East (PCSE) Interdisciplinary Clinical Team has become proficient at telehealth consultations and working with Online Support Groups. Our staff continue to wear personal protective equipment when care is provided in the home setting and to take Rapid Antigen Tests (RATS) prior to visiting clients in Residential Aged Care Facilities (RACF) and provide these to carers on visits where needed.

Our Aged Care Nurse Consultant has provided support and training to RACF staff regarding complex symptom management and end of life care to assist them to support our clients during lockdowns and periods of risk in facilities.

Continuity of care is always a priority and all our clients and carers have a primary worker allocated at PCSE. Our pandemic operations were reviewed regularly and confirmation of our national standards accreditations provided a clear illustration of our commitment to high quality responsive care.



Service Improvements

Rostering efficiencies, within the clinical team, were reviewed to allow for more timely responses to requests for crisis calls and urgent referrals. This change had an amazing impact on our ability to respond to emerging issues and prevented on average 87 hospital admissions a month. We estimate this saved the health system at least \$7.04 million over the six months from January to June based on an average hospital stay of a palliative patient.

We adapted the Australian Government's caring@home program and our clinicians used its resources to teach carers, in our program, how to safely administer subcutaneous medicines to palliative clients in the home. This gave them the skills to manage breakthrough symptoms and improved outcomes for our palliative clients. Our success was showcased by Nurse Practitioner Rob Molenaar at a poster presentation at the 24th Annual Congress of the Cancer Nurses Society of Australia in Brisbane in June this year.

PCSE partnered with Ambulance Victoria (AV) and Safer Care Victoria for a quality improvement project that has resulted in paramedics, that are called to the homes of our clients, contacting us directly through our 24/7 line for information on their health status, medications and end-of-life care. We issue all clients with fridge magnets and alert cards that they, or their carers, can provide to paramedics when they are called to the home. As a result, we now work with these paramedics in a collaborative approach to palliative symptom management, shared decision making and person-centred end-of-life care for people wanting to remain at home for end-of-life care.

We are currently conducting a research survey on paramedics understanding and insights into palliative care and will use the findings to assess opportunities for PCSE to provide AV staff with further training.



Knowledge Building and Sharing

Building the capacity of our staff is important and our clinical educator is instrumental in ensuring staff have many opportunities to broaden their knowledge base and keep up to date with best practice in the field. Senior clinicians and external guest speakers shared their knowledge and experience in fortnightly online staff education sessions. These are recorded and added to our growing training library available on the staff intranet.

We have partnered with a range of organisations to research various aspects of palliative care and have hosted postgraduate students, who conducted research within our organisation and with our clients. We also supported the federal government's national palliative care training Program of Experience in the Palliative Approach by hosting participants and provided nursing staff from Gippsland's Latrobe Community Health Service with opportunities to work alongside our team and increase their knowledge in palliative specialist nursing.

This year, our Music Therapist Cherie Baxter presented at the Music and Imagery Association of Australia Conference on *Good Grief: Online Group Music and Imagery for the Bereaved*.

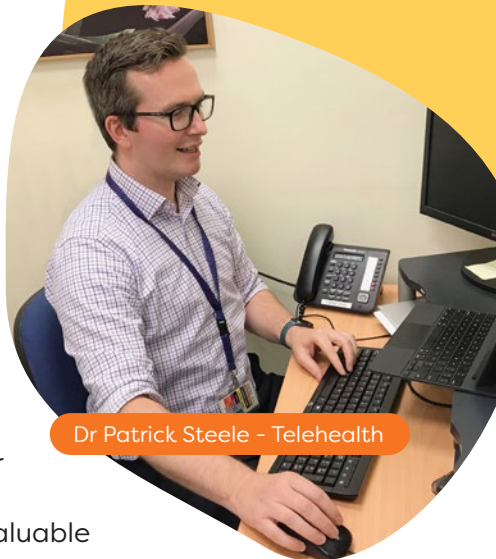
Taking Care of the Carers

We are continuing to evaluate the findings of our Carer Wellbeing research which will provide valuable information to shape our ongoing carer support programs.

This year, our Occupational Therapy team hosted a Monash University Honours research student exploring carers' sleep experiences, perceived factors related to sleep, and sleep management strategies that they adopt. The research will inform a tailored assessment and sleep interventions for carers of individuals receiving palliative care.

Recruitment

Our clinical care team was truly amazing this year and committed to ensuring that quality holistic client centred care continued during COVID-19 restrictions. I will retire at the end of 2022 and it has been an absolute honour to spend the last three years of my nursing career working for PCSE. The value this service provides to the local community is outstanding.



A handwritten signature in black ink, which appears to read "Joy Jarratt".

General Manager Clinical Services
Joy Jarratt

Josie Mastroianni, Natalie Irvine and Jo Fullwood with the sock puppets they created for our art therapy program

Meet our Team

Rob Molenaar, Nurse Practitioner

Rob Molenaar is a quiet achiever in the clinical care team at Palliative Care South East (PCSE). He loves his job and believes the opportunity to support individuals with a life-limiting illness to live well, receive end-of-life care at home and die peacefully is his calling.

Whilst nursing in the oncology departments of major public hospitals, Rob saw patients suffer the severe side effects of treatments that had a very low chance of any tangible results and believes this marked a turning point in his career.

"It made me think, what can I do to enrich their life and ensure they enjoy what time they have left and that was the palliative care philosophy and it meshed with my values," Rob said.

"I saw patients undergoing treatments that had limited efficacy, caused major side effects and reduced their quality of life. Sometimes, the effects from the chemotherapy left them so unwell that important time, that could have been spent with their family, was spent stuck in hospital and they died there and that didn't sit well with me or align with my values."

So, after more than a decade as an oncology nurse, Rob joined the palliative care team at the newly opened McCulloch House in Clayton and found his calling. He moved into community palliative care when he joined PCSE in 2004. Ten years later, he completed a Masters degree to become a Nurse Practitioner which is an advanced practice nurse that holds additional qualifications and skills to support the care of individuals who have complex needs.

"I can't see myself ever leaving the community sector. I like that I have more autonomy and my results are more tangible here because I can write scripts and refer patients to other health practitioners, and I can do it in a timely fashion whilst having the support of the (PCSE) team. I can also be a source of support for other staff."

Rob enjoys working closely with individuals and their families to ensure they live well, can stay in their homes for as long as they wish and that their end-of-life care reflects their wishes and values.

"The most enjoyable part of my job is meeting people in their homes and helping them. It is as simple as that," he said.

Whilst many in the community seek out palliative care in the last few weeks of life, Rob says the best palliative care focuses on the last year of an individual's life. It supports them and their families and carers to live well by managing their pain and other symptoms, enabling them to be comfortable so they can enjoy doing the things they love and time together. The nursing care is complemented by allied health services that will improve their quality of life and help them prepare for the end of life. Rob says good palliative care supports clients to live well and have a peaceful death in the place of their choice.



Robert Molenaar
and Kathy George



Meet our Team

Wendy Watkins, Specialist Palliative Care Nurse

When Wendy Watkins was 10 years old, her grandmother had a heart attack and went to live in a nursing home. Soon after, she had a stroke, lost the use of one side of her body and her health deteriorated rapidly. Wendy remembers the shock and observing her father's struggles to come to terms with the changing circumstances, his anxiety and grief. She was not included in discussions about the events that were unfolding and, although she realises now that her parents were trying to protect her, she found the exclusion distressing.

"I was shut out from everything and it was difficult because I knew it was happening," Wendy said reflecting on that time.

"I think my Dad was trying to protect me but also himself. He wasn't coping with it all and he didn't know how to talk about it with me," she said.

Today, Wendy helps individuals with a life-limiting illness and their families come to terms with their changed circumstances and cope.

"I have never really thought about this experience being my trigger for becoming a palliative care nurse but now, having the opportunity to reflect on this, I feel this has definitely contributed to my passion for palliative care and why I do this every day."

"I remember my Dad being so emotional for a long time after her death that it was hard for us to talk about her or our feelings, as we worried we would upset him more. As time passed, this became easier and we would all visit her grave every week and enjoy our tea and cake afterwards,"

"I want to help people, like my Dad, to transition comfortably at this challenging time in their lives," Wendy explained.

"Palliative care is rewarding. I like to make that difference to people when they are going through that tough emotional time. It's such a privilege to be able to help people transition at this time in their lives."

Wendy noted that a lot more people are becoming aware that palliative care is about a journey to live well and not just about death and dying.

"Only a little bit of palliative care is about the end and managing those symptoms. An important part of our work is giving comfort to and supporting families. It's about being there and having a 24 hour number they can call on if there are changes or they need to speak with a nurse. We also provide education and information to support and empower the families and carers. Many of them are not medically minded and don't have much health literacy but without the carers, our clients can't be at home so their wish can't be fulfilled. Whilst the client is at the centre of our work, the carers are important too and at PCSE we recognise that they are a critical part of the care."

"I love the people and the culture at PCSE. Everyone chips in and works as a team. If you are having a busy day, people support you. We are here for our clients and we are also here for each other," she said.



Wendy Watkins

Meet our Team

Dhwani Parikh, Occupational Therapist

Dhwani Parikh gets great joy from giving people back their dignity and believes that is the gift an occupational therapist (OT) can offer people with a life-limiting illness.

“A terminal disease or aggressive cancer means clients can lose the ability to provide for their own daily needs and care for themselves. Many feel they are losing their dignity and I have the privilege and opportunity to give it back to them,” Dhwani said.

She fondly remembers a client with an aggressive lung disease who had been bedridden for four months before she met him. Breathlessness and anxiety had a big impact on his health and the thought of becoming breathless would provoke a panic attack. So, although Dhwani assessed that he had the strength to go to the bathroom, his mental state prevented it. Using her occupational therapy training, Dhwani was able to teach the patient some relaxation techniques and provide him with access to equipment, a referral to a physiotherapist (who worked on this breathing) and for a medical review to provide medication to address his symptoms.

“After a few weeks of intensive therapy, he was able to toilet himself and he was enormously grateful to us for that,” Dhwani said.

Fatigue can also impact a patient’s ability to participate in their own care so Dhwani might prepare a management plan that enables an individual to conserve energy for meaningful and enjoyable activities. This might mean using a wheelchair for shopping instead of walking so they can enjoy the shopping experience or plan their day differently, focusing on the things they love.

“Many people associate occupational therapy in palliative care with equipment prescription, but OT’s can provide a lot of non-pharmacology interventions to relieve pain, restlessness and anxiety,” she explained, adding that giving people back their dignity and enabling them to live well motivates her at work.

“Many think of medications for these symptoms first, but there are other options. OT’s work on symptom management and pain relief through different pieces of equipment like wedges, pillows, cushions and different styles of seating. We can also modify their routines so that medication is timed to enable more activity.

Dhwani says a lack of sleep can cause fatigue for clients and then this impacts their ability to participate in their own care. She regularly helps individuals formulate a healthy sleep environment and provides them with a relaxing pre-sleep routine.

People rarely talk about death and dying in Dhwani’s birth country of India, as followers of her Hindu religion believe talking about the end of life hastens it.

Despite this, she found herself drawn to palliative care. She joined PCSE six years ago and now talks about dying every day.

“I was initially apprehensive about the role because I didn’t have any real personal experience of death amongst my family and friends and I wasn’t sure I could handle the pressures of the grief and loss process but I like to challenge myself so I thought I would give it a go,” Dhwani said.

“Palliative Care South East is not just about care for the actively dying but provides support and comforts proceeding through the trajectory of a life-limiting illness that becomes terminal.”



Dhwani Parikh



"I realised that I could have a significant impact on the person and family during this time and I began to feel a lot of satisfaction. I saw that something as small as being able to walk to the shower or sit up and feed themselves in bed can be a chore for our clients and that I could change this. I also realised that I had the right attributes - patience, compassion, kindness and resilience - to work in palliative care, which is such a challenging environment," she said.

Working in a Culturally and Linguistically Diverse (CALD) region like the South East of Melbourne has a lot of opportunities to work with different cultures and religions and individuals who have different ideas about and approaches to death and dying.

"In the Hindu philosophy, which has a belief around reincarnation, if you have done bad deeds in a previous life then you will endure suffering for those deeds in your current life and it's your Karma to endure that suffering to 'pay' for those deeds. Hindus believe that if you avoid it, you will get the suffering in the next life," she explains.

Dhwani adds that when Hindus die at home, they believe the spirit of the deceased needs facilitation for spiritual freedom so it can look for another life.

"We never say Rest in Peace in my culture because we don't consider that the soul does rest in peace."



Since joining PCSE, Dhwani has completed a specialist palliative care postgraduate diploma at the University of Melbourne and researched end-of-life care in various Culturally and Linguistically Diverse (CALD) communities.

When not caring for clients, Dhwani can be found indulging her passion for Indian dance.

"As a palliative care clinician, it's important to practice self-care and to maintain work life balance. My love for dancing, not only gives me an opportunity to exercise and remain fit, but also provides me with a way to release all of my stress, express negative thoughts and feelings and it is very therapeutic," she said.

Meet Our Team

Volunteer Sonal Pednekar

Sonal Pednekar found Palliative Care South East (PCSE) when her father was diagnosed with Stage 4 pancreatic cancer whilst visiting with her from India in 2015.

“The care we got was just outstanding. He wanted to pass away in our house, not in the hospital, and Palliative Care South East did everything to make that happen for him. Not just medical but emotional support was provided and to my mother for 12 months afterwards as well,” Sonal said.

“Palliative Care was a big help and support to our family and so I joined (the volunteers) to give back to PCSE,” she said.

Sonal donates her time to our biography program where growing demand outstrips the volunteers capacity. In this program, volunteers spend time with our clients to help them document their life story and to preserve the memories in a book for their loved ones.

“I enjoy writing and I have a professional career as a people manager. I think I connect with people well. I have that emotional connection and emotional intelligence and that’s why I chose the biography program,” Sonal said.

“It is an absolutely fantastic initiative that gives our clients an opportunity to celebrate their lives in their own words as opposed to someone writing it after they have passed away.”

Sonal believes that joining PCSE as a volunteer has given her a greater appreciation of what is important in life and a different perspective on her own challenges.

“It is a very fulfilling experience. It gives me a feeling that I am able to make a difference in our client’s lives by being there to listen to them, help them reflect on their journey of life and put that down in words for them and their family to cherish for life,” Sonal said.

“When you are dealing with clients that are unwell, it can be quite challenging to get them to talk about things that make them happy or get them to reflect back on their past. It can make some of them very emotional so you need to be really patient, agile and able to think on your feet,” Sonal said adding that she loves the work and also enjoys meeting other volunteers.

“It is great to know that there are so many people that work as volunteers selflessly for people that are in need. It’s a great culture, a very organised operation and a very helpful team.”



Volunteer Sonal Pednekar and client Anthony Bahr



Sonal Pednekar



Quality and Safety

Palliative Care South East's (PCSE) vision and values have a strong link to safe, high-quality, client centred care. At PCSE, we are committed to continuously improving our processes, care, and services to deliver better access and outcomes for people with a life-limiting illness within our community.

Our services are focused on the needs of our clients, their carers, and families so that we can provide treatment, information, and support to guide each person through their care journey. In doing this, we have several integrated governance systems in place to actively manage the safety and quality of our care and services and ensure that our clients and consumers receive ongoing high-quality care.

This approach includes:

- Compliance against relevant legislative requirements, and national safety and quality and palliative care standards
- Supporting the implementation of broader government policy frameworks, including consumer-centred care
- Policies, procedures, and guidelines to assure the quality, accountability, and delivery of care and services
- Strong risk management processes to identify, mitigate and monitor risks across the organisation
- Being accountable and seeking feedback from our consumers and community to improve our practices and performance
- Investing in our workforce culture and staff and volunteer capability
- Being innovative and open to new ways of working to improve outcomes for people with a life-limiting illness

Accreditation

At PCSE, we have an excellent record in delivering quality client care and managing risks. In July 2021, we participated in our first organisation wide assessment against the Australian Council on Healthcare Standards, National Safety and Quality Health Service Standards. These Standards set the mandatory requirements that need to be met by healthcare organisations. The process involved an assessment by qualified external peer reviewers to assess compliance against the Standards and to make recommendations for ongoing accreditation.

We were pleased to be able to showcase the work that we do every day to enhance care for our clients and their families across the two days of assessment. PCSE achieved an outstanding result and met all the actions against all Standards. This result is a true testament to our team's hard work and confirmed what we already know – PCSE provides exceptional care to our community!

Client Profile

Lidia Kaminski

When artist Lidia Kaminski was diagnosed with ovarian cancer five years ago, she had surgery and chemotherapy and was able to enjoy a couple of years cancer free. However, two years ago, her oncologist discovered that the cancer had metastasised into her lymph nodes and was now Stage 4.

“Living in South Australia was quite difficult because our only child was living here in Victoria so we decided to make the move to Victoria,” Lidia said.

“When I arrived here I was actually under the care of Dr Goh.”

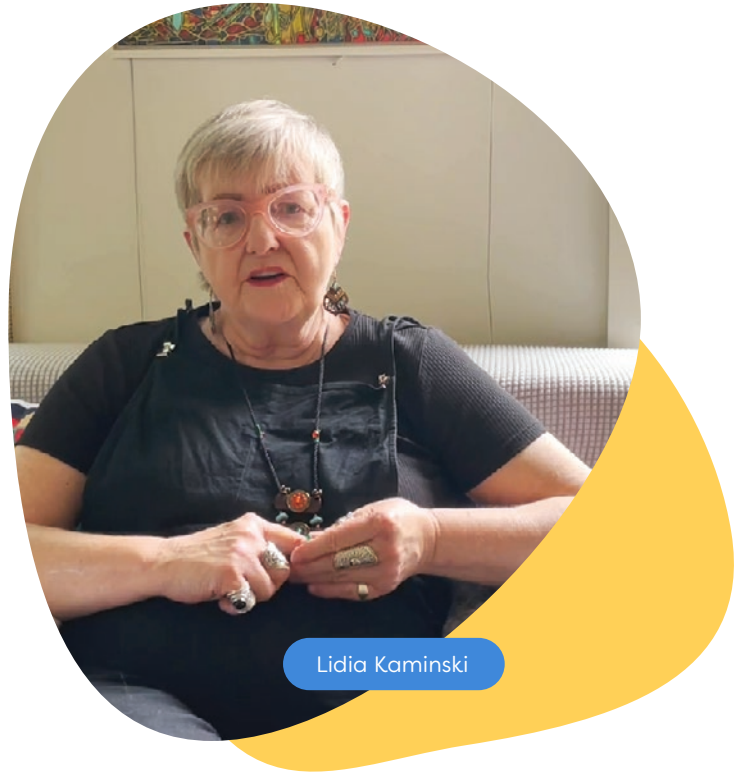
“I remember he actually mentioned Palliative Care South East to me but I was very reluctant at that time to even consider palliative care, thinking that I wasn’t at the end of my life. I still had a lot of time to go and I didn’t really want to think about that.”

“I finally got in touch with PCSE and I was feeling depressed and quite anxious.”

“(The nurse) said I’m not here to help you die, I’m here to help you live the best life that you possibly can and that, to me, was a turning point,” Lidia said.

“She was very kind and respectful and looked at me holistically as a person within a community, and the way I was feeling and the support that I needed at this time. She looked at things that might help and she was able to take me out of the pain that I was feeling.”

“She was able to not only look at the medical side of things but provide advice on applications for a disability pension, which helped in preserving our lifestyle, and services that could help me in the home. So, it was really beneficial,” she said adding that the nurses regular visits and calls made her feel a lot better.



Lidia Kaminski

“I love their visits. I suppose the experiences they have actually had with people, in circumstances like mine, has made them feel comfortable talking about illness and helping people to get through the worst with a positivity that makes you feel like you are actually alive, rather than at the end of life.

“I am overwhelmingly grateful for the work that they do; the nurses, the ancillary staff and everyone that works as part of that organisation is very very helpful. Anyone in my type of situation should be in touch with them. I am so happy that they are actually going to have their own centre; a Hub where people can come for therapies and discussions and groups. It will actually benefit the community and people like me,” Lidia said.

Lidia was so impressed with our services that she donated five pieces of her own art work to our fundraising art exhibition. The proceeds will be put towards the counselling rooms in our new Palliative Care Hub and Wellness Centre and art therapy materials.



Carer Story

Richard and Frances Almond were happily married for almost 40 years before cancer separated them.

“When Francie went into hospital last year, she was diagnosed with stage four liver cancer on the Friday. We saw the oncologist on the Tuesday and he said she had one, maybe two or three weeks to live,” Richard said.

“He asked her whether she wanted to stay in hospital, go to a nursing home or a palliative care unit but she told them she wanted to come home and die with me and she did. She died in my arms and she never suffered any pain,” he said.

Richard says thanks to the tremendous care they received from PCSE, which enabled Frances to enjoy end-of-life care at home, “she lived another eight weeks, four days and 14 hours and never suffered any pain and that’s one thing I’m very grateful for. They did a tremendous job. To be honest, palliative care really excelled themselves,” he said.

After Frances’ death, Richard joined our bereavement program and participated in our memorabilia program. He enjoys reflecting on his years with Frances which he describes as “the happiest years of my life”.

“We were both previously married but I had known her since I was 10 or 12 years old,” Richard said.

“She had four boys including two severely handicapped with her first husband; the last one had cerebral palsy.”

“She lived two doors away from me when we were adults. I used to help her out sometimes and she used to babysit my kids. I have fond memories of her then. I think I also had strong feelings for her but I tried not to show it even though I knew she was having a hard time and my marriage was failing,” he said.

However, as fate would have it, the couple realised they were meant to be together and they started a new life together in 1982 and Richard has almost four decades of cherished memories with Frances.



Richard and Frances Almond

Client Story

Former jockey Rodney Griffiths joined our program in August 2021 after being diagnosed with Stage 4 metastatic cancer.

In December, he featured in a story on Channel 10’s *The Project* and described the team at PCSE as “really just gold they are, they are gold.”

“(After being diagnosed), I started to lose the use of my left leg and I got a stent put into my leg. A lady came around and said I’ve read your files, I’m from palliative care and straight away you think gee I hope I have more than a month to live!”

Rodney had a lot more than a month to live and with help from the PCSE team was able to enjoy another nine months of life.

“A few months ago, I felt like I was going to die, now I feel 100%,” Richard told *The Project*.

“I want to live. I’ve got a terrific son and I’ve got a beautiful family but, if I don’t live, I don’t want to lay in hospital for three months and just deteriorate. I’d rather have my time at home and enjoy the footy and have a laugh.”

Rodney, 53, died in the comfort of his own home in May 2022.



Rodney Griffiths

Memorabilia Program

The death of a loved one can be one of the most difficult experiences people face. Grief and bereavement have many different faces and the emotions one feels are individual to the person experiencing them and no one person feels the same, copes the same or moves forward at the same pace.

At Palliative Care South East, our bereavement program supports carers and families after their loved one has died and, this year, we introduced a Memorabilia Program which offers individuals the opportunity to have a keepsake made from their loved one's clothing or an article of significance.

A grant from Stockland Care Grants enabled us to train our volunteers and purchase the necessary equipment and materials to support over 100 clients with a piece of memorabilia which includes cushions, teddy bears and patchwork doona covers that are cherished and bring fond memories to the relatives of their loved one.

"After my father-in-law passed away, we didn't really have a keepsake other than clothes and a watch but not really anything personal especially for the kids," Cara Thompson said.

"It was a difficult time for our children as their grandfather had lived with us for more than five years and, especially for our eldest, as for him he was also like a parental figure and he was always there."

Thanks to the program, Cara and her husband had several teddy bears made out of one of her father-in-law, Neil Thompson's, favourite jackets.

"They are a great comfort for the kids and they have something they can cuddle that reminds them of their Pop. They call them their Poppy Bears and whenever they are struggling and grieving, they give them a cuddle."

"In my personal experience, (PCSE) provided as much support for the carer as they did for my father-in-law and this was the reason I was able to keep him at home. If I didn't have the support, I don't think I would have been able to keep him at home so I cannot thank you enough as he was able to stay here and die at home which was his wish."

Richard Almond, who was married to his late wife Frances for 40 years, finds surrounding himself with photos and memorabilia of her is comforting and brings back good memories.

"I'm really pleased with this program. I had a teddy and a cushion made from Francie's dressing gown. I've put the first necklace I bought her around the teddy's neck and clipped the brooch I bought her on our first holiday to Hong Kong on the front. People who see the teddy love it." Richard said.



Cara, Jax and Cooper Thompson



Richard Almond



Virtual Reality Program

This year, Palliative Care South East (PCSE) clients have been riding dragons, swimming with whales and playing golf despite being too unwell to leave their homes.

It's all thanks to an investment in virtual reality equipment and the introduction of a virtual reality program to our suite of services to support clients to live well. The virtual reality goggles come with a catalogue of amazing and extraordinary experiences that enable clients with limited mobility and those unable to travel, due to COVID-19 lockdowns, the opportunity to fulfill some bucket list experiences without leaving home!

Peter Howe, who was diagnosed with cancer and joined our program in 2021, chose to access the program and see what it had to offer to help him live well.

"It was really unbelievable. It was awesome! And it is something everybody should do," Peter said.

"I flew with dragons. I was riding a dragon! It certainly takes your mind off things."

"I did need to hold on with my arms and legs and body and I got a bit of motion sickness but it was awesome. I was living in a caravan at the time so I was a bit limited in the space I had to move around but I wish it could have gone on longer," he said.

Some of the experiences are interactive like swimming with whales, dolphins and sea turtles, riding a roller coaster or playing golf whilst others don't require any physical interaction and the participant can sit back and enjoy the experience of visiting one of the Seven Wonders of the World or other famous tourist hot spots or sitting in a forest by a waterfall or on the beach watching the sunset.

For Richard, a PCSE client with Motor Neurone Disease, the opportunity to swim under the sea and take a boat ride whilst reminiscing about the many hours he spent boating, when he was more active, provided a great distraction from his illness.

Volunteer Steve Morris enjoys supporting clients to experience this program.

"The first time I did this with a client, I was blown away by the huge smile on the client's face when they were seeing things," Steve said.

"He did a dragon flight and enjoyed a beach scene and wanted to go back to Mauritius, where he was born, but he didn't have enough Internet bandwidth for that experience on Google Maps."

"It's a great program because it seems like they can escape reality for a moment. I can also see the potential benefits of visiting places on Google Maps as they could visit places they have fond memories of and reminisce or visit places that people never got to see but were on their bucket list," he said.

Steve is an IT consultant and believes volunteering in our Visual Reality program makes good use of his skills in technology and training.

"I'm usually training people on IT software, around the globe, so this program is also a good fit with my lifestyle and knowledge base as a trainer."

PCSE now has a catalogue of hundreds of different virtual realities that our clients can experience for free. Clients are supported by trained volunteers like Steve. The equipment is portable and taken to the clients' homes, where the volunteers assist them to put on the goggles and navigate the many opportunities to choose from. Families can also observe the joy the program brings to their loved one.



Frederick Hall

Our Volunteers

Volunteers continued to play an important role in supporting and engaging with our community of clients, carers and families and in fundraising to support our work. This year, they have contributed over 1500 hours of service. Their heartfelt contribution of time and energy has supported 564 clients across a range of programs including companionship, bereavement support, biographies, memorabilia, and visual reality. They have also provided transport for clients and equipment and other goods. We are thrilled that a number of our volunteers were recognised as finalists in the 2022 Australia Day Awards for their service.

This year, our volunteers made a tremendous effort to contribute towards fundraising for our new Palliative Care Hub and Wellness Centre in Narre Warren. They sourced donated items for raffles, hosted fundraising luncheons and used their community connections to promote Palliative Care South East (PCSE) and our services.

The pandemic, lockdowns and the constant changing of restrictions challenged our volunteers, however, they showed tremendous resilience as they adapted and remained committed to our clients. They have made an outstanding contribution to our work this year.

COVID-19 presented an opportunity for our volunteers to learn new skills such as video calls, email and texts so they could remain in contact with the office and clients. We provided them with access to laptops and transitioned everything from a paper-based practice to an online environment. They were trained to use the laptops and provided with online tutorials across several programs they could then use when at home. This enabled us to transition our meetings, trainings, workshops, from face to face to online.

During lockdowns, volunteer support took a pivot from weekly face to face visits with clients, to contacting clients in any way possible; we

never stopped this wonderful service. This included phone calls, texts, emails and, where possible, video calls, depending on the method that worked best for the client's circumstances. Volunteers responded to community need and began calling clients twice weekly to ensure they were receiving the social interaction they were craving. In order to complete biographies for those clients who weren't savvy with technology, the volunteers looked at innovative ways of transferring information safely.

As part of our flexible workplace adaptations, our volunteers now have the option to access monthly meetings, trainings, workshops, debriefs and social catch ups via IT platforms. These are recorded and forwarded out to all volunteers to watch or re-watch at their leisure to keep us all connected. Newsletters, updates from the CEO and management as well as staff and wellbeing tips were provided throughout the year and the volunteers had access to our Employee Assistance Program if needed. We have also continued to recruit new volunteers throughout the year.

Since returning to face-to-face visits, volunteers have followed client COVID-19 screening protocols and ensured compliance with their infection prevention training. They have also been able to restart monthly lunches with our bereavement support group and return to see us in the office! We missed them on-site.

We would like to acknowledge Betty Williams OAM who marked 30 years as a PCSE volunteer this year. Betty's contribution is highly valued by our staff, volunteers and community.

The full impact of the volunteers on the lives of our clients is immeasurable. We are extremely grateful and honoured to have a passionate and dedicated group of individuals volunteer their time, resources, skills and energy.



Our Volunteers



Our Living Treasure

Our longstanding companionship volunteer, Natalie Irvine, was presented with the Living Treasure Award at the 2022 Greater Dandenong Australia Day Awards. The award is given to someone who has made a lasting impact on the quality and nature of life for their community.

For the past 18 years, Natalie has been a PCSE companion volunteer supporting our clients diagnosed with a life-limiting illness. Over the years, she has provided companionship to more than 25 clients as they made their final journey through life.

"I was a nurse originally and started that job at 17 years old so it stood me in good stead for this role. Of course, then I expected people to get better but now the people I am dealing with are going to die; they are on their end of life journey and you are there until stumps," Natalie said.

"Despite what many think, it's not depressing. People just want to talk and they want somebody to listen to them. Most people I talk to are aware they are coming towards the end and because we are not family or friends - although we often become friends - we are anonymous, so they feel able to tell me all sorts of things and we keep their secrets," she said.

The 77-year-old always brings a smile and positive energy into the workplace.

"I think it's important to have other things happening in your life when you are doing this. I belong to a choir and I'm part of an athletics club. I do a five kilometre run every Saturday and I'm an ancestral hunter; I write books on my family history," Natalie said.

Natalie might take clients out shopping or to enjoy some time in a café. She is up for most activities including singing, walking, listening to music, watching movies, participating in craft or whatever the client needs at that time. Her companionship helps to reduce feelings of isolation, loneliness and depression for clients who may have limited social connections or family.

As a PCSE Ambassador, Natalie also mentors new volunteers, assists with fundraising and regularly helps us raise the profile of palliative care in the community.

Natalie was prompted to volunteer with us after helping nurse her sister-in-law through a life-limiting illness in 1997. We are extremely fortunate to have such a dedicated and compassionate member of the community as part of our volunteer team. We all congratulate Natalie on this well-deserved award.

Two other PCSE volunteers were finalists in the Australia Day awards.

Gwen Clough was a finalist in the City of Casey in recognition of her 19 years serving as a volunteer in the companion program and her recent efforts hosting a fundraising lunch that raised over \$3,000. She provides companionship to the carers and supports them as they support a loved one who is diagnosed with a life limiting illness.

Magda Lane was a finalist for the Cardinia Shire. A PCSE volunteer for 34 years, Magda has supported many clients over the years and contributed her energy and fantastic support to our fundraising efforts too.



Mayor Cr. Jim Memeti and Natalie Irvine

Staff and Wellbeing

Our staff are our greatest asset and ensuring they can continue to deliver our service to clients during the pandemic was a focus of our work this year.

Staff remained set up for working from home to allow flexibility across periods of lockdown.

Corporate Upgrades

We upgraded our IT network which has improved its performance and stability. Our IT system was also upgraded to enhance our cyber security and staff now complete a multi-factor authentication process to login to the PCSE network in the office and from home.

We have also upgraded our mobile phones and maintained the turnover of our fleet to ensure that two thirds of our vehicles are less than nine months old.

PCSE changed our payroll and salary packaging providers and this has increased the range of services on offer to staff and reduced our fees.

Employee Engagement

Eighty per cent of our staff completed our employee engagement survey and 90% of respondents said they were proud to work at PCSE and would recommend us as a great place to work. 90% of respondents were confident with our response to the pandemic and 87% felt that our vision and future direction are clearly communicated to them.

We have successfully recruited eight staff this year and are in the enviable position of having a waiting pool of applicants for our nursing positions despite the national shortage.

This is such a positive testament to our culture and the team environment we are all part of creating and maintaining.



Morina Perera and Wendy Watkins



Living our Values

At PCSE, we are responsive, collaborate, empower and show kindness.

In response to staff feedback, we introduced a monthly Reward and Recognition program that highlights the staff who are best reflecting our values. Staff recognised under the program receive a voucher to our onsite cafe.

We have also introduced monthly celebrations to acknowledge staff birthdays and work anniversaries.

Staff Wellbeing

In January, we enhanced our employee wellbeing program with the introduction of articles and webinars on a wide range of topics that are shared on our intranet and provide opportunities for staff collaboration and empowerment.

Staff are kept informed about vaccination schedules and 100% of our staff were vaccinated against Covid and influenza.

A calendar of events is published on PCSE's intranet that includes monthly education opportunities, information on upcoming staff meetings and other current events.



Jodi Lynch, Gwen Clough and Kelly Rogerson accept the Casey Community Group of the Year 2022 Award

Acknowledgement

We were honoured to be joint winners of the 2022 Casey Community Group of the Year Australia Day Award for our work supporting Casey residents with a life-limiting illness. The Award recognises a charity that inspires and contributes to the local community and recognises the value of the work we do in our local community.



Volunteer Glenyse Duck assists client Eddie Catton to write his biography

Awards Day Celebration

In December, we held our annual awards day celebration bringing together our staff, volunteers and Board of Directors. It provides an opportunity to reflect on the wonderful service we provide to our community and recognise length of service and the contribution of individuals to the organisation.

Recognition of Service Awards

5 years:

- Deb Hunter - Volunteer
- Josie Mastroianni - Volunteer

10 years:

- Leah Ebanks - Specialist Palliative Care Nurse
- Glenyse Duck - Volunteer
- Pam Glover - Volunteer
- Hans Rutgrink - Volunteer

15 years:

- Sheridan Lind-Hansen - Administrator

30 years:

- Betty Williams OAM - Volunteer

Value Awards

Our Values of Responsiveness, Empowerment, Collaboration and Kindness reflect our client, carer and staff focus. These guiding principles are at the heart of everything the Palliative Care South East (PCSE) team does, shaping our culture and ensuring we continue to work toward common goals. Each year, our Values Awards are presented to team members who embody these qualities and have been nominated by their peers for recognition.



Responsiveness Awards

Responsiveness award presented to:

- Sam Stubbs - Administrator
- Mohinder Singh - Volunteer

Empowerment Awards

Empowerment award presented to:

- Dr Patrick Steele - Medical Officer
- Gwen Clough - Volunteer

Collaboration Awards

Collaboration award presented to:

- Shelley Quinlan - Administrator
- Jenny Allen - Volunteer



Kindness Awards

Kindness award presented to:

- Wendy Watkins – Specialist Palliative Care Nurse
- Rochelle Dullard – Community Liaison Officer

Leadership Awards

This year, we introduced some additional awards to recognise leaders and potential within the team. These awards were presented to:

Emerging Leader

- Kerry Beazley – Specialist Palliative Care Nurse

Inspiring Leader

- Lynn Hutchison - Executive Assistant and Admin Team leader

Engaging Leader

- Donna Durston-McKenna – Manager People Culture & Capability

STAR Award

- Georgia Ewing – Administrator
- Linda Espie - Counsellor

Scholarship Awards

PCSE is committed to and encourages the continuous learning and development of all staff. Scholarship funds were established to financially support staff who are undertaking studies in palliative care to enhance their professional development and ultimately support the community in which we provide service.

Dr Ruth Redpath Scholarship Award

In honour of Dr Ruth Redpath AO, the founder of our service, PCSE was proud to support Jessica Lewscthenko to undertake studies in a Graduate Certificate in Palliative Care at the Australian College of Nursing. The scholarship enables Jessica to enhance her professional skills in order to support PCSE's service, adding to our highly skilled workforce. We are incredibly grateful for Ruth's contributions, recognising the power of knowledge.

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 a life-limiting illness, arriving at their homes with no medical aids, just her skill, sensibilities and strength to help them find peace in their own way.

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 supported Andrew Hallett to undertake studies in a Graduate Certificate in Palliative Care with Flinders University this year. We would like to thank the Moyes family for this contribution to assist in the ongoing development of our staff.



Our New Palliative Care Hub

Our new building is on track for completion by late 2022 and we are so excited for move-in day!

In 2020, the Board approved the purchase of land at 80 Victor Crescent in Narre Warren and Kelly Architects and Newpol Construction were engaged to design and construct a new Palliative Care Hub and Wellness Centre. Flexible spaces that would support an optimal employee experience and a design that encourages collaboration and a strong desire to connect to our clients and community were at the forefront of our minds. We wanted an interior workflow that promotes health and wellness through mental and physical comfort.

The building, in Narre Warren, will house our administrative centre and be the home base for our busy staff and volunteers, whilst also incorporating quiet spaces for reflection and retreat, areas to celebrate togetherness, access to learning and development resources, and communal areas for clients, carers, families and members of our community.

We wanted to create facilities that not only connect to new ways of working, but also connect to the context of the care and services we provide for the local community. Kelly Architects and Newpol Construction have really brought this vision to life in a way that captures the views of our surrounding landscape.

We are so grateful for the support of our contractors, suppliers, and the wider community through the evolution of this project, from identification of needs, funding, building concept and now the detailed design phases and construction. Through savings, bequests and the fantastic fundraising efforts of our staff, volunteers and community we raised over \$4M to purchase the land and complete stage one of the project. The Victorian government has recently contributed \$2M to enable us to complete the community facing areas of the site such as clinical and counselling rooms, education and meeting spaces and, hopefully, even a drop in coffee shop!

Every little bit helps to make a project like this a reality and ensure we are future ready with the resources we need to meet the growing demand for our services and deliver long-term change to the southeast community. Support to provide the finishing touches, including all our furnishings and resources, is still needed. To find out how you can help, please contact Katrina Peach on communications@palliativecarese.org.au



In the Media

Palliative Care South East featured prominently in the mainstream and local media this year enabling us to raise our profile and visibility in the community.

Our CEO Kelly Rogerson spoke with a journalist from NewsCorp's NCA news wire in November 2021 for an article on the unprecedented impact of COVID-19 on palliative care. She discussed how the pandemic was compounding the feelings of grief and loss for many clients who were unable to follow their usual traditions around death and dying and the resultant surge in demand PCSE is experiencing for grief counselling. The article was syndicated across *The Australian*, *the Herald Sun*, *the Daily Telegraph*, *the West Australian* and a range of other print and online media.

In December, our clinical care heroes featured in a story on Channel 10's *The Project* and we also featured in a story on *ABC Television News* about the ongoing workforce shortage in palliative care.

Our CEO, Kelly Rogerson and Chair Emeritus Professor Margaret O'Connor AM wrote an opinion piece on the soaring demand for community palliative care for *The Age* in January 2022.

Several of our volunteers were shortlisted for Australia Day Awards and featured in our local newspapers.



Rodney Griffiths (left) and Dr Patrick Steele on *The Project*



The Rookes on *The Project* with nurse Michelle Clancy (left)

TED & CAROL ROOKES



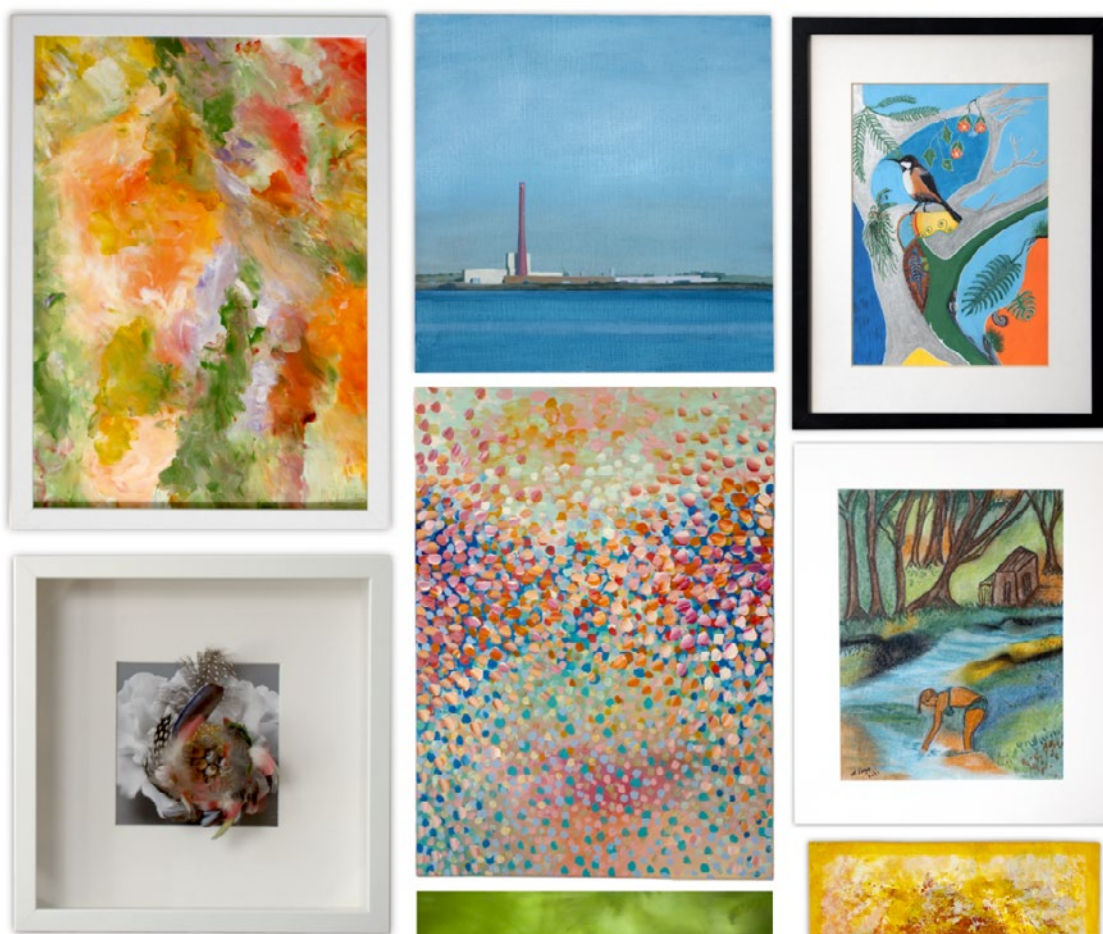
Kelly Rogerson on *ABC News*

Fundraising

As demand for community palliative care soars during the COVID-19 era, fundraising has become increasingly important to ensuring we can continue to deliver our quality services and complete the building of our new Palliative Care Hub and Wellness Centre.

Once again, many of our staff and volunteers generously donated their time and leveraged their networks to donate items and help us raise funds towards the cost of building the centre and delivering special programs.

One of this year's fundraising highlights was an online art exhibition and auction. More than 40 artists donated 77 works for the event, curated by our art therapist Linda Espie and held in November 2021. A fantastic collection of works including paintings, photography, mosaic, collage, etchings, drawings and sculpture were donated for the exhibition *Colours of Community*.



Goldcare Lifestyle Village Fundraiser



The auction raised more than \$7,000 towards the development of the counselling and support rooms in our new Centre. This amazing event was coordinated by PCSE counsellor, artist and art therapist Linda Espie, as part of the *Laz Effect* fundraising campaign that she initiated in memory of her brother Larry, who received specialist palliative care from PCSE. Linda's energy and enthusiasm ensured the event was a great success.

We are so grateful to the many artists who donated their works. These included renowned portrait photographer David Roberts who has had work commissioned for the Portrait Gallery in Canberra and PCSE client, artist Lidia Kaminski, who has been supported by our organisation since moving to Victoria to be close to her daughter.

Our volunteers are amongst our biggest supporters when it comes to fundraising and this year Gwen Clough organised a fantastic and entertaining fundraising lunch with 100 guests at the Hampton Park Bowls Club lunch. The venue was donated along with much of the menu which included home-made sponge cakes from the wonderful members of the club. The event raised \$3,088 and provided a great forum to discuss the importance of palliative care within the community.

Other fundraising activities that our wonderful volunteers supported included our Father's Day and Christmas raffles. Our thermomix raffle raised more than \$5,000! A big thanks to all our supporters who bought tickets and congratulations to our winners.



Kelly Rogerson prepares to draw the thermomix raffle winner

PCSE is extremely honoured to have this wonderful group of individuals who continue to promote our efforts and raise funds to support those within the community with a life-limiting illness.

In the community, the residents of the Goldcare Lifestyle Village in Pakenham organised a fundraiser for PCSE and raised \$770. The staff at Coles Berwick store nominated Palliative Care South East as the recipient of their Family Carnival fundraising event at the Sweeney Reserve Wetlands, in December, and they raised \$3,558.

If you or your organisation would like to support us with a fundraising event this year, please email Katrina Peach at fundraising@palliativecarese.org.au

Hampton Park Bowls Club lunch



Our Board

Emeritus Prof. Margaret O'Connor AM

RN, FACN, MAICD, MPCNA
Chair

Margaret has enjoyed a long and illustrious career in palliative care. A former nurse, she was involved in establishing and managing community-based palliative care services and was the inaugural chair of Palliative Care Nursing at Monash University from 2003 – 2014.



She has served on many national and international boards and committees and was a foundation member of the World Palliative Care Alliance and is a past President of Palliative Care Australia. In 2005, she was made a member of the Order of Australia for service to the development and establishment of palliative care services in Victoria.

Dan Woods, BA

Deputy Chair

Dan is a senior executive leader with over 20 years' experience in communications, marketing and business development. He has worked in senior management roles for some of Australia's largest health, aged care and communications companies.



He is the Managing Director of WE Communications Australia and was previously Executive General Manager of Brand and Business Development at Bolton Clarke, one of Australia's largest aged, retirement and healthcare companies. He has a BA (Media Studies) and Certificates in Marketing and Brand Management.

Dr Sally McDonald, MBBS

Sally is a general medical practitioner and has broad experience in all aspects of General Practice with a special interest in palliative care. She has practised in the Palliative Care South East catchment area for 35 years.



Anthony Boffa, CPA, MBM

Anthony is the Chief Operating Officer for Dementia Australia. He has more than two decades experience in the not-for-profit sector with organisations providing services in the disability, home nursing, home aged care support and residential aged care sectors.



Anthony also has extensive commercial experience across the transport, service and travel industries.

David Goldberg, LLB (Hons), BA, GAICD

David is an experienced company Secretary, General Counsel and corporate governance executive. He has led the legal and company secretarial functions for public and NFP entities across the health, disability and emergency service sectors.



David has broad experience leading governance, board, risk management, compliance, procurement, ethical standards and integrity functions.

Catherine Lengyel, GAICD, AFCHSM, MAASW

Catherine has more than 25 years' experience in executive management roles in community, health, disability and aged care services across the not-for-profit, government and private sectors. A trained social worker, she is an advisor and consultant to disability organisations across Australia.



Catherine was previously the General Manager of National Service Delivery with the Nextt Group. She has personal experience with palliative care and is passionate about enabling people with a life-limiting illness to live well and die in their place of choice.



Our Donors

Demand for palliative care has soared during the pandemic as more and more people with a life-limiting-illness want to avoid a hospital setting and spend more time at home with family and friends. Our ageing population is also impacting demand for our services, as age is a known risk factor for cancer, a disease affecting around 70% of our clients. Unfortunately, government funding has not kept up with this increase in demand so the efforts of our fundraisers, and public donations and bequests, are critical to ensuring we are able to maintain access for all those in our community in need of our services.

We would like to pay tribute to our generous donors. Thank you for your gifts. We are thrilled to have growing support for our work from within our community.

We are grateful to the families and friends of past clients, who honour them and the contribution we made to helping them live well, with donations to our service. They often request families and friends to donate to us *in lieu* of flowers at funerals and we are very grateful to receive these gifts. We thank you for the acknowledgement and pledge to use those funds to support others with a life-limiting illness.

There are many individuals and organisations that have supported us this year and many who provided donations towards our new Palliative Care Hub and Wellness Centre. Our major donors are listed below however we acknowledge each and everyone of you that donated to us this year.

Our major donors

\$5000 and above

Dr Ruth Redpath AO
Don Moyes on behalf of
Gwen & Hazel Moyes

\$2000 and above

David Zderic
Hung Nguyen
LR & KS Clarke (in honour
of Marjorie Cheese
Berwick Op Shop
Warren Opportunity Shop
in Narre Warren

\$1000 and above

Barry Whelan
Rochelle Dullard
Wendy Weymouth

\$500 and above

Family and friends of
Christopher Dicker
Family and friends of
Jean Claude Peridonge
Family and friends of
Penny Haringsma
Stephanie Wellman
Jenny Lee
Peter Daly
Tobin Brothers Funerals

\$200 and above

M & S Oliver
Mr & Mrs K Lee
McCabe family
Lien Du
Michelle Ives
Family and friends of
Rose Hall
Rodney Griffiths
Linda Lester
Andrew McNamara
Leoni Miller
Julian
Angela Ballard
Maxine Curtis



Tobin Brothers Funerals' Lynne Westland presents a cheque to PCSE's Rochelle Dullard

Warren Op Shop volunteers
Luisa and Andrea

Berwick Op Shop volunteers
Delia, Yvette, Shirley, Margaret and Marj

Financials

Revenue	FY2022	FY2021	FY2020	FY2019
Vic Govt Grant - Block	5,930,507	5,826,850	6,700,536	4,612,606
Vic Govt Grants - Other	520,840	452,740	-	-
Donations Received	38,542	30,958	15,053	169,613
Fundraising	21,220	7,365	-	-
Interest Received	35,379	42,298	67,121	37,262
Other Income	49,533	835,404	549,880	306,469
	6,596,022	7,195,615	7,332,590	5,125,950
Expenses				
Employment Costs	5,128,841	5,278,985	4,591,815	3,982,669
Motor Vehicles	79,586	110,072	82,132	76,517
Training/Staff Support	45,422	49,860	36,622	43,383
Communications	92,978	110,362	90,850	78,935
Depreciation	88,318	120,416	133,536	159,064
Depreciation - ROU	94,415	113,612	94,425	-
Interest Paid	2,955	8,354	11,029	-
Other	427,378	535,162	654,955	672,716
	5,959,893	6,326,822	5,695,364	5,013,284
Net Surplus/(Deficit)	636,129	868,793	1,637,226	112,666



Statement of Financial Position

Assets	FY2022	FY2021	
Cash on hand	4,343,309	3,768,606	Note 2
Other current assets	22,033	31,230	
Total Current Assets	4,365,342	3,799,836	
Work in progress - building	2,610,347	123,625	Note 1
Land	1,465,009	1,465,009	
Other non-current assets	404,457	413,392	
Total Non-Current Assets	4,479,813	2,002,026	
Total Assets	8,845,155	5,801,862	
Liabilities			
Payables	881,757	294,097	
Deferred revenue	2,056,358	135,484	
Other current liabilities	972,429	1,015,105	
Total Current Liabilities	3,910,544	1,444,686	
Non-Current Liabilities	120,811	179,505	
Total Liabilities	4,031,355	1,624,191	
Net Assets	4,813,800	4,177,671	
Retained Earnings	4,813,800	4,177,671	
Total Equity	4,813,800	4,177,671	

Note 1

During FY2022, capital works continued on the land at 80 Victor Crescent Narre Warren. The new Palliative Care Hub and Wellness Centre will accommodate our staff and be a service centre. The total project is forecast to cost between \$4.5m-\$5m, and is expected to be completed in December 2022, depending on Covid-related and any other delays.

Note 2

Forecast capital works expenditure in FY2023 is anticipated to be \$2.5 million. Funding is allocated and will come out of the current cash balance.

Volunteering

Palliative Care South East (PCSE) was founded by volunteers back in 1984. The philosophy of the early founders lives on in our volunteers and we could not fully support our community without their help.

If you would like to become a PCSE volunteer and help your Community, we will provide you with training and support. You can become part of the team and enjoy regular meetings and outings as part of 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

Palliative Care South East (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 life-limiting 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



Palliative Care South East

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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 Ltd respectfully acknowledges the First Nation Peoples of Australia as the traditional custodians of the land on which we now live and work and recognise their continuing connection to land, water and community. We pay respect to Elder's past, present and emerging.